



PANEL OF SPECIALISED SECURITY SERVICES

BID No: JCPZ/FM04/2023

JOHANNESBURG CITY PARKS AND ZOO

Registration No: 2000/028782/08

City Parks House, Ground Floor
40 De Korte Street
Braamfontein
Johannesburg

Project Enquiries:

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Telephone: 072 241 0981

Email: mbaholo@jhbcityparks.com

JOHANNESBURG CITY PARKS AND ZOO

Registration No: 2000/028782/08

P O Box 2824
Johannesburg
2000

The Senior Manager SCM

Supply Chain Management Unit

Telephone: 011-712 6625

Email: dhlathwayo@jhbcityparks.com

Name of Bidder _____

Price Including VAT _____

(VAT REGISTERED ☐ / NON-VAT VENDOR ☐

(Price In-words) _____

Joint Venture ☐

Not a Joint Venture ☐

(Tick applicable box)

Contract Period: 36 Months

Compulsory Bidders Site briefing: JHB City Parks and Zoo, 12 Glencoe Road, Glenesk, JHB

Date: 22 August 2023 @ 11:00am – 12:00pm

The closing date and time for receipt of tenders is Friday, 08/09/2023 @ 12:00pm. Telegraphic, telephonic, telex, facsimile and late tenders will not be accepted.

NB: Special Instruction: Due to COVID-19 and the National Department of Health requirements, submissions of completed tenders or responses will only be allowed on the following dates to the physical address provided above:

06-09-2023 (08:00 – 16:00pm)

07-09-2023 (08:00 – 16:00pm)

08-09-2023 (08:00 – 12:00pm before the closing time)

QUALIFICATION CRITERIA FOR FURTHER EVALUATION

- Provide Proof of registration with CSD (Central Supplier Database) at National Treasury compliant with all regulatory requirements

CSD No: _____

- Valid Tax Pin Number: _____
- Provide valid Companies' proof of address and/ or Director's proof of residence (Only latest municipal statement not older than three (3) months (not in arrears for more than 90 days) or valid lease agreement in their area of jurisdiction (preference will be given to Johannesburg Based Companies);
- Provide Valid COIDA Class XIX 1970 Certificate from Department of Labour (Letter of good standing);
- Provide Valid General liability insurance cover (Minimum of R5 000 000.00);
- Provide Valid Latest Company PSIRA certificate (If it is a Joint Venture both companies must provide Valid Latest Company PSIRA certificates)
- Provide audited annual financial statements for the past three years or since their establishment if established during the past three years. If the bidder is not obliged by law to prepare annual financial statements for auditing purposes, they shall submit their Public Interest Score (PIS) with their annual financial statements for the previous three financial years or if established for a shorter period from the date of establishment, certified by a registered accountant;
- Provide a valid Joint Venture (JV) agreement signed by all parties with all individual parties' mandatory documents submitted; if applicable
- Completion of the entire tender document as issued or downloaded is compulsory.

**NB: ONLY BIDDERS WHO COMPLY WITH THE ABOVE REQUIREMENTS WILL BE CONSIDERED
FURTHER FUNCTIONALITY (REFER TO THE TERMS OF REFERENCE)**

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

DATE:

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NB: ALL DECLARATIONS SHOULD BE COMPLETED AND SIGNED, FAILURE TO WILL RESULT IN YOUR BID BEING DISQUALIFIED



JOHANNESBURG CITY PARKS AND ZOO

Johannesburg City Parks and Zoo, the greening, conservation and cemetery management agency for the City of Johannesburg Municipality, invites suitable qualified, experienced and resourced service provider/s to submit proposals for the Panel of Specialised Security Services for Johannesburg City Parks and Zoo over a period of 36 Months. Proposals are to be submitted in line with terms of reference stipulated in the Terms of Reference section.

90/10 preferential procurement point system will be applied and preference will be given to bidders who are able to demonstrate the following:

Stage 1: Compliance on Qualification Criteria

Stage 2: Functionality

Stage 3: Price

90

Specific goals (25% or more Shareholding by Women as owners)

10

To qualify for consideration, potential service providers MUST provide and ADHERE to the following minimum qualification requirements:

- Provide valid Companies' proof of address and/ or Director's proof of residence (Only latest municipal statement not older than three (3) months (not in arrears for more than 90 days) or valid lease agreement in their area of jurisdiction;
- Provide Valid COID Class XIX 1970 Certificate of your sector from Department of Labour (Letter of good standing);
- Provide Valid General liability insurance cover (Minimum of R5 000 000.00);
- Provide Valid Latest Company PSIRA certificate (If it is a Joint Venture both companies must provide Valid Latest Company PSIRA certificates)
- Provide audited annual financial statements for the past three years or since their establishment if established during the past three years. If the bidder is not obliged by law to prepare annual financial statements for auditing purposes they shall submit their Public Interest Score (PIS) with their annual financial statements for the previous three financial years or if established for a shorter period from the date of establishment, certified by a registered accountant;
- Provide Proof of registration with CSD (Central Supplier Database) at National Treasury compliant with all regulatory requirements; and
- Completion of the entire tender document as issued or downloaded is compulsory.

The physical address for submission of bid documents is: Johannesburg City Parks and Zoo Head Office, City Parks House, Ground Floor, 40 De Korte Street, Braamfontein, Johannesburg. Documents may be downloaded from www.jhbcityparksandzoo.com or www.etenders.gov.za for free from Wednesday, 16 August 2023.

The lowest, or any tender will not necessarily be accepted and Johannesburg City Parks and Zoo reserves the right to accept any tender either in whole or in part. Telegraphic, telephonic, telex, facsimile and late bids will not be accepted. Bids may only be submitted on the bid document provided by JCPZ. It is the responsibility of the service provider to deposit the tender submission to the correct tender box at the address provided above. The bid validity will be 90 days from the closing date and may only be extended up to 120 days.

Johannesburg City Parks and Zoo is committed to combat fronting. Insofar as it is legally permitted to do so, and provided that service delivery will not be severely influenced, contracts executed by fronting enterprises will be cancelled, the service provider in question will be blacklisted on its database of service providers and reported to the applicable authorities.

Fraud hotline number: 0800 002 587

For more information on bids and quotations visit our website www.jhbcityparksandzoo.com. Bids completed in Pencil will be regarded as invalid.

INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF MUNICIPALITY/ MUNICIPAL ENTITY)					
BID NUMBER:	JCPZ/FM04/2023	CLOSING DATE:	08/09/2023	CLOSING TIME:	12:00
DESCRIPTION	PANEL OF SPECIALISED SECURITY SERVICES				
THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (MBD7).					

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE
BID BOX SITUATED AT (STREET ADDRESS)

Johannesburg City Parks and Zoo					
City Parks House, Ground Floor					
40 De Korte Street					
Braamfontein					
Johannesburg					
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
TAX COMPLIANCE STATUS	TCS PIN:		OR	CSD No:	

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES, ANSWER PART B:3]
TOTAL NUMBER OF ITEMS OFFERED		TOTAL BID PRICE	R
SIGNATURE OF BIDDER		DATE	
CAPACITY UNDER WHICH THIS BID IS SIGNED			
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:		TECHNICAL INFORMATION MAY BE DIRECTED TO:	
DEPARTMENT		CONTACT PERSON	Matome Baholo
CONTACT PERSON	Derrick Hlatshwayo	TELEPHONE NUMBER	072 241 0981
TELEPHONE NUMBER	011-712 6625	FACSIMILE NUMBER	
FACSIMILE NUMBER		E-MAIL ADDRESS	mbaholo@jhbcityparks.com
E-MAIL ADDRESS	dhlathwayo@jhcityparks.com		

TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:	
1.1.	BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2.	ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED-(NOT TO BE RE-TYPED) OR ONLINE
1.3.	THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
2. TAX COMPLIANCE REQUIREMENTS	
2.1	BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2	BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3	APPLICATION FOR THE TAX COMPLIANCE STATUS (TCS) CERTIFICATE OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA .
2.4	FOREIGN SUPPLIERS MUST COMPLETE THE PRE-AWARD QUESTIONNAIRE IN PART B:3.
2.5	BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.6	IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.7	WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS	
3.1.	IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? ☐ YES ☐ NO
3.2.	DOES THE ENTITY HAVE A BRANCH IN THE RSA? ☐ YES ☐ NO
3.3.	DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? ☐ YES ☐ NO
3.4.	DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? ☐ YES ☐ NO
3.5.	IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? ☐ YES ☐ NO
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.	

**NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.
NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE.**

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

DATE:

B. TAX CLEARANCE CERTIFICATE REQUIREMENTS

VALID TAX PIN: _____

Please attach a valid original Tax Clearance Certificate/Tax Clearance Status to this page.

It is a condition of bid that the taxes of the successful bidder must be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.

1. In order to meet this requirement bidder are required to complete in full the attached form TCC 001 "Application for a Tax Clearance Certificate" and submit it to any SARS branch office nationally. The Tax Clearance Certificate Requirements are also applicable to foreign bidders / individuals who wish to submit bids.

2. SARS will then furnish the bidder with a Tax Clearance Certificate that will be valid for a period of 1 (one) year from the date of approval.

3 The original Tax Clearance Certificate must be submitted together with the bid. Failure to submit the original and valid Tax Clearance Certificate will result in the invalidation of the bid. Certified copies of the Tax Clearance Certificate will not be acceptable

4 In bids where Consortia / Joint Ventures / Sub-contractors are involved, each party must submit a separate Tax Clearance Certificate.

5 Copies of the TCC 001 "Application for a Tax Clearance Certificate" form are available from any SARS branch office nationally or on the website www.sars.gov.za.

6 Applications for the Tax Clearance Certificates may also be made via eFiling. In order to use this provision, taxpayers will need to register with SARS as eFilers through the website www.sars.gov.za.

RETURNABLE DOCUMENTS

PAGE TO WHICH MUNICIPAL ACCOUNT OR VALID LEASE AGREEMENT MUST BE ATTACHED: (NOT IN ARREARS FOR MORE THAN 3 MONTHS)

Please attach any of the following to this page:

1. In the case where the bidder owns the property from which the bidder's business operates from, an original or a copy of the most recent municipal account must be submitted.
Or
2. In the case where the bidder does not own the property an original or copies of the most recent municipal account of all shareholder/s must be submitted.
Or
3. In the case where the bidder is a tenant for the purpose of its business establishment, the bidder to provide a valid lease agreement.

PAGE TO WHICH A VALID COID CERTIFICATE MUST BE ATTACHED:

Please attach a Valid COID Certificate from the Department of Labour (Letter of Good Standing) to this page.

PAGE TO WHICH A PROOF OF REGISTRATION WITH CSD MUST BE PROVIDED:

Please provide the proof of registration with National Treasury (CSD- Central Supplier Database) to this page.

SUPPLIER NUMBER.....

ATTACH AUDITED ANNUAL FINANCIAL STATEMENTS TO THIS PAGE

Provide audited annual financial statements for the past three years or since their establishment if established during the past three years.

If the bidder is not obliged by law to prepare annual financial statements for auditing purposes, they shall submit their Public Interest Score (PIS) with their annual financial statements for the previous three financial years or if established for a shorter period from the date of establishment, certified by a registered accountant.

PIS Score as follows:

- Above 350: Financial Statements to be audited.
- 100-349: Financial Statements must have an Independent Reviewer.
- Less than 100: Accounting Officer report to be completed by an Independent Reviewer.

CERTIFIED ID COPIES MUST BE ATTACHED:

Please attach a ID copies to this page.

PRICING SCHEDULE – FIRM PRICES
(PURCHASES)

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

**IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING,
A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT**

Name of Bidder.....	Bid Number.....
Closing Time	Closing Date

OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY (QTY)	DESCRIPTION	UNIT PRICE (P)	TOTAL PRICE (QTY*P)
SUB-TOTAL				R
VAT AT 15%				R
GRAND TOTAL (BID PRICE IN RSA CURRENCY WITH ALL APPLICABLE TAXES INCLUDED)				R
I (full name) _____, in my capacity as _____, the duly authorized representative of _____ (company name) hereby declares that the offer is in accordance with the attached specification, notes to suppliers & accepts all conditions/ clauses contained in the said documents.				
Signature of duly authorized representative			Date:	

-
- Required by:
 - At:
.....
 - Brand and Model
 - Country of Origin
 - Does the offer comply with the specification(s)? *YES/NO
 - If not to specification, indicate deviation(s)
 - Period required for delivery
*Delivery: Firm/Not firm
 - Delivery basis

Note: All delivery costs must be included in the bid price, for delivery at the prescribed destination.

** "all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

*Delete if not applicable

DECLARATION OF INTEREST

1. No bid will be accepted from persons in the service of the state¹.
2. Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority.

3 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

3.1 Full Name of bidder or his or her representative:.....

3.2 Identity Number:

3.3 Position occupied in the Company (director, trustee, hareholder²):.....

3.4 Company Registration Number:

3.5 Tax Reference umber:.....

3.6 VAT Registration Number:

3.7 The names of all directors / trustees / shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.

3.8 Are you presently in the service of the state? **YES / NO**

3.8.1 If yes, furnish particulars.

.....

¹MSCM Regulations: "in the service of the state" means to be –

(a) a member of –

- (i) any municipal council;
- (ii) any provincial legislature; or
- (iii) the national Assembly or the national Council of provinces;

(b) a member of the board of directors of any municipal entity;

(c) an official of any municipality or municipal entity;

(d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);

(e) a member of the accounting authority of any national or provincial public entity; or

(f) an employee of Parliament or a provincial legislature.

² Shareholder" means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.

3.9 Have you been in the service of the state for the past twelve months?**YES / NO**

3.9.1 If yes, furnish particulars.....

.....
3.10 Do you have any relationship (family, friend, other) with persons
in the service of the state and who may be involved with
the evaluation and or adjudication of this bid? **YES / NO**

3.10.1 If yes, furnish particulars.....
.....

3.11 Are you, aware of any relationship (family, friend, other) between
any other bidder and any persons in the service of the state who
may be involved with the evaluation and or adjudication of this bid? **YES / NO**

3.11.1 If yes, furnish particulars
.....
.....

3.12 Are any of the company's directors, trustees, managers,
principle shareholders or stakeholders in service of the state? **YES / NO**

3.12.1 If yes, furnish particulars.
.....
.....

3.13 Are any spouse, child or parent of the company's directors
trustees, managers, principle shareholders or stakeholders
in service of the state? **YES / NO**

3.13.1 If yes, furnish particulars.
.....
.....

3.14 Do you or any of the directors, trustees, managers,
principle shareholders, or stakeholders of this company
have any interest in any other related companies or
business whether or not they are bidding for this contract. **YES / NO**

3.14.1 If yes, furnish particulars:
.....
.....

4. Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	State Employee Number

.....
Signature

.....
Date

.....
Capacity

.....
Name of Bidder

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the 90/10 preference point system.
- b) The applicable preference point system for this tender is the 80/20 preference point system.
- c) Either the 90/10 or 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	90
SPECIFIC GOALS: 25% OR MORE WOMEN OWNED	10
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10
$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$	or	$P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$

Where

- P_s = Points scored for price of tender under consideration
- P_t = Price of tender under consideration
- P_{min} = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} 80/20 & \text{or} & 90/10 \\ P_s = 80 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right) & \text{or} & P_s = 90 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right) \end{array}$$

Where

- P_s = Points scored for price of tender under consideration
 P_t = Price of tender under consideration
 P_{max} = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Price	N/A	N/A	N/A	90
25% and above women Owned	N/A	N/A	N/A	10

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

Partnership/Joint Venture / Consortium

One-person business/sole propriety

Close corporation

Public Company

Personal Liability Company

(Pty) Limited

Non-Profit Company

State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....	
SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:	
DATE:	
ADDRESS:	
	
	
	

DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

- 1 This Municipal Bidding Document must form part of all bids invited.
- 2 It serves as a declaration to be used by municipalities and municipal entities in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
- 3 The bid of any bidder may be rejected if that bidder, or any of its directors have:
 - a. abused the municipality's / municipal entity's supply chain management system or committed any improper conduct in relation to such system;
 - b. been convicted for fraud or corruption during the past five years;
 - c. willfully neglected, reneged on or failed to comply with any government, municipal or other public sector contract during the past five years; or
 - d. been listed in the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004).
- 4 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

Item	Question	Yes	No
4.1	Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector? (Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied). The Database of Restricted Suppliers now resides on the National Treasury's website(www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.	Yes ☐	No ☐
4.1.1	If so, furnish particulars:		
4.2	Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? The Register for Tender Defaulters can be accessed on the National Treasury's website (www.treasury.gov.za) by clicking on its link at the bottom of the home page.	Yes ☐	No ☐
4.2.1	If so, furnish particulars:		
4.3	Was the bidder or any of its directors convicted by a court of law (including a court of law outside the Republic of South Africa) for fraud or corruption during the past five years?	Yes ☐	No ☐

4.3.1	If so, furnish particulars:		
Item	Question	Yes	No
4.4	Does the bidder or any of its directors owe any municipal rates and taxes or municipal charges to the municipality / municipal entity, or to any other municipality / municipal entity, that is in arrears for more than three months?	Yes ☐	No ☐
4.4.1	If so, furnish particulars:		
4.5	Was any contract between the bidder and the municipality / municipal entity or any other organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes ☐	No ☐
4.5.1	If so, furnish particulars:		

CERTIFICATION

**I, THE UNDERSIGNED (FULL NAME)
CERTIFY THAT THE INFORMATION FURNISHED ON THIS
DECLARATION FORM TRUE AND CORRECT.**

**I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION
MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.**

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

CERTIFICATE OF INDEPENDENT BID DETERMINATION

- 1 This Municipal Bidding Document (MBD) must form part of all bids¹ invited.

- 2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).² Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.

- 3 Municipal Supply Regulation 38 (1) prescribes that a supply chain management policy must provide measures for the combating of abuse of the supply chain management system, and must enable the accounting officer, among others, to:
 - a. take all reasonable steps to prevent such abuse;
 - b. reject the bid of any bidder if that bidder or any of its directors has abused the supply chain management system of the municipality or municipal entity or has committed any improper conduct in relation to such system; and
 - c. cancel a contract awarded to a person if the person committed any corrupt or fraudulent act during the bidding process or the execution of the contract.

- 4 This MBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.

- 5 In order to give effect to the above, the attached Certificate of Bid Determination (MBD 9) must be completed and submitted with the bid:

¹ Includes price quotations, advertised competitive bids, limited bids and proposals.

² Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:

(Bid Number and Description)

in response to the invitation for the bid made by:

(Name of Municipality / Municipal Entity)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: _____ that:

(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign, the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) has been requested to submit a bid in response to this bid invitation;
 - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder

6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However communication between partners in a joint venture or consortium³ will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices;
 - (b) geographical area where product or service will be rendered (market allocation)
 - (c) methods, factors or formulas used to calculate prices;
 - (d) the intention or decision to submit or not to submit, a bid;
 - (e) the submission of a bid which does not meet the specifications and conditions of the bid; or
 - (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

³ Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

TERMS OF REFERENCE	
PROJECT TITLE	APPOINTMENT OF SERVICE PROVIDERS FOR JCPZ'S SPECIALISED SECURITY SERVICES (Offices Depots & Some Open Spaces)

APPOINTMENT OF A SERVICE PROVIDERS

JCPZ through the Specialised Security sub-unit at Facilities Management is seeking to appoint potential and accredited service providers over a period of thirty-six (36) months. However, the latter will be subject to cancellation by either party by way of a, one (1) calendar month formal written notice of termination without any reservations or financial implication/cost or claim thereof by either party.

Proposals are to be submitted in line with terms of reference stipulated below.

DELIVERABLE

The provision of specialised security personnel in JCPZ's Offices Depots & Some Open Spaces to protect the assets and its contents thereof. Furthermore, to also protect the JCPZ's employees at those premises. Conduct a security assessment and formally document a structured security operational plan addressing the inherent security risks and threats pertaining to individual site.

BACKGROUND

JCPZ is an entity of the City of Johannesburg (CoJ) which is mandated to develop and maintain public open spaces, parks, plants & street trees, cemeteries & crematoria, protects and maintains nature reserves and bird sanctuaries, maintain main arterials and manages bio-aquatics (wetlands, rivers and streams). It also manages the Johannesburg Zoo and the Johannesburg Botanical Gardens. JCPZ cluster in Facilities Management department manages the contract that provides private security services. This entails specialised, physical guarding, once off supply and installation of alarms and alarm-armed response (under 10 minutes), 24/7 monitoring of Push to Talk (PTT) cloaking system & CCTVs & Security Officers (Pvt) in aid of protecting our JCPZ facilities and equipment against theft, vandalism and damage, including the prevention and/or minimizing risk of injury or loss of life of employees and customers.

The City of Johannesburg (COJ) Municipality opted to insource the existing employees from the current outsourced security service providers, dealing with Labor Relations Act (section 197) requirements, obligations, cultural and skills challenges in respect of the affected employees. JCPZ has contracted 10 security service providers to guard the JCPZ facilities with firearms.

PURPOSE/OBJECTIVES

To frequently evaluate existing security risks and making security improvements. Constantly reviewing all aspects of security weaknesses and suggest security improvements to JCPZ officials. In addition, opportunities where costs can be reduced or where security operations can be made more efficient are identified and taken by implement improvement. The provision of security personnel process is constantly evolving, allowing service providers to take advantage of lessons learned from previous crime statistics and to keep up with the latest security best practices.

GENERAL SCOPE OF THE PROJECT

The provision of labor, equipment, material and transport required to effect and provide a comprehensive security service for Johannesburg City Parks & Zoo (JCPZ) that entails:

- **S1a** - Specialised – Armed physical guard
- **S1b** - Dog Handler with a Dog Guard,
- **S2** - Specialised - Tactical Support Security Services {TSSS (vehicle +4 guards with fully armed gear)}
- **S3** - Specialised (a) Supply and installation of alarm
(b) Alarm-armed response (under 10 minutes),
- **S4a** - Specialised - 24/7 Monitoring of Push To Talk (PTT) cloaking system and CCTV,
b - Specialised - Separate independent online SLA monitoring security compliance Services system.

In some areas if not all, security companies contracted to JCPZ will be required to appoint 10% of their guard complement on each site from local based security co-operatives as per City of Johannesburg requirement. Private Security Service is administered internally by the Facilities Management (FM) Johannesburg City Parks & Zoo (JCPZ) cluster. This service must all in all offer protection of our facilities and equipment against theft, vandalism and damage, including the prevention and/or minimizing risk of injury or loss of life of employees and customers. Service providers will be required to provide services at identified offices, depots, parks, cemeteries and nature conservation areas in and around the City of Johannesburg Metropolitan Municipal areas as per schedule attached in the Technical Information Specifications. This 36 months contract will be subject to cancellation by either party by way of a, one(1) calendar month formal written-notice of termination without any reservations or financial implication/costs or claim thereof by either party.

DETAILED SCOPE OF THE PROJECT

INTRODUCTION

The guidelines herein set a minimum requirement for performance of the physical security services by the contracted security company. They also set out the basis of performance valuation as per the contract. Failure to meet these minimum requirements of performance will lead to penalties being imposed as per penalty schedule herein attached and also result in the termination of contract even prior to expiry date.

SCOPE

Applicable to JCPZ managed facilities provided with the contracted:

- **S1a** - Specialised – Armed physical guard
- **S1b** - Dog Handler with a Dog Guard,
- **S2** - Specialised - Tactical Support Security Services {TSSS (vehicle +4 guards with fully armed gear)}
- **S3** - Specialised (a) Supply and installation of alarm
(b) Alarm-armed response (under 10 minutes),
- **S4a** - Specialised - 24/7 Monitoring of Push To Talk (PTT) cloaking system and CCTV,
S4b - Specialised - Separate independent online SLA monitoring security compliance Services system.

Service must all in all offer protection of our facilities and equipment against theft, vandalism and damage, including the prevention and/or minimizing risk of injury or loss of life of employees and customers.

S1 a & b

SPECIALISED –

Armed Physical Guard & Dog Handler with a Dog Guard:

INCIDENT REPORTING

- Interim incidents are to be reported telephonically to the Responsible Official immediately, and then the summary report must be e-mailed within 24hrs.
- Final incident reports, having concluded the investigation, to be forwarded to the Responsible Official at JCPZ within 72hrs.
- All reports to be in writing.
- The highest-ranking officer of the site accompanied by the contracted security provider or insourced guard must report all incidents reportable to SAPS and or JMPD within a prescribed period.

OPERATIONAL REPORTS

- Action items noted in Occurrence Book must be responded to within 48Hrs.
- Weekly report for preceding week to be submitted electronically by 14h00 on Monday of the week.
- Monthly report for the preceding Month to be submitted electronically by the 3rd of the following month.
- Reports format to be in line with JCPZ requirement, having given consideration to the type of facility where security services are provided.

ACCESS (ENTRY/EXIT) POINTS

- Cash Management (escorting of JHB Zoo staff/employees to do banking)
- Register /Documents to be kept thereat:
 - Occurrence Book (OB)
 - Visitors register
 - Vehicle Register
 - After –Hour Register
 - Asset removal Permit
 - Private Equipment Declaration Register
 - List and Contact Details of Permit.
- Access is to be controlled at all entry/exit points.
- All visitors, including JCPZ employees not ordinarily occupants at the premises, would be required to sign the visitor's register.
- Where prior arrangements has been made with the security personnel on duty, she/he will be provided with the list of the visitors against which all visitors would have been checked prior being allowed access onto the premises.
- Visitors will only be allowed onto premises once the security personnel on duty have satisfied him/herself of the authenticity thereof. This may vary given type of the facility under management.
- All persons, including JCPZ employees who are ordinarily occupants at the premises, visiting after business hours must sign an after hour register.
- Removal of JCPZ asset(s) not ordinarily associated with outside daily operations, e.g. grass cutting, and would have to be authorized by the Depot Manager.

PERIMETER FENCING

- To be inspected at least once daily.
- Any stacking of articles around the fence and/or any situation, which may compromise the integrity and effectiveness of the fence to be reported immediately and documented in OB in Red ink.

- Status thereof to form part of monthly operational report.
- Report on any situation, e.g. vagrants along the fence, which threaten or have potential to threaten the integrity and effectiveness of the perimeter fence.
- Entry/exit points to be permanently locked at all times after normal business hours (16H30-07H00)

PARKING AREAS

- Guard to undertake constant patrol, especially after normal business hours.
- Guards to check whether vehicle doors and windows are properly secured and locked.
- Guards to undertake daily recon of vehicle thereat to the vehicle register.
- Guards to ensure that all the vehicle parts, including spare wheels, batteries, etc. are safeguarded at all times whilst the vehicle is in the parking area.

MAIN BUILDINGS

- Guards to undertake constant patrol, especially after normal business hours.
- Guards to check whether vehicle doors and windows are properly secured and locked
- Any exception must be reported to the Responsible Official at JCPZ immediately.

STOREROOMS

- Guards to undertake constant patrol thereat, especially after normal business hours.
- Guards to check whether vehicle doors and windows are properly secured and locked.
- Any exception must be reported to the Responsible Official at JCPZ immediately.

CLOSE DOWN PROCEDURES

- Contracted security company must compile closedown procedures relating to duties to be undertaken by guards on amongst others, the following:
 - Clearing of premises after hours;
 - Ensuring after hour effectiveness of perimeter fence;
 - Vehicle security;
 - Building security, etc,
- These procedures must be communicated to all guards and new guards prior to posting on any specific site and/or facility.

KEY CONTROL

- Guards must maintain a key register if issued with keys.
- Contracted Security Company must ensure that the guards abide by the JCPZ key control policy.
- The onus to return keys remain with the Contracted Security Company at all times.
- Under no circumstances may keys be duplicated without prior authorization by the JCPZ Manager in writing.

COMMUNICATION

- Guards are to be provided with communication equipment to allow for quick, effective and efficient communication at all times (company must provide).
- Such should be linked to a 24hr manned control room.
- A list of emergency and after hour's number should be prominently displayed and documented in OB and/or pocket size book.

SECURITY RECORDS

- All the incidents to be registered in the Occurrence Book.
- The Occurrence Book must be counter signed by the supervisor at least once per shift.
- The entry in the OB by the guards must be in black ink and by the supervisor be in red ink.
- Entries in the Occurrence Book requiring action should be in red ink, even if the guards make them.

SUPERVISOR VISITS

- Supervisor to visit at least twice per shift (12hr shift)
- Such visits to be recorded in Red in the Occurrence Book,
- JCPZ will be also doing a random site inspection checking on SLA Compliance

SECURITY PERSONNEL

- Contracted Security Company is required to operate a 24hr manned control room.
- Security guards must be provided with contract company's identity cards PSIRA cards.
- Security "company" must confirm and prove the validity of all guards' PSIRA registration. Comply with the Labour laws, Home Affairs Act and other relevant laws of South Africa.
- Guard may not work for a period of exceeding 12 hours per day.
- Posting grading and arming of guards would be as per site specification.
- Use of personal firearms by the security guards would have to be sanctioned by PSIRA and a letter thereto to be forwarded to JCP & ZOO Risk Manager.
- All guards are to be posted on time (06h00-18h00 or 18h00 -06h00).
- Guards to receive on-the-job training prior to posting and at least an annual refresher on site training. Records thereof to be accessible as and when required by JCP & THE ZOO representative.
- Guards must be neat and presentable at all times whilst on duty.
- Guards must be properly briefed of their job description.

OTHER SECURITY TENDER - Requirements to the SLA:

- In all the sites the security company must have a working 2-way radio communication or cell phone or PTT device.
- Within the first two months of appointment; In all the sites the security company must have written signed and documented security operational plan (To be reviewed annually)
- Submission of Weekly & Monthly reports without fail to JCPZ Officer
 - Submission of the initial Incident reports within 24 Hours and the Final Incident Report within 48 Hours via –e-mail to JCPZ Officer
 - *All security companies must have a contingency plan when their employees go on strikes.*

More than 10 written warnings or 50 Fines per contract period (36 months) or Gross-Material Breach would give JCPZ an option to cancel the contract without any reservations.

All written warnings will be sent via e-mail and fines will be deducted from normal monthly security fees invoiced to JCPZ.

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## **S2**

### **SPECIALISED –**

#### **Tactical Support Services (TSSS (vehicle plus 4 guards with fully armed gear))**

- A team with fully armed gear (vehicle plus 4 guards)
- They must comply to all PSIRA and other legislations relating to assisting the SAPS and JMPD in their legislated law enforcement roles including bylaws in our open spaces
- They must understand that they are not law enforcers but a conduit that seeks JMPD and SAPS on the incident sine (citizen arrest).

Security officers are supplied with uniform in combat style. A more formal corporate uniform may be supplied to officers working in a corporate. Equipment to be kept on site consists of base station two-way radios for communication with vehicles and control room as well as portable two-way radios for each roaming or patrolling security office. Each roaming or patrolling security officer must be provided with an LED torch with rechargeable batteries. The site must be equipped with a battery charger at all times to allow for the charging of batteries as and when needed. Security Officers must be equipped with pepper spray, tonfa batons and hand-cuffs and reflective vests are made available to be used at night during patrols.

The support services included in the monthly guarding fee consists of regular site visits and patrols on site during the visits, perimeter checks, regular training of the security officers and response to the site should something adverse occur. TACTICAL SUPPORT warning signs are provided and installed around the outside perimeter of the client sites to act as further deterrent to would be criminals. Each site is equipped with a JCPZ owned-silent panic button system Guard Monitoring System

TSSS vehicle (s) also conduct patrols of the areas in which we operate and additional specialised patrols. These vehicle (s) must be equipped with a mobile two-way radio for communication, an LED torch with rechargeable batteries, a high powered search light, a stun gun, a fire extinguisher, a basic first aid kit, hand-cuffs, heavy duty cable ties, a tonfa baton and GPS navigation. In addition to the equipment on the response vehicles, TSSS must be equipped with pepper spray, hand cuffs, full combat uniform and cell phone based panic buttons.

#### **Tactical Gear:**

|                                   |                           |
|-----------------------------------|---------------------------|
| Security Equipment                | Emergency Preparedness    |
| Ballistic Protection              | Every Day Carry           |
| Ballistic Protection Bang Alert   | Eye Wear                  |
| Hand Protection Handcuffs         | Firearm Maintenance       |
| Mini DV Video Recorder            | Firearms Accessories      |
| Skunk Pepper Spray Alarms         | First Aid                 |
| Skunk Pepper Spray Alarms         | Less Lethal Weapons       |
| Stationery                        | Navigation                |
| Republic Arms Spare Handcuff Key. | Old Faithful Holsters     |
| Skunk Pepper Spray Master Unit    | Reloading                 |
| Republic Arms Handcuffs Nickel    | Rope & Security Equipment |
| Republic Arms Leg Irons           | Ballistic Protection      |
| Occurence Book                    | Shotgun Accessories       |
| Helmet Combat Level IIIA Large    | Storage                   |
| Skunk Intruder Repeller           | Support Gear              |
| All Rifle/gun Bags                | TacQM Tactical            |
| Batteries                         | Gear Bullets              |
|                                   | Coffee                    |

**More than 10 written warnings or 50 Fines per contract period (36 months) or Gross-Material Breach would give JCPZ an option to cancel the contract without any reservations.**

**All written warnings will be sent via e-mail and fines will be deducted from normal monthly security fees invoiced to JCPZ.**

## SPECIALSED -

**Once off Supply & Installation of alarms, Alarm-Armed Response (Under 10 Minutes):**

All sites listed below but not limited to these have working alarms and upon activation through a radio signal linked to the service provider. The service provider must react/respond under five minutes.

| S3                                                                                                                                                                                                                                                                                                                                                                                                       |                                              |                                            |  |                                |                                |                                |                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|--------------------------------------------|--|--------------------------------|--------------------------------|--------------------------------|---------------------------------------------------|
| SPECIALISED –                                                                                                                                                                                                                                                                                                                                                                                            |                                              |                                            |  |                                |                                |                                |                                                   |
| Once off Supply & Installation of alarms, Alarm-Armed Response (Under 10 Minutes):                                                                                                                                                                                                                                                                                                                       |                                              |                                            |  |                                |                                |                                |                                                   |
| SITE NAME                                                                                                                                                                                                                                                                                                                                                                                                |                                              | ADDRESS                                    |  | 16<br>Channel<br>DSC<br>Alarm: | 32<br>Channel<br>DSC<br>Alarm: | 64<br>Channel<br>DSC<br>Alarm: | Plus Beams<br>a Pair Linked<br>to Office<br>Alarm |
| 1                                                                                                                                                                                                                                                                                                                                                                                                        | AVALON CEMETRY                               | 299 IQ TSHABUSE STREET CHIAWELO            |  |                                |                                |                                |                                                   |
| 2                                                                                                                                                                                                                                                                                                                                                                                                        | FM - STORES DESMOND OFFICE                   | 12 GLENCOE RD N/C MARLBOROUGH SPRINGFIELD  |  |                                |                                |                                |                                                   |
| 3                                                                                                                                                                                                                                                                                                                                                                                                        | FM - STORES MATERIAL                         | 12 GLENCOE RD N/C MARLBOROUGH SPRINGFIELD  |  |                                |                                |                                | 2 Pairs                                           |
| 4                                                                                                                                                                                                                                                                                                                                                                                                        | FM - SECURITY SUPERVISORS OFFICE             | 12 GLENCOE RD N/C MARLBOROUGH SPRINGFIELD  |  |                                |                                |                                |                                                   |
| 5                                                                                                                                                                                                                                                                                                                                                                                                        | FM- PREVIOUSLY NOEL SECTION                  | 12 GLENCOE SPRINGFIELD                     |  |                                |                                |                                |                                                   |
| 6                                                                                                                                                                                                                                                                                                                                                                                                        | FM- MINOR PLANT WORKSHOP                     | 12 GLENCOE RD SPRINGFIELD                  |  |                                |                                |                                | 2 Pairs                                           |
| 7                                                                                                                                                                                                                                                                                                                                                                                                        | FM- MANNIE S WORKSHOP                        | 12 GLENCOE RD SPRINGFIELD                  |  |                                |                                |                                | 2 Pairs                                           |
| 8                                                                                                                                                                                                                                                                                                                                                                                                        | FM- SHOAN'S OFFICE                           | 12 GLENCOE RD SPRINGFIELD                  |  |                                |                                |                                |                                                   |
| 9                                                                                                                                                                                                                                                                                                                                                                                                        | FM-ACC ( ASSET CARE C )                      | 12 GLENCOE RD SPRINGFIELD                  |  |                                |                                |                                |                                                   |
| 10                                                                                                                                                                                                                                                                                                                                                                                                       | FM-JC KRUGER S WORKSHOP                      | 12 GLENCOE RD SPRINGFIELD                  |  |                                |                                |                                | 4 Pairs                                           |
| 11                                                                                                                                                                                                                                                                                                                                                                                                       | FM - MAIN OFFICE                             | 12 GLENCOE RD SPRINGFIELD                  |  |                                |                                |                                |                                                   |
| 12                                                                                                                                                                                                                                                                                                                                                                                                       | FLORIA STEET TREES DEPOT BLOCK 1             | FLORIDA                                    |  |                                |                                |                                |                                                   |
| 13                                                                                                                                                                                                                                                                                                                                                                                                       | FLORIA STEET TREES DEPOT BLOCK 1             | FLORIDA                                    |  |                                |                                |                                |                                                   |
| 14                                                                                                                                                                                                                                                                                                                                                                                                       | FM - HR BLOCK                                | 12 GLENCOE RD SPRINGFIELD                  |  |                                |                                |                                | 2 Pairs                                           |
| 15                                                                                                                                                                                                                                                                                                                                                                                                       | FM - FLEET MARK TRUTER                       | 12 GLENCOE RD SPRINGFIELD                  |  |                                |                                |                                |                                                   |
| 16                                                                                                                                                                                                                                                                                                                                                                                                       | JHB DU TOIT STR HORIZON                      | DJ TOIT STR & BICKEL STR HORIZON           |  |                                |                                |                                |                                                   |
| 17                                                                                                                                                                                                                                                                                                                                                                                                       | JHB ZOO ADMIN RECEPTION                      | UPPER PARK DRIVE PARKVIEW                  |  |                                |                                |                                |                                                   |
| 19                                                                                                                                                                                                                                                                                                                                                                                                       | JHB ZOO CASHIERS SECTION                     | JAN SMUTS CNR ERLSWORLD WAY PARKVIEW       |  |                                |                                |                                |                                                   |
| 20                                                                                                                                                                                                                                                                                                                                                                                                       | JHB ZOO CID NEW OFFICE                       | JAN SMUTS CNR ERLSWORLD WAY PARKVIEW       |  |                                |                                |                                |                                                   |
| 21                                                                                                                                                                                                                                                                                                                                                                                                       | JHB ZOO EDUCATION RESEARCH CENTRE            | UPPER PARK DRIVE PARKVIEW                  |  |                                |                                |                                |                                                   |
| 22                                                                                                                                                                                                                                                                                                                                                                                                       | JHB ZOO HOSPITAL                             | UPPER PARK DRIVE PARKVIEW                  |  |                                |                                |                                |                                                   |
| 23                                                                                                                                                                                                                                                                                                                                                                                                       | JHB ZOO MACHINERY ROOM                       | UPPER PARK DRIVE PARKVIEW                  |  |                                |                                |                                | 2 Pairs                                           |
| 24                                                                                                                                                                                                                                                                                                                                                                                                       | JCPZ HEAD OFFICE - BACK EMERGENCY EXITS ONLY | 40 DE KORTE STREET BRAAMFONTEIN            |  |                                |                                |                                |                                                   |
| 25                                                                                                                                                                                                                                                                                                                                                                                                       | KIBLER PARK DEPOT                            | PEGGY VERA KIBLER PARK                     |  |                                |                                |                                |                                                   |
| 26                                                                                                                                                                                                                                                                                                                                                                                                       | KIBLER PARK BISHOP'S OFFICE                  | PEGGY VERA KIBLER PARK                     |  |                                |                                |                                |                                                   |
| 27                                                                                                                                                                                                                                                                                                                                                                                                       | KIBLER PARK STORES                           | PEGGY VERA RD KIBLER PARK                  |  |                                |                                |                                | 4 Pairs                                           |
| 28                                                                                                                                                                                                                                                                                                                                                                                                       | KLIPPRIVIER NR Conservation cotta            | PEGGY VERRA ROAD KIBLER PARK               |  |                                |                                |                                |                                                   |
| 29                                                                                                                                                                                                                                                                                                                                                                                                       | KLIPSPRUIT DEPO MAIN ZONAL OFFICE 1          | 6 LOAMBE STR KLIPSPRUIT WEST               |  |                                |                                |                                |                                                   |
| 30                                                                                                                                                                                                                                                                                                                                                                                                       | KLIPSPRUIT DEPOT MACHINE STORE               | 6 LOAMBE STREET KLIPSPRUIT WEST            |  |                                |                                |                                | 2 Pairs                                           |
| 31                                                                                                                                                                                                                                                                                                                                                                                                       | KLIPSPRUIT DEPOT ZONAL OFFICE 2              | 6 LOAMBE STREET KLIPSPRUIT WEST            |  |                                |                                |                                |                                                   |
| 32                                                                                                                                                                                                                                                                                                                                                                                                       | KLOOFENDAL NR STORES                         | GALENA DRIVE KLOOFENDAL                    |  |                                |                                |                                |                                                   |
| 33                                                                                                                                                                                                                                                                                                                                                                                                       | KLOOFENDAL NR                                | GALENA DRIVE KLOOFENDAL                    |  |                                |                                |                                |                                                   |
| 34                                                                                                                                                                                                                                                                                                                                                                                                       | KLOOFENDAL NR CONFERENCE CENTRE              | 81 GALENA DRIVE KLOOFENDAL                 |  |                                |                                |                                |                                                   |
| 35                                                                                                                                                                                                                                                                                                                                                                                                       | PARK RANGERS OFFICE                          | HAMBERG STREET / WEST LAKE RD FLORIDA LAKE |  |                                |                                |                                |                                                   |
| 36                                                                                                                                                                                                                                                                                                                                                                                                       | THE MAYOR LAPA FLORIDA LAKE                  | HAMBERG STR / WEST LAKE FLORIDA LAKE       |  |                                |                                |                                |                                                   |
| 37                                                                                                                                                                                                                                                                                                                                                                                                       | ZOOLAKE DEPOT                                | 90 WESTWOLD WAY PARKVIEW                   |  |                                |                                |                                |                                                   |
| 38                                                                                                                                                                                                                                                                                                                                                                                                       | ZOOLAKE OTHR OFFICES BLOCK                   | 90 WESTWOLD WAY PARKVIEW                   |  |                                |                                |                                |                                                   |
| 39                                                                                                                                                                                                                                                                                                                                                                                                       | ZOOLAKE TC STORES                            | 90 WESTWOLD WAY PARKVIEW                   |  |                                |                                |                                | 3 Pairs                                           |
| 40                                                                                                                                                                                                                                                                                                                                                                                                       | ZOOLAKE MAIN & TRAINING OFFICE               | 90 WESTWOLD WAY PARKVIEW                   |  |                                |                                |                                |                                                   |
| 41                                                                                                                                                                                                                                                                                                                                                                                                       | BRIXTON CEMETERY BOOKING OFFICE              | BRIXTON EMS OFFICES / FIRE STATION         |  |                                |                                |                                |                                                   |
| 42                                                                                                                                                                                                                                                                                                                                                                                                       | BRIXTON DEPOT                                | BRIXTON EMS OFFICES / FIRE STATION         |  |                                |                                |                                | 2 Pairs                                           |
| 43                                                                                                                                                                                                                                                                                                                                                                                                       | BOTANICAL GARDENS WHITE HOUSE                | THOMAS BOWLER AND OLIFANT STR EMMARENTIA   |  |                                |                                |                                |                                                   |
| 44                                                                                                                                                                                                                                                                                                                                                                                                       | BOTANICAL GARDENS MAIN OFFICE - stores       | THOMAS BOWLER AND OLIFANT STR EMMARENTIA   |  |                                |                                |                                | 3 Pairs                                           |
| 45                                                                                                                                                                                                                                                                                                                                                                                                       | BOTANICAL GARDENS MAIN OFFICE                | THOMAS BOWLER DRIVE ROOSEVELT PARK         |  |                                |                                |                                |                                                   |
| 46                                                                                                                                                                                                                                                                                                                                                                                                       | BOTANICAL GARDENS CONFERENCE CENTRE          | THOMAS BOWLER DRIVE ROOSEVELT PARK         |  |                                |                                |                                |                                                   |
| 47                                                                                                                                                                                                                                                                                                                                                                                                       | BOTANICAL GARDENS EVIROMENT CENTRE           | THOMAS BOWLER DRIVE ROOSEVELT PARK         |  |                                |                                |                                |                                                   |
| 48                                                                                                                                                                                                                                                                                                                                                                                                       | BRAMFONTEIN CEMETRY BOOKING OFFICE           | SMITH STREET BRAAMFONTEIN                  |  |                                |                                |                                |                                                   |
| 49                                                                                                                                                                                                                                                                                                                                                                                                       | BRAMFONTEIN CEMETRY CREMATORIUM              | SMITH STREET BRAAMFONTEIN                  |  |                                |                                |                                | 4 Pairs                                           |
| 50                                                                                                                                                                                                                                                                                                                                                                                                       | EXTERNAL SERVICE MELROSE                     | 3 ATHOL -OAKLANDS ASCORT STREET MELROSE    |  |                                |                                |                                |                                                   |
|                                                                                                                                                                                                                                                                                                                                                                                                          |                                              |                                            |  |                                |                                |                                |                                                   |
| * Note                                                                                                                                                                                                                                                                                                                                                                                                   |                                              |                                            |  |                                |                                |                                |                                                   |
| 16 Channel DSC Alarm:                                                                                                                                                                                                                                                                                                                                                                                    |                                              |                                            |  |                                |                                |                                |                                                   |
| Alarm Box-CPU & Componets, Expander x 1, Transforma with Backup Battery x 1, Door Magnets x 3, Pet friendly Passive x 3, Indoor-Passive x 6, 8 core cable(100m) x 1, Rip cord 0.5 cable(100m) x 2, 6 core cable(100m) x 1, Big siren x 1, Red-Strobe light x 1, Power pack + 12volt battery x 1, LCD key pad x 1, Fix Panic Button x 2, Mobile Panic Button x 4.                                         |                                              |                                            |  |                                |                                |                                |                                                   |
|                                                                                                                                                                                                                                                                                                                                                                                                          |                                              |                                            |  |                                |                                |                                |                                                   |
| * Note                                                                                                                                                                                                                                                                                                                                                                                                   |                                              |                                            |  |                                |                                |                                |                                                   |
| 32 Channel DSC Alarm:                                                                                                                                                                                                                                                                                                                                                                                    |                                              |                                            |  |                                |                                |                                |                                                   |
| Alarm Box-CPU & Componets, Expander x 2, Transforma with Backup Battery x 1, Door Magnets x 4, Pet friendly Passive x 6, Indoor-Passive x 12, DSC remote kits x 1, Extra remote x 3, 8 core cable(100m) x 2, Rip cord 0.5 cable(100m) x 4, 6 core cable(100m) x 2, Big siren x 1, Red-Strobe light x 1, Power pack + 12volt battery x 1, LCD key pad x 1, Fix Panic Button x 3, Mobile Panic Button x 5. |                                              |                                            |  |                                |                                |                                |                                                   |
|                                                                                                                                                                                                                                                                                                                                                                                                          |                                              |                                            |  |                                |                                |                                |                                                   |
| * Note                                                                                                                                                                                                                                                                                                                                                                                                   |                                              |                                            |  |                                |                                |                                |                                                   |
| 64 Channel DSC Alarm:                                                                                                                                                                                                                                                                                                                                                                                    |                                              |                                            |  |                                |                                |                                |                                                   |
| Alarm Box-CPU & Componets, Expander x 6, Transforma with Backup Battery x 1, Door Magnets x 6, Pet friendly Passive x 8, Indoor-Passive x 24, DSC remote kits x 1, Extra remote x 4, 8 core cable(100m) x 3, Rip cord 0.5 cable(100m) x 6, 6 core cable(100m) x 4, Big siren x 1, Red-Strobe light x 1, Power pack + 12volt battery x 1, LCD key pad x 3, Fix Panic Button x 4, Mobile Panic Button x 6. |                                              |                                            |  |                                |                                |                                |                                                   |

| <b>S3 - Continued</b>                                                                                                                                                                                                                                                                                                                                                                                    |                                                  |                                |                                |                                |                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------------------------|
| <b>SPECIALISED –</b>                                                                                                                                                                                                                                                                                                                                                                                     |                                                  |                                |                                |                                |                                                   |
| <b>Once off Supply &amp; Installation of alarms, Alarm-Armed Response (Under 10 Minutes):</b>                                                                                                                                                                                                                                                                                                            |                                                  |                                |                                |                                |                                                   |
| SITE NAME                                                                                                                                                                                                                                                                                                                                                                                                | ADDRESS                                          | 16<br>Channel<br>DSC<br>Alarm: | 32<br>Channel<br>DSC<br>Alarm: | 64<br>Channel<br>DSC<br>Alarm: | Plus Beams<br>a Pair linked<br>to Office<br>Alarm |
| 51 MOTORWAY DEPOT                                                                                                                                                                                                                                                                                                                                                                                        | 3 ATHOL -OAKLANDS ASCORT STREET MELROSE          |                                |                                |                                |                                                   |
| 52 GOLDEN HARVEST STORES                                                                                                                                                                                                                                                                                                                                                                                 | MAPLE AND HUNTERS STR NORTHWORLD                 |                                |                                |                                | 2 Pairs                                           |
| 53 GOLDEN HARVEST DEPOT                                                                                                                                                                                                                                                                                                                                                                                  | MAPLE AND HUNTERS STR NORTHWORLD                 |                                |                                |                                |                                                   |
| 54 GOLDEN HARVEST ZONAL OFFICE                                                                                                                                                                                                                                                                                                                                                                           | HUNTERS STR NORTHWORLD                           |                                |                                |                                |                                                   |
| 55 HR OFFICE, ZONAL OFFICE Back                                                                                                                                                                                                                                                                                                                                                                          | 191 ROSETTENVILLE RD LA ROCHELLE                 |                                |                                |                                |                                                   |
| 56 HR OFFICES ZONAL (FRONT                                                                                                                                                                                                                                                                                                                                                                               | 191 ROSETTENVILLE RD CNR LAROCHELL ROSETTENVILLE |                                |                                |                                |                                                   |
| 59 LENASIA CEMETERY                                                                                                                                                                                                                                                                                                                                                                                      | 299 IQ TSHABUSE STREET CHIAWELO                  |                                |                                |                                |                                                   |
| 60 LENASIA DEPOT STORES                                                                                                                                                                                                                                                                                                                                                                                  | COROBICK COMPLEX K43 ROAD LENASIA                |                                |                                |                                | 2 Pairs                                           |
| 61 LENASIA DEPOT (OFFICE)                                                                                                                                                                                                                                                                                                                                                                                | COROBICK COMPLEX K43 ROAD LENASIA                |                                |                                |                                | 2 Pairs                                           |
| 62 MARKS PARK OFFICE 1                                                                                                                                                                                                                                                                                                                                                                                   | JUDITH ROAD EMMERENTIA                           |                                |                                |                                | 2 Pairs                                           |
| 63 MARKS PARK STORES 1                                                                                                                                                                                                                                                                                                                                                                                   | JUDITH ROAD EMMERENTIA                           |                                |                                |                                |                                                   |
| 64 MIDRAND DEPOT                                                                                                                                                                                                                                                                                                                                                                                         | KINGWILLOW CRESENT MIDRAND                       |                                |                                |                                |                                                   |
| 65 NEWCLARE CEMETRY                                                                                                                                                                                                                                                                                                                                                                                      | MARAISBURG ROAD BOSMONT                          |                                |                                |                                |                                                   |
| 66 PIONEER PARK DEPOT Beautification Stores                                                                                                                                                                                                                                                                                                                                                              | 191 ROSETTENVILLE ROAD LA ROCHELLE               |                                |                                |                                | 2 Pairs                                           |
| 67 PIONEER PARK DEPOT Beautification                                                                                                                                                                                                                                                                                                                                                                     | 191 ROSETTENVILLE ROAD LA ROCHELLE               |                                |                                |                                |                                                   |
| 68 REITFONTEIN NATURE RESERVE Main office                                                                                                                                                                                                                                                                                                                                                                | 138 HOLKAM RD PAULSHOF                           |                                |                                |                                |                                                   |
| 69 RIETFONTEIN NR The hall Training block                                                                                                                                                                                                                                                                                                                                                                | 138 HOLKAM ROAD PAULSHOF                         |                                |                                |                                |                                                   |
| 70 THE WILD LOWER OFFICE                                                                                                                                                                                                                                                                                                                                                                                 | HOUGHTON DRIVE HOUGHTON ESTATE                   |                                |                                |                                |                                                   |
| 71 THE WILD UPPER OFFICE                                                                                                                                                                                                                                                                                                                                                                                 | HOUGHTON DRIVE HOUGHTON ESTATE                   |                                |                                |                                |                                                   |
| 72 VAN DER HOVEN DEPOT                                                                                                                                                                                                                                                                                                                                                                                   | ALEXANDRA STREET FLORIDA                         |                                |                                |                                |                                                   |
| <b>* Note</b>                                                                                                                                                                                                                                                                                                                                                                                            |                                                  |                                |                                |                                |                                                   |
| <b>16 Channel DSC Alarm:</b>                                                                                                                                                                                                                                                                                                                                                                             |                                                  |                                |                                |                                |                                                   |
| Alarm Box-CPU & Componets, Expander x 1, Transforma with Backup Battery x 1, Door Magnets x 3, Pet friendly Passive x 3, Indoor-Passive x 6, 8 core cable(100m) x 1, Rip cord 0.5 cable(100m) x 2, 6 core cable(100m) x 1, Big siren x 1, Red-Strobe light x 1, Power pack + 12volt battery x 1, LCD key pad x 1, Fix Panic Button x 2, Mobile Panic Button x 4.                                         |                                                  |                                |                                |                                |                                                   |
| <b>* Note</b>                                                                                                                                                                                                                                                                                                                                                                                            |                                                  |                                |                                |                                |                                                   |
| <b>32 Channel DSC Alarm:</b>                                                                                                                                                                                                                                                                                                                                                                             |                                                  |                                |                                |                                |                                                   |
| Alarm Box-CPU & Componets, Expander x 2, Transforma with Backup Battery x 1, Door Magnets x 4, Pet friendly Passive x 6, Indoor-Passive x 12, DSC remote kits x 1, Extra remote x 3, 8 core cable(100m) x 2, Rip cord 0.5 cable(100m) x 4, 6 core cable(100m) x 2, Big siren x 1, Red-Strobe light x 1, Power pack + 12volt battery x 1, LCD key pad x 1, Fix Panic Button x 3, Mobile Panic Button x 5. |                                                  |                                |                                |                                |                                                   |
| <b>* Note</b>                                                                                                                                                                                                                                                                                                                                                                                            |                                                  |                                |                                |                                |                                                   |
| <b>58 64 Channel DSC Alarm:</b>                                                                                                                                                                                                                                                                                                                                                                          |                                                  |                                |                                |                                |                                                   |
| Alarm Box-CPU & Componets, Expander x 6, Transforma with Backup Battery x 1, Door Magnets x 6, Pet friendly Passive x 8, Indoor-Passive x 24, DSC remote kits x 1, Extra remote x 4, 8 core cable(100m) x 3, Rip cord 0.5 cable(100m) x 6, 6 core cable(100m) x 4, Big siren x 1, Red-Strobe light x 1, Power pack + 12volt battery x 1, LCD key pad x 3, Fix Panic Button x 4, Mobile Panic Button x 6. |                                                  |                                |                                |                                |                                                   |

#### **S4a**

#### **SPECIALSED –**

#### **24/7 Monitoring of Push To Talk (PTT) Cloaking System and CCTV.**

##### **GUARD MONITORING SYSTEMS:**

###### **A. Function buttons:**

1. "Panic" button.  
Sends "Panic" report to server.
2. "Call me" button.  
Sends "Call me" report to server.
3. "Read-out" button.

Activates RF-ID transponder reading circuit for 15 seconds. To read a transponder bring the device close to ID-Tag as shown on diagram. B. Charging Depending on conditions (GSM signal power, number of read-outs, test frequency) the battery enables 2 days of constant work. Need of charging is signalized with optical and sound signals. To charge battery place device in appropriate charger. Complete charging may last approx. 3 hours. Status Battery empty Charging in progress Battery full

###### **Signal**

- 1 x every 5 sec.
- 2 x every 1 min
- 1 x every 1 sec.
- permanent flash

C. Optical signals: The device shows its status by combination of optical signals. Most important of them are:

Status Normal work mode Data transmission Registering at  
GSM network Error

###### **Signal**

- 1 x every 5 sec.
- Quick flashing
- 1 x every 1 sec.
- 1 x every 1 sec.

###### **D. Memory**

Where there is no GSM range neither GPRS nor SMS data transmission is possible. Then data is stored in memory and is automatically sent out to server when range is back. Device may store up to 128 events and send them out in chronological order keeping real read-out times.

#### **Terms and condition of the Button Cloaking CHECK SPELLING units:**

Overall the units are going to be given to the physical security guards in all JCPZ sites and any damage to the device / leather cover / charger / Water Damage is going to be full responsibility of the private security company. Also these devices have sim cards just like the one you find in a cellular phone.

- The guard is not allowed to attempt to open the device because a signal of temper will be sent to the JCPZ control room for the devices. a penalty of R3000 will be automatically deducted from their monthly invoice for the physical guarding service charges for that month or following month made wrongfully/illegally using it.
- Guard normally damage the device in attempt to avoid site patrols
- Any use of the sim card to call using any cellular phone is not allowed and the private security company is liable for any call-cost and a penalty of R8000 will be automatically deducted from their monthly invoice for the physical guarding service charges for that month or following month made wrongfully/illegally using it. Also a written warning to the company will be sent via e-mail.
- The sim card charges are monitored by JCPZ officer and if any call are made those charges will be deducted. The device only uses the SMS so only sms charges should emanate from a panic sent, dial to a programmed JCPZ number.

**More than 10 written warnings or 50 Fines per contract period (36 months) or Gross-Material Breach would give JCPZ an option to cancel the contract without any reservations.**

**All written warnings will be sent via e-mail and fines will be deducted from normal monthly security fees invoiced to JCPZ.**

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S4b

SPECIALSED –

Separate Independent Online SLA Security Compliance Services System.

To deliver the service effectively, service providers will be required to show functionality of the following equipment/ systems (utilising / using your company resources and equipment):

- ✓ Online SLA Management System (24 /7)
- ✓ Compliance Monitoring Ops Control Room
- ✓ Push To Talk Communication Gadgets
- ✓ Near Field Communication (NFC) Enabled Gadgets
- ✓ SMS Alerts Dispatcher
- ✓ Various Tracking Functionalities – Online System GPS (Vehicle Tracking, PTT Tracking, Online System Tracking etc.)
- ✓ Security Branded Vehicles
- ✓ Security Operations Audits (quarterly)
- ✓ PSIRA Compliance Audits - Company and personnel (Bi-Annually)
- ✓ Security Surveys and Inspections (Detailed and Summary Daily.
- ✓ Security Surveys and Inspections (Detailed and Summary Monthly.
- ✓ Security Surveys and Inspections (Quarterly Summary Reports).
- ✓ Risk Analysis, Assessment & Evaluations (Bi-Annually)
- ✓ Key Operational Performance Indicators (Monthly)
- ✓ Innovative Security Surveillance Strategies (CCTV)

Online Security SLA Compliance Management System Services:

- ✓ Security Compliance Monitoring – SLA Management System (*Online System and All it's Associated Functions & Integrations*)
- ✓ Web based Real Time Reporting of all SLA Non-Compliances (*As and when a Non-Compliance is Reported, the Security Manager Gets to Know about it so as to initiate immediate mitigating strategies and corrective measures*)
- ✓ NFC Enabled Checklist Audits of individual site specifications (*Tags on site that will communicate the Critical SLA requirements for each individual site and specific site instructions*)
- ✓ GPS Location enabled function that links Non-Compliance with each Site (*This must allow the Security Manager to prove that the Non-Compliance reported did indeed happen on the reported site at the exact location and time*)
- ✓ Ability to send notifications, emails and SMS alerts of Critical High Risk Non-Compliances in Real Time (*When a Non-Compliance is reported, alerts are programmed to be dispatched to the relevant department or responsible person*)
- ✓ Ability to attach relevant proof on any Non-Compliance Reported on the system (*The system must not allow any Non-Compliance Report to be finalized before attaching irrefutable evidence*)
- ✓ Comprehensive Evidence Based Enforcement of SLA Compliance (*All Reports Must be Supported with relevant evidence either by form of spy glasses to record videos and pictures*)
- ✓ Key Operational Performance Indicator Dashboard (*Customized Dashboard that gives the Security Managers an Executive Overview Summary of Critical Issues Reported Cases in a Birds Eye View*)
- ✓ Profiling ability of all Security Service Personnel including Disciplinary Cases Database (*Ability to register and profile on the online system the 2.3 million PSIRA Accredited Security Officers at any given time*)
- ✓ Investigations and Criminal Cases system function must be part of the Online Management system offerings.

Over and above their equipment they will also use JCPZ resources and equipment:

- Physical CCTV (Using JCPZ Equipment) Monitoring Officer (24/7)
- Physical Guard Monitoring Officer- using JCPZ's Active Guard Button Cloaking Monitoring System (24/7)

The main objective for this service must be:

- To avail JCPZ real time security intelligence in an innovative and strategic manner
- Through online SLA management provide JCPZ with total control of their security management in a financially savvy manner
- Provide JCPZ with professional service (security experts, risk analysts, criminologists and IT experts) with strong culture of support and interdependence.
- Support improved security service delivery by developing innovative compliance monitoring services
- Increasing the effectiveness of security service providers by highlighting areas of improvement
- Management of risk and return with respect to the security portfolio
- Monitor Compliance to JCPZ's SLA in relation to PSIRA
- Provide and online an integrated web based incident and management platform designed to capture information, manage processes and transpose the collective into management information through reports and visualizations
- Aid JCPZ to have an overall view of the potential security risks
- Provide an operational alert service via email and SMS
- Create a focused awareness and understanding of situations and events that could pose a risk to JCPZ
- Provide escalation of reports / information /alerts between different system users with in set turnaround times
- This Online Compliance monitoring company must provide technical expertise in real time intelligence, security services and risk analysis.
- They must partner and seek community involvement within the parameters of the relevant laws
- Resolve security challenges by monitoring processes and procedures applied by the security companies and bringing to the attention of JCPZ SLA on non-compliances
- Maintain an open online access to our real time dash boards, real time reporting and security alerts.
- No penalty will be issued without irrefutable proof of incidence. This proof must come in the form of video or picture evidence, and where there a questions around sobriety of a security officer, all necessary steps will be taken to ensure legal processes are followed in conducting a breathalyzer test
- This service must ensure resources are deployed to patrol and monitor compliance throughout the service area, 24 hours per day, every day of the year.

The compliance monitors must be highly visible, randomly present and a serious deterrent to non-complying security companies who do not honor their service level agreements. In cases of emergencies they will act, assist and control the inherent risks that may exist at the time of the incident while simultaneous communicating with emergency services. The compliance monitors must be equipped with pepper spray cans, handcuffs and PTT devices which will act as deterrence tools in cases of emergency. While on deployment, compliance monitors will observe and report on non-compliance incidence, that include short postings, post desertions, lack of adequate equipment, drunk and sleeping on duty incidence, security risks and any other security threats to the security and safety of the said sites.

- Equipped with handheld digital devices, the compliance will record the GPS-location of all incidence, photo- graph and video evidence and communicate intelligence to the central control room.
- The compliance monitors will be available to provide services, 24 hours a day and patrols will be conducted by foot and vehicle. Vehicles will provide easy and efficient access to the various sites through the province. The vehicles will be clearly branded with the brand logo to ensure ease of identification. All compliance monitors will display both the PSIRA badges as well identification badge and using the PTT devices they will log their presence on site by tagging the PTT device on site tags specifically located in full view of the camera. The PTT device will confirm the identity of the individual by taking a picture of the holder of the device and logging it with the control room.
- The PTT device through its dispatcher application is a powerful, web-based application for workforce management using GPS location with half-duplex PTT and full-duplex voice calls during emergency cases. Its notable features are:
 - Users can be tracked on a map
 - Establish group calls based on location
 - SOS (Alarm) flow with logging of all events Geo fencing
 - Query current location of contacts
 - Position history
 - Priority (emergency) calls)
 - Ability to break-in with full duplex sessions
 - These devices will serve as evidence collection and incidence reporting devices through an Online

platform

- On arrival the site compliance monitors will conduct their online and real time daily check list process, and the monitors will be specifically attentive to risks and threat resulting from noncompliance to SLA's.
- All incidence of non-compliance and risks will be logged
- Online data base and critical risk alerts will be immediately reported to the JCPZ's Head of Safety and Security for their immediate attention
- The compliance monitors will present a report of the incidence; provide irrefutable evidence in support of the incident.
- Management will review all incident reports, to ensure compliance standards and once these are finalised, a summary report of all penalties to be deducted from the each security service provider will be will be issued for the attention of the Head of Safety and Security JCPZ
- The SLA compliance monitoring program must provide direct benefits in the security service area, ensuring the consistent, reliable enforcement of security services and the constant presence of a highly-visible risk deterrent. Reducing the volume of these incidents that result in security risks to the Parks will enable the Safety and Security department to manage risk and make informed decisions through access to data intelligence from Online's platform.
- In addition, intelligence gathered by the compliance monitors must be provided to the Security and safety department in real-time. Summaries of collected information will also be shared with the Safety and Security on a regular basis.
- A good working relationship with the local South African Police Services (SAPS) and Security Service providers is "extremely critical".
- To ensure the system operates to the benefit of the communities in which they operate, a dedicated Compliance Liaison Officer must be in regular contact with the commanding officer of the SAPS and Johannesburg City Parks Security and Safety management. To help ensure a fruitful exchange of intelligence collected by the SAPS intended for further distribution to the security services chain of command.
- Where monthly penalties are in excess of 10 % of the value of the contract we will insist on a meeting to discuss ways and means for the client and the security company to take corrective action within a set time frame. Ours is not to punish but to take the necessary action to correct Non-compliance to Service Level Agreements.

This service will respond to the question "Who is guarding the guards?" Through an intelligence management system an online compliance monitoring of security Service Level Agreements (SLA's), thorough strategic security audits, online control rooms (with a team of security and IT professionals)

More than 10 written warnings or 50 Fines per contract period (36 months) or Gross-Material Breach would give JCPZ an option to cancel the contract without any reservations.

All written warnings will be sent via e-mail and fines will be deducted from normal monthly security fees invoiced to JCPZ.

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**S1,S2,S3,S4a & b****JCP & THE ZOO & The ZOO –****SCHEDULE OF PENALTIES APPLICABLE TO ALL SECURITY SERVICE PROVIDERS:**

| <b>Offence:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Penalties:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Failure to have a working radio communication and cell phone per site (Including TSSS on Vehicle)</li> <li>• Failure to make use of the JCPZ installed cloaking button system for patrols / reporting for duty and exiting time and this system per site (Including TSSS on Vehicle)</li> <li>• Failure to cloak is proof of not patrolling (Including TSSS on Vehicle)</li> <li>• Failure to have written signed and documented security operational plan per site</li> <li>• Failure to Submit a Weekly report per site (consolidated) (Including TSSS on Vehicle)</li> <li>• Failure to Submit a Monthly report per site (Including TSSS on Vehicle)</li> <li>• Late posting or "early departure" of any kind</li> <li>• Failure of Guard to be in uniform</li> <li>• Failure of Guard - produce a PSIRA Card or Company card with PSIRA Number (Including TSSS on Vehicle)</li> <li>• Site deserting – Guard must be removed from site and not posted in any of the City Parks &amp; JHB Zoo Sites</li> <li>• Failure to Submit the initial Incident reports within 24 Hours via –e-mail to JCP &amp; THE ZOO (JCPZ Officer-Security)</li> <li>• Failure to Submit the Final Incident Report within 72 Hours via –e-mail to JCPZ Responsible Officers (Including TSSS)</li> <li>• Failure to have a register / OB Book per site guarded &amp; record incidents (Including TSSS on Vehicle)</li> <li>• Negligent Failure to safeguard JCPZ's assets (theft, damage of office equipment and or electronic etc.)</li> <li>• Failure to comply with any formal/written or e-mailed directive communicated or TSSS deployment instructions (Including TSSS on Vehicle)</li> <li>• Failure to post guards as per agreed site specification or instruction, e.g. unarmed instead of armed or wrong grade</li> <li>• Posting a guard that is not registered with PSIRA (Including TSSS on Vehicle)</li> <li>• Guard Sleeping on duty with picture evidence</li> <li>• Failure to undertake 1 (one) site supervision visits per shift (OB Picture)</li> <li>• On Cases Reported to SAPS Bribery of guards - event &amp; entry Fees</li> <li>• Failure to have a contingency plan to post guards, when guards/employees go on strikes.</li> <li>• Failure on TSSS to have Tactical gear on their response guard/officers</li> <li>• Failure of Alarm armed response to react under 5 minutes upon alarm activation and sign on site OB that they have reacted</li> </ul> | <ul style="list-style-type: none"> <li>• R3, 000</li> <li>• R2000 &amp; a <u>written warning</u></li> <li>• R1000 per site per incident per shift</li> <li>• R3000</li> <li>• R1000</li> <li>• R2000</li> <li>• R3000</li> <li>• R2000 per site per shift</li> <li>• R1000 per site per shift</li> <li>• R3000 &amp; a <u>written warning</u></li> <li>• R2000</li> <li>• R3000 &amp; a <u>written warning</u></li> <li>• R1000</li> <li>• R10000, Replace stolen assets &amp; a <u>written warning</u></li> <li>• R3000</li> <li>• R3000</li> <li>• R3000 &amp; a <u>written warning</u></li> <li>• R3000</li> <li>• R3000 for the month, per site</li> <li>• R3000 &amp; a <u>written warning</u></li> <li>• R3000 per guard &amp; No work no pay to service provider - per guard who did not report for duty per site &amp; <u>written warning</u></li> <li>• R3000</li> <li>• R500</li> </ul> |

**More than 10 written warnings or 50 Fines per contract period (36 months) or Gross-Material Breach would give JCPZ an option to cancel the contract without any reservations.**

**All written warnings will be sent via e-mail and fines will be deducted from normal monthly security fees invoiced to JCPZ.**

**S1,S2,S3,S4a & b**  
**TECHNICAL INFORMATION AND SPECIFICATIONS**

**OUTSOURCED GUARDS COMPLEMENT - ALL ARMED**  
**JOHANNESBURG CITY PARKS & THE ZOO**

| Allocation                                          |                                        | TOTALS      |
|-----------------------------------------------------|----------------------------------------|-------------|
|                                                     |                                        | Services &  |
|                                                     | Guard                                  | No. Guards  |
|                                                     | House                                  | 24/7        |
| Site:                                               | Type                                   | BOTH-shifts |
| JHB Zoo                                             | Fibreglass & Bricks                    | 27          |
| JCP's New Head Offices (Braamfontein)               | Bricks                                 | 8           |
| JCP's New Head Offices (Parking Next to "Doves")    | Fibre glass                            | 1           |
| Florida Lake Park - Park                            | Klipriversberg Nature Reserve- Mdeo Si | 10          |
| Golden Harvest Main Depot & Zonal Office            | Bricks & Fibre /glass                  | 10          |
| Reitfontein Nature Reserve                          | Wooden                                 | 12          |
| Klipriversberg Nature Reserve                       |                                        | 14          |
| Springfield Street Tress/Depot & HR                 | None                                   | 1           |
| Zone 1/Regional F - Offices                         | None                                   | 1           |
| Facilities Management                               | Fibreglass & Bricks                    | 3           |
| Kibler park Depot and NR Offices                    |                                        | 2           |
| Rhodes Park                                         |                                        | 11          |
| Settlers Park - Bruma                               | None                                   | 2           |
| Botanical Gardens - Administration                  | Wooden/Bricks                          | 2           |
| Botanical Gardens - Park                            | Wooden/Bricks                          | 16          |
| James Athel Park                                    | Fibre glass                            | 11          |
| PARYS CITY PARKS ( FREE STATE )                     |                                        | 12          |
| Motorways Depot                                     | Wooden                                 | 2           |
| Kloofendal Nature Reserve                           | Bricks                                 | 15          |
| Westpark Cemetery                                   | Bricks                                 | 4           |
| All Open Spaces JCPZ Sites (Seasonal Variable Plan) |                                        | 12          |
| Waterval - Cemetery                                 | Bricks                                 | 4           |
| Norwood/ Patterson Park                             | Wooden                                 | 2           |
| Midrand Cemetery                                    | Bricks                                 | 4           |
| Deipsloot Cemetery                                  |                                        | 10          |
| Braamfontein Cemetery                               | Fibreglass                             | 2           |
| Braamfontein Crematorium                            | Fibreglass                             | 2           |
| Lenasia Cemetery & Crematorium                      | Wooden & Fibreglass                    | 2           |
| Eldorado Cemetery                                   | Bricks-offices                         | 2           |
| Avalon Cemetery (Old & Extentions)                  | Fibre glass & offices                  | 8           |
| Supply Guard House - JZ Devilliers Park *           |                                        | 1           |
| Pioneerpark - Park                                  |                                        | 14          |
| Pioneer Park - Fountain                             | Bricks                                 | 3           |
| Pioneer Park - Depot / Offices                      | None                                   | 3           |
| Joubert Park                                        |                                        | 10          |
| Midrand Depot                                       | Wooden                                 | 3           |
| The Wilds Upper & Lower                             | Fibre glass                            | 10          |
| Olivantsvlei Cemetery                               |                                        | 18          |
| Brixton Cemetery                                    |                                        | 6           |
| Queen Elizabeth Park                                |                                        | 4           |
| Brixton Depot                                       |                                        | 4           |
| Zoolake Parking                                     |                                        | 4           |
| Zoolake Park                                        |                                        | 9           |
| Depot 406 Sandton                                   | Bricks                                 | 4           |

**INDICATE THE TYPE OF SERVICE TENDERING FOR**

| <b>TYPE OF SERVICE TENDERING FOR</b>                                   | <b>TICK BOX</b> |
|------------------------------------------------------------------------|-----------------|
| <b>S1 &amp; S2 (Specialised Security Services)</b>                     |                 |
| <b>S3a&amp;b (Alarms System)</b>                                       |                 |
| <b>S4a&amp;b (Only SLA, PTT and CCTV Monitoring Service Providers)</b> |                 |

**FUNCTIONALITY TABLE – S1 & S2**

| <b>Description of Evaluation and Evidence Required</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Weights</b> | <b>Total Weight</b> | <b>Points</b> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------------|---------------|
| <p><b>S1 &amp; S2</b></p> <p><b>MANDATORY DOCUMENTS REQUIRED</b></p> <p>Proposals/Submission of tender should be one (1) original document.</p> <p>Provide the following mandatory <b>CERTIFIED COPIES</b> of the documents listed below:</p> <ul style="list-style-type: none"> <li>Valid Owner(s)/Director(s) PSIRA Certificate/s (If owners/directors are more than one, provide valid PSIRA Certificates for both/all directors)</li> <li>Valid Owner/s FIREARM LICENSE/s</li> <li>Valid SAPS police clearance certificate(s) of the owner(s)/director(s) (If owners/directors are more than one, provide Valid SAPS police clearance certificate(s) for both/all directors)</li> <li>A minimum of five (5) security officers valid police clearance certificates in the employ of the tendering company</li> <li>Valid ICASA issued communication radio license of the company or ICASA lease agreement (The license must be in the name of the company or owner/s)</li> <li>Valid PSIRA Letter of Good Standing in the name of the company tendering or in the name of owner (s)/director(s) of the company (If owners/directors are more than one, provide Valid PSIRA Letter of Good Standing for both/all directors)</li> <li>Valid UIF Compliance Certificate</li> </ul> <p><b>NB: All mandatory documents listed above must be provided to score full points.</b></p> <p>(Certified stamp date not more than three months (for each of the above certificates/licenses) from tender closing date (July 2023 – September 2023)</p> | 40/40          | 40                  |               |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                         |    |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|----|--|
| <b>Methodology</b><br><b>(Provide proposal detailing the following key areas as sub-heading):</b> <ul style="list-style-type: none"> <li>• Provide a Disaster management plan within Security services (e.g. Covid-19)</li> <li>• Provide Work stoppages or disruption plan (e.g. strikes by your guards)</li> <li>• Provide Health and Safety management plan</li> <li>• Provide Financial management plan (e.g. failure by your clients to pay you on time, what is the plan to pay your own employees)</li> </ul> <b>Provide a detailed proposal plan covering all the areas mentioned above (All bullet points listed must be covered to score full points)</b> | 10/10                   | 10 |  |
| <b>Experience of Company – Company Profile and reference letters</b><br><br>Provide signed and approved reference letters from your clients (on clients' company letterhead) where you were providing <b>Security Services</b> with contact details in line with your <b>Executive Summary</b> highlighted in Company profile as below (The content of the reference letter must mention Security services as well as the year when you provided such services).<br><br>3 to 5 signed reference letters<br>6 to 8 signed reference letters<br>9 and above signed reference letters                                                                                  | 05/10<br>08/10<br>10/10 | 10 |  |
| <b>Number of years of company providing Security Services.</b><br>Provide company profile with <b>Executive Summary</b> indicating which year and names of clients serviced in line with reference letters submitted above, company cannot score points on number of years if failed to submit signed reference letters from the clients as requested above.<br><br>3 to 5 years<br>6 to 8 years<br>9 years and above                                                                                                                                                                                                                                               | 05/10<br>08/10<br>10/10 | 10 |  |
| <b>NB: A bidder that scores less than 60 out of 70 points on the above services will not be evaluated further on Physical Verification</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                         |    |  |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |       |            |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|------------|--|
| <p><b>S1 &amp; S2</b></p> <p><b>Physical Verification</b> (Inspection/s to be conducted as per the proof of residence provided with tender document (Provide Valid Latest Company Municipal Statement (Water and Lights) or Valid Lease Agreement)</p> <p><b>Potential security service providers must have the following to be evaluated further.</b></p> <p><b>The Inspection will include verifying the following:</b></p> <ul style="list-style-type: none"> <li>• Availability of Gun Safe</li> <li>• Firearms and licenses - (Minimum of 5 Guns and their Licenses)</li> <li>• Active Control Room –</li> </ul> <p><b>Bidders will be required to demonstrate the following:</b></p> <ul style="list-style-type: none"> <li>○ Communicate with at least 3 existing sites via 2-way Radios or PTT Devices</li> <li>○ Provide a Current Roster</li> <li>○ Provide Attendance Time Sheets</li> <li>○ Demonstrate Monitoring Systems – e.g., Computers, CCTV, Vehicles, Patrol clocking system.</li> <li>• Provide Tools of Trade (Occurrence Books, Visitors Register, Guard Uniform, Ballistic Vests and Other)</li> <li>• Physically Verify a company branded Vehicle/s</li> </ul> | 30/30 | 30         |  |
| <b>Total Points (S1 &amp; S2))</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |       | <b>100</b> |  |
| <p>Bids that are not accompanied by copies of the above specifically listed documents will be treated as NON-RESPONSIVE and will therefore be disqualified. The said copies must only contain information or documents required above which are mandatory and NOT any other information or documents accompanying the submission.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |       |            |  |

**NB: A bidder who obtained the minimum threshold for functionality of 90 points will be considered further on preference point system.**

## **FUNCTIONALITY TABLE – S3a&b (Alarm System)**

| Description of Evaluation and Evidence Required                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Weights                                                                 | Total Weight                               | Points |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|--------------------------------------------|--------|
| <b>S3a&amp;b</b><br><br><b>Experience and Qualifications of key personnel</b><br>(Provide detailed CVs of Key Personnel and CERTIFIED copies of qualifications in Alarm Maintenance or Alarm Installation Services)<br><br>Basic Electronic Certificate<br><br>Alarm Installer Certificate of Competency or Alarm Repairer Certificate<br><br>Alarm Wiring or Programming Certificate<br><br><b>(Certified stamp date not more than three months from tender closing date (July 2023 – September 2023))</b>                                                                                                                                                     | <br><br><br><br><br><br><br><br><br><br>10/30<br><br>10/30<br><br>10/30 | <br><br><br><br><br><br><br><br><br><br>30 |        |
| Number of Years in <b>Alarm Maintenance and/or Alarm Installation Services</b> of key personnel <b>as per Qualifications above</b> (provide detailed CV's indicating experience and specific years of key personnel providing these services)<br><br>3 to 5 years<br>6 to 8 years<br>9 years and above                                                                                                                                                                                                                                                                                                                                                          | <br><br><br><br><br><br><br><br><br><br>10/20<br>15/20<br>20/20         | <br><br><br><br><br><br><br><br><br><br>20 |        |
| <b>Experience of Company – Company Profile and reference letters</b><br><br>Provide signed and approved reference letters from your clients (on clients' company letterhead) where you were providing <b>Alarm Maintenance and/or Alarm Installation Services</b> with contact details in line with your <b>Executive Summary</b> highlighted in Company profile as below (The content of the reference letter must mention <b>Alarm Maintenance and/or Alarm Installation Services</b> as well as the year when you provided such services).<br><br>3 to 5 signed reference letters<br>6 to 8 signed reference letters<br>9 and above signed reference letters | <br><br><br><br><br><br><br><br><br><br>10/20<br>15/20<br>20/20         | <br><br><br><br><br><br><br><br><br><br>20 |        |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                  |            |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|------------|--|
| <p><b>Number of years of company providing Alarm Maintenance and/or Alarm Installation Services.</b> Provide company profile with <b>Executive Summary</b> indicating which year and names of clients serviced in line with reference letters submitted above, company cannot score points on number of years if failed to submit signed reference letters from the clients as requested above.</p> <p>3 to 5 years<br/>6 to 8 years<br/>9 years and above</p>                                                                                                                                                                                                                             | <p>10/20<br/>15/20<br/>20/20</p> | <p>20</p>  |  |
| <p><b>Methodology (Alarm Maintenance)</b><br/><b>Provide an operational plan detailing the following key areas as sub-heading:</b></p> <ul style="list-style-type: none"> <li>• Alarm Trouble Shooting Plan</li> <li>• Work stoppages or disruption plan (e.g. strikes by your employee/technician)</li> <li>• Health and Safety Management plan – Alarm Maintenance</li> <li>• Provide Financial management plan (e.g. failure by your clients to pay you on time, what is the plan to pay your own employees)</li> </ul> <p><b><i>Provide a detailed operational plan covering all the areas mentioned above (All bullet points listed must be covered to score full points)</i></b></p> | <p>10/10</p>                     | <p>10</p>  |  |
| <b>Total Points (for S3a&amp;b)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                  | <b>100</b> |  |
| <p>Bids that are not accompanied by copies of the above specifically listed documents will be treated as NON-RESPONSIVE and will therefore be disqualified. The said copies must only contain information or documents required above which are mandatory and NOT any other information or documents accompanying the submission.</p>                                                                                                                                                                                                                                                                                                                                                      |                                  |            |  |

**NB: A bidder who obtained the minimum threshold for functionality of 70 points will be considered further on preference point system.**

**FUNCTIONALITY TABLE – S4a & b**  
**(Only SLA, PTT and CCTV Monitoring Service Providers)**

| Description of Evaluation and Evidence Required                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Weights | Total Weight | Points |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|--------------|--------|
| <p><b>S4a &amp; b (Only SLA, PTT and CCTV Monitoring Service Providers)</b></p> <p><b>MANDATORY DOCUMENTS REQUIRED</b></p> <p>Proposals/Submission of tender should be one (1) original document.</p> <p>Provide the following mandatory <b>CERTIFIED COPIES</b> of the documents listed below:</p> <ul style="list-style-type: none"> <li>Valid Owner(s)/Director(s) PSIRA Certificate/s (If owners/directors are more than one, provide valid PSIRA Certificates for both/all directors)</li> <li>Valid Owner/s FIREARM LICENSE/s</li> <li>Valid SAPS police clearance certificate(s) of the owner(s)/director(s) (If owners/directors are more than one, provide Valid SAPS police clearance certificate(s) for both/all directors)</li> <li>A minimum of five (5) security officers valid police clearance certificates in the employ of the tendering company</li> <li>Valid ICASA issued communication radio license of the company or ICASA lease agreement (The license must be in the name of the company or owner/s)</li> <li>Valid PSIRA Letter of Good Standing in the name of the company tendering or in the name of owner(s)/director(s) of the company (If owners/directors are more than one, provide Valid PSIRA Letter of Good Standing for both/all directors)</li> <li>Valid UIF Compliance Certificate</li> </ul> <p><b>NB: All mandatory documents listed above must be provided to score full points.</b></p> <p><b>(Certified stamp date not more than three months (for each of the above certificates/licenses) from tender closing date (July 2023 – September 2023)</b></p> | 40/40   | 40           |        |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                         |    |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|----|--|
| <b>Methodology</b><br><b>(Provide proposal detailing the following key areas as sub-heading):</b> <ul style="list-style-type: none"> <li>• Provide a Disaster management plan within SLA, PTT and CCTV Monitoring services (e.g. Covid-19)</li> <li>• Provide Work stoppages or disruption plan (e.g. strikes by your guards)</li> <li>• Provide Health and Safety management plan</li> <li>• Provide Financial management plan (e.g. failure by your clients to pay you on time, what is the plan to pay your own employees)</li> </ul> <b>Provide a detailed proposal plan covering all the areas mentioned above (All bullet points listed must be covered to score full points)</b> | 10/10                   | 10 |  |
| <b>Experience of Company – Company Profile and reference letters</b><br><br>Provide signed and approved reference letters from your clients (on clients' company letterhead) where you were providing <b>SLA and/or PTT and/or CCTV Monitoring Services</b> with contact details in line with your <b>Executive Summary</b> highlighted in Company profile as below (The content of the reference letter must mention SLA and/or PTT and/or CCTV Monitoring services as well as the year when you provided such services).<br><br>3 to 5 signed reference letters<br>6 to 8 signed reference letters<br>9 and above signed reference letters                                            | 05/10<br>08/10<br>10/10 | 10 |  |
| <b>Number of years of company providing SLA and/or PTT and/or CCTV Monitoring Services.</b> Provide company profile with <b>Executive Summary</b> indicating which year and names of clients serviced in line with reference letters submitted above, company cannot score points on number of years if failed to submit signed reference letters from the clients as requested above.<br><br>3 to 5 years<br>6 to 8 years<br>9 years and above                                                                                                                                                                                                                                         | 05/10<br>08/10<br>10/10 | 10 |  |
| <b>NB: A bidder that scores less than 60 out of 70 points on the above services will not be evaluated further on Physical Verification</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                         |    |  |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |       |     |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-----|--|
| <b>S4a &amp; b (Only SLA, PTT and CCTV Monitoring Service Providers)</b><br><b>Physical Verification on SLA, PTT and CCTV Monitoring Systems:</b> <ul style="list-style-type: none"> <li>Recording and its real time reflection on system <ul style="list-style-type: none"> <li>Two way communication – Call on private phone of officers</li> <li>listen to the recording on the system</li> <li>Panic button test</li> <li>24 hours Activity record on system test</li> <li>Video Activity record on system test</li> </ul> </li> <li>Live Integration of PTT Device <ul style="list-style-type: none"> <li>Test and communicate with 1 existing sites. Test name &amp; confirm of site</li> <li>Test the integration of live video recording of an event.</li> <li>Test integration of live picture taken</li> <li>Demonstrate and test GPS &amp; location map live of device &amp; call that device on site</li> <li>confirm the history of that record &amp; name of site with the person on site</li> </ul> </li> <li>Reports Generation – Test &amp; Demonstrate <ul style="list-style-type: none"> <li>A penalty occurrence report</li> <li>A weekly activity report on 1 existing site</li> <li>Format of Reporting ( Including Pie chart reporting &amp; Graph)</li> <li>Customised dashboard reporting (Alerts, Awols, Double shifts, Short postings &amp; Absenteeism)</li> <li>Lack of security management inspection</li> </ul> </li> <li>PTT Device Test <ul style="list-style-type: none"> <li>Group calls</li> <li>SOS Alarm &amp; Device link to control room</li> <li>Vehicle Tracker Tag / Geo fencing</li> <li>Push to patrol locate on system</li> <li>Push locate live on system</li> </ul> </li> </ul> | 30/30 | 30  |  |
| <b>Total Points (for S4a &amp; b)</b><br><b>(Only SLA, PTT and CCTV Monitoring Service Providers)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |       | 100 |  |
| Bids that are not accompanied by copies of the above specifically listed documents will be treated as NON-RESPONSIVE and will therefore be disqualified. The said copies must only contain information or documents required above which are mandatory and NOT any other information or documents accompanying the submission.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |       |     |  |

**NB: A bidder who obtained the minimum threshold for functionality of 90 points will be considered further on preference point system.**

## S1,S2,S3a&b,S4a&b

### All Schedule of Rates/Quote/Price

#### Excluding Value Added Tax (part A B & C):

The rates/Quote/Price for the following grades to be submitted exactly as below:

| Part A – Specialised Physical Guarding                      |                                                        |                                                        |
|-------------------------------------------------------------|--------------------------------------------------------|--------------------------------------------------------|
| Description<br>Grades:                                      | Rate per 12 Hour Shift –<br>Dayshift<br>06h00 to 18h00 | Rate per 12 Hour<br>Shift Nightshift<br>18h00 to 06h00 |
| D<br>(with Fire Arm - Gun)                                  | R                                                      | R                                                      |
| C<br>(with Fire Arm - Gun)                                  | R                                                      | R                                                      |
| B<br>(with Fire Arm - Gun)                                  | R                                                      | R                                                      |
| A<br>(with Fire Arm - Gun)                                  | R                                                      | R                                                      |
| D<br>(motorbike licensed guard)                             | R                                                      | R                                                      |
| B<br>(motor vehicle licensed guard)                         | R                                                      | R                                                      |
| C<br>(Quad /bike operator with Motorbike license)           | R                                                      | R                                                      |
| Patrol Vehicle<br>(on site)                                 | R                                                      | R                                                      |
| Dog Guard                                                   | R                                                      | R                                                      |
| Dog Handler<br>(with guard officer grade C)                 | R                                                      | R                                                      |
| Horse / Equestrian Services<br>(with guard officer grade C) | R                                                      | R                                                      |
| Quad Bike<br>(with guard officer grade C)                   | R                                                      | R                                                      |
| Guard House - Monthly Fees                                  | R                                                      |                                                        |

#### Part B - Alarms S3a

##### Example of Billing/Quote Schedule –

(i) Supply & Installation of DSC-New Alarm as per list on S3 with 1 (one) Year Warranty on Alarm:

| Site Number: | Site Name: | Supply & Installation Cost as per Site List<br>Excl Vat |
|--------------|------------|---------------------------------------------------------|
| 1            |            |                                                         |
| 2            |            |                                                         |
| 3            |            |                                                         |
| 4 ...        |            |                                                         |
| GRAND TOTAL  |            |                                                         |

(ii) Provide as a quotation all wear and tear items of alarm system as indicated in the table below; prices will be fixed for a period 12 months and reviewed annually linked to CPI.

| No | Description<br>(These items are for probable maintenance service<br>(as and when required)) | Unit price (Excl. VAT) |
|----|---------------------------------------------------------------------------------------------|------------------------|
| 1  | Transformer with Backup Battery                                                             |                        |
| 2  | Alarm Box-CPU                                                                               |                        |
| 3  | Expander                                                                                    |                        |
| 4  | Door Magnets                                                                                |                        |

| No | Description<br>(These items are for probable maintenance service<br>(as and when required)) | Unit price (Excl. VAT) |
|----|---------------------------------------------------------------------------------------------|------------------------|
| 5  | Pet friendly Passive                                                                        |                        |
| 6  | Indoor-Passive                                                                              |                        |
| 7  | DSC remote kits                                                                             |                        |
| 8  | Remote                                                                                      |                        |
| 9  | Core cable per meter                                                                        |                        |
| 10 | Rip cord 0.5 cable per meter                                                                |                        |
| 11 | 6 core cable per meter                                                                      |                        |
| 12 | Big siren                                                                                   |                        |
| 13 | Red-Strobe light                                                                            |                        |
| 14 | Power pack + 12volt battery                                                                 |                        |
| 15 | Mobile Panic Button                                                                         |                        |
| 16 | LCD key pad                                                                                 |                        |
| 17 | Fix Panic Button                                                                            |                        |
| 18 | Perimeter Beam                                                                              |                        |

**NB: Any other items that may be needed for these, must be submitted with the quotation.**

**Part B continued: S3b**

| Description                                                                            | Monthly Rate per site |
|----------------------------------------------------------------------------------------|-----------------------|
| Specialised Alarm-armed response Fees<br>(Respond to Alarm Activation under 5 minutes) | R                     |
| Radio Installation Fees <b>Once Off in 36 months</b>                                   | R                     |
| Annual Radio Receivers                                                                 | R                     |

**Part C - SLA Monitoring / Penalties/TSSS**

| Description                                                                                                             |                                                      |                                                        |
|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|--------------------------------------------------------|
| Full Online security compliance services fees for SLA Monitoring Per JCPZ Site 24/7<br>(Monthly Fee Applicable)         | Only Monthly Fee<br>Per JCPZ Site<br>Applicable      | R                                                      |
| Description - Grade                                                                                                     | Rate<br>per 12 Hour Shift Dayshift<br>06h00 to 18h00 | Rate<br>per 12 Hour Shift Nightshift<br>18h00 to 06h00 |
| C<br>(Monitoring Officer – CCTV)                                                                                        | R                                                    | R                                                      |
| C<br>(Monitoring Officer – PTT System)                                                                                  | R                                                    | R                                                      |
| A<br>(TSSS with fire arm, buttons, bullet proof jackets, sprays, emergency & safety equipment, and other tactical gear) | R                                                    | R                                                      |
| B<br>(TSSS with fire arm, buttons, bullet proof jackets, sprays, emergency & safety equipment, and other tactical gear) | R                                                    | R                                                      |
| C (TSSS with fire arm)                                                                                                  | R                                                    | R                                                      |
| Patrol Vehicle–Twincab Bakkie<br>(dedicated to be used by the Tactical Unit 24/7-TSSS)                                  | R                                                    | R                                                      |

Tenderers are required to attach their own format on proposed prices, per shift rate, per grade. Tender for, specialised – armed physical guard & dog guarding with dog handler, specialised (a) supply and installation of alarm & (b) Alarm-armed response (under 10 minutes), Specialised - Tactical Support Security Services {TSSS (vehicle +4 guards with fully armed gear), 24/7 specialised - 24/7 monitoring of Push To Talk (PTT) cloaking system and CCTV, owned by Johannesburg City Parks & specialised - separate independent online SLA security compliance services system. **The prices must exclude value added tax (EXCL - VAT).**

JCPZ are spread right across the whole area of Johannesburg. Therefore, the company must have a “**control room and offices of operation**” in Johannesburg’s geographical area.

Failure to meet site inspection compulsory requirements by the potential service providers will lead to automatic disqualification without reservation.

## **Note:**

In the interest of eliminating conflict of interest in providing services:

As stipulated below. A company **cannot be appointed for services that brings in aspects/factors of conflict of interest:**

A Service Provider tendering for services listed as S1a, S1b, S2, S3a, S3b, **cannot be appointed** for Services listed as S4a & S4b **OR** vice versa. The S3a & b, can be tendered for as separate services.

- **S1a** - Specialised – Armed physical guard
- **S1b** - Dog Handler with a Dog Guard,
- **S2** - Specialised - Tactical Support Security Services {TSSS (vehicle +4 guards with fully armed gear)}
- **S3** - Specialised **(a)** Supply and installation of alarm  
**(b)** Alarm-armed response (under 10 minutes),
- **S4a** - Specialised - 24/7 Monitoring of Push To Talk (PTT) cloaking system and CCTV,  
**b** - Specialised - Separate independent online SLA monitoring security compliance Services system.

## **I. PERFORMANCE MANAGEMENT SYSTEM**

The Municipal Finance Management Act (No. 56 of 2003) Section 116 (2) (d) determines that a Municipal Entity must enter into a Performance Management System (PMS) with all service providers.

A assignment specific PMS will be drafted and approved for each separate project undertaken during a financial year.

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### **ACCEPTANCE OF PMS AGREEMENT**

**You are hereby requested to sign this document as acceptance of the agreement. Failure to sign this document will lead to disqualification.**

For:

#### **CONTRACTOR**

Signature : \_\_\_\_\_

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

Date : \_\_\_\_\_

---

#### **JOHANNESBURG CITY PAKRS**

Signature : \_\_\_\_\_

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

Date : \_\_\_\_\_

**J. ALTERNATIVES OFFERED**

If no alternatives, other than is listed, are submitted with this Tender, the Schedule hereunder is to be marked NIL and signed by the Bidder

|  |
|--|
|  |
|--|

\_\_\_\_\_  
SIGNATURE OF BIDDER

\_\_\_\_\_  
DATE

**K. CONDITIONS OF BID**

# **GOVERNMENT PROCUREMENT**

## **GENERAL CONDITIONS OF CONTRACT**

### **NOTES**

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

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## **General Conditions of Contract**

### **1. Definitions**

1. The following terms shall be interpreted as indicated:
  - 1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.
  - 1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
  - 1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
  - 1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
  - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
  - 1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
  - 1.7 "Day" means calendar day.
  - 1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.
  - 1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.
  - 1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
  - 1.11 "Dumping" occurs when a private enterprise abroad markets its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.
  - 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable.

Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 "GCC" means the General Conditions of Contract.
- 1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.
- 1.25 "Written" or "in writing" means handwritten in ink or any form of electronic or mechanical writing.

- |                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>2. Application</b>                                            | <p>2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.</p> <p>2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.</p> <p>2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>3. General</b>                                                | <p>3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.</p> <p>3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from <a href="http://www.treasury.gov.za">www.treasury.gov.za</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>4. Standards</b>                                              | <p>4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>5. Use of contract documents and information; inspection.</b> | <p>5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.</p> <p>5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.</p> <p>5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.</p> <p>5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.</p> |

- |                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>6. Patent rights</b>                   | 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>7. Performance security</b>            | <p>7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.</p> <p>7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.</p> <p>7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:</p> <ul style="list-style-type: none"> <li>(a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or</li> <li>(b) a cashier's or certified cheque</li> </ul> <p>7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.</p>                                                                                  |
| <b>8. Inspections, tests and analyses</b> | <p>8.1 All pre-bidding testing will be for the account of the bidder.</p> <p>8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.</p> <p>8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.</p> <p>8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.</p> <p>8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.</p> |

- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.
- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

#### **9. Packing**

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

#### **10. Delivery and documents**

- 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.
- 10.2 Documents to be submitted by the supplier are specified in SCC.

#### **11. Insurance**

- 11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

#### **12. Transportation**

- 12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

**13. Incidental services**

13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:

- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
- (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
- (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

**14. Spare parts**

14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
- (b) in the event of termination of production of the spare parts:
  - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
  - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

**15. Warranty**

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier,

unless specified otherwise in SCC.

- 15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.
- 15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.
- 15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

**16. Payment**

- 16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.
- 16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.
- 16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.
- 16.4 Payment will be made in Rand unless otherwise stipulated in SCC.

**17. Prices**

- 17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

**18. Contract amendments**

- 18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

**19. Assignment**

- 19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

**20. Subcontracts**

- 20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

**21. Delays in the supplier's performance**

- 21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.

- 21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
- 21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.
- 21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.
- 21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

## **22. Penalties**

- 22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

## **23. Termination for default**

- 23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:
- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;

- (b) if the Supplier fails to perform any other obligation(s) under the contract; or
  - (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.
- 23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.
- 23.4 If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.
- 23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.
- 23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:
- (i) the name and address of the supplier and / or person restricted by the purchaser;
  - (ii) the date of commencement of the restriction
  - (iii) the period of restriction; and
  - (iv) the reasons for the restriction.
- These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.
- 23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person

will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

**24. Anti-dumping and countervailing duties and rights**

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him

**25. Force Majeure**

25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

**26. Termination for insolvency**

26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

**27. Settlement of Disputes**

27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to

|                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                             | commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|                             | 27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                             | 27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|                             | 27.5 Notwithstanding any reference to mediation and/or court proceedings herein, <ul style="list-style-type: none"> <li>(a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and</li> <li>(b) the purchaser shall pay the supplier any monies due the supplier.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 28. Limitation of liability | 28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6; <ul style="list-style-type: none"> <li>(a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and</li> <li>(b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.</li> </ul> |
| 29. Governing language      | 29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 30. Applicable law          | 30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 31. Notices                 | 31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice <p>31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.</p>                                                                                                                                                                                                                                                                                      |
| 32. Taxes and duties        | 32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

- 32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
- 32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.

Revised-GCC

## L. CODES OF CONDUCT



a world class African city



*Green. Connected. Yours.*



# **JOHANNESBURG CITY PARKS AND ZOO NPC**

## **CODE OF ETHICS**



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## **1. INTRODUCTION**

It's imperative that the Johannesburg City Parks and Zoo (JCPZ) is, and is seen to be a responsible corporate citizen. JCPZ is an integral part of the broader society in which it operates and as such KING IV advocates a stakeholder inclusive approach in which the Board of Directors takes account of the legitimate and reasonable needs, interests and expectations of all material stakeholders in the execution of its duties in the best interest of the Organization over a period of time. It is important therefore that the Board ensures that the corporate ethics are governed well with a view of supporting an ethical culture in the Organization in line with Principle 2 of KING IV.

The Code of Ethics (the Code) intends to guide both Non-Executive and Executive Directors, service providers acting on behalf of JCPZ, JCPZ business partners and all employees on common ethics and compliance related issues, the Code offers guidelines on expectations around business conduct; and also to know where to go and how to get help about ethical concerns and questions.

The Code illustrates JCPZ's commitment to a culture of openness, accountability and compliance. Adherence to this Code is not optional and should be read with JCPZ's policies and all applicable legislation.

While each Director and employee is accountable for upholding the JCPZ Code of Ethics, ensuring that our values remain fundamental to our work, and following all applicable laws, regulations and company policies, JCPZ advances its unified approach to ethics and compliance through the integration of the Organization's Code of Conduct, Delegation of Authority Framework and JCPZ's Anti – Fraud and Corruption Policy to name a few.

When acting on behalf of JCPZ, Directors and employees shall not take unfair advantage through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or other unfair-dealing practices.

It is also JCPZ's stance to maintain ethical behavior, accountability, transparency and integrity in the conduct of its business. Therefore, ethical decision making, business practices, processes and procedures should be the norm within JCPZ's professional environment.

## **2. GLOSSARY OF TERMS**

|                              |                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Accountability:</b>       | The obligation to answer for the execution of responsibilities. Accountability cannot be delegated, whereas responsibility can be delegated without abdicating accountability for that delegated responsibility.                                                                                                                                                                                                                |
| <b>Accounting Officer</b>    | Refers to the Managing Director, the highest ranking employee in an organisation as envisaged in the Municipal Finance Management Act 56 of 2003.                                                                                                                                                                                                                                                                               |
| <b>Board:</b>                | If it is used in the context of a Company, it means the Board of Directors of a company as defined in section 1 of the Companies Act.                                                                                                                                                                                                                                                                                           |
| <b>Code:</b>                 | The Johannesburg City Parks and Zoo Code of Ethics.                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Companies Act:</b>        | Companies Act, No 71 of 2008, as amended.                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Company:</b>              | A juristic person incorporated in terms of the Companies Act.                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Conflict of Interest:</b> | A conflict of interest, used in relation to members of the Board and its committees, employees and suppliers occurs when there is direct or indirect conflict, in fact or in appearance, between the interests of such member and that of the organisation. It applies to financial, economic and other interests in any opportunity, including information. It also applies to member's related parties holding such interest. |
| <b>Culture:</b>              | In an organisational context, "the way in which members of an organisation relate to each other, their work and outside world in comparison to other organisations.                                                                                                                                                                                                                                                             |
| <b>Director:</b>             | A Non-Executive member of the Board of JCPZ, as contemplated in Section 66 of the Companies Act or any                                                                                                                                                                                                                                                                                                                          |

person occupying the position of a director or alternate director, by whatever name designated” as defined in section 1 of the Companies Act.

|                                  |                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Diversity:</b>                | Diversity should be understood as the varied perspectives and approach offered by members of different identity groups.                                                                                                                                                                                                                                                              |
| <b>Effective or effectively:</b> | The adequate accomplishment of the desired objective or a pursuit with the minimum expenditure of time, resources, waste and effort.                                                                                                                                                                                                                                                 |
| <b>Ethics:</b>                   | Considering what is good and right for the self and the other, and can be expressed in terms of the golden rule, namely to treat others as you would like to be treated yourself. In the context of the organisation, ethics refers to ethical values applied to decision- making, conduct, and the relationship between the organisation, its stakeholders and the broader society. |
| <b>Fairness:</b>                 | Fairness refers to the equitable and reasonable treatment of the sources of value creation, including relationship capital as portrayed by the legitimate and reasonable needs, interests and expectations of material stakeholders of the organisation.                                                                                                                             |
| <b>Integrity:</b>                | In the context of governance and ethics, integrity refers to the quality of being honest and having strong moral principles. It encompasses consistency between stated moral and ethical standards and actual conduct.                                                                                                                                                               |
| <b>KING Code:</b>                | KING IV Report on Corporate Governance in South Africa                                                                                                                                                                                                                                                                                                                               |
| <b>Management:</b>               | Management includes all managers, and executive managers of Johannesburg City Parks and Zoo.                                                                                                                                                                                                                                                                                         |

|                                             |                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>MFMA:</b>                                | Municipal Finance Management Act, No 53 of 2003, as amended.                                                                                                                                                                                                                                                                        |
| <b>MSA:</b>                                 | Municipal Systems Act, No 32 of 2000, as amended.                                                                                                                                                                                                                                                                                   |
| <b>Must:</b>                                | 'Must' is used specifically to indicate a legal obligation.                                                                                                                                                                                                                                                                         |
| <b>NPO:</b>                                 | Non-profit Organisation.                                                                                                                                                                                                                                                                                                            |
| <b>Organisation:</b>                        | In the context of this Code, 'organisation' typically refers to Johannesburg City Parks and Zoo.                                                                                                                                                                                                                                    |
| <b>Related party:</b>                       | A related party is a person or entity as set out in section 2(1) of the Companies Act.                                                                                                                                                                                                                                              |
| <b>Responsibility:</b>                      | Taking ownership of a duty, obligation or liability.                                                                                                                                                                                                                                                                                |
| <b>Risk:</b>                                | Risk is about the uncertainty of event; including the likelihood of such events occurring and their effect, both positive and negative, on the achievement of the organisation's objectives. Risk includes uncertain events with a potential positive effects on JCPZ (i.e. opportunities) not being captures or not materialising. |
| <b>Sensitive/ confidential Information:</b> | Information that is likely to compromise competitiveness, privilege or commercial advantage                                                                                                                                                                                                                                         |
| <b>Society:</b>                             | Refers principally to the broader society or community as part of the triple context in which JCPZ operates. Society includes the JCPZ's internal and external stakeholders, which in turn form part of the broader society as a whole.                                                                                             |
| <b>Stakeholder:</b>                         | Groups or individuals that can reasonably be expected to be significantly affected by an organisations business activities,                                                                                                                                                                                                         |

outputs or outcomes, or whose actions can reasonably be expected to significantly affect the ability of the organisation to create value over time.

Internal stakeholders are directly affiliated with the organisation and include its governing bod, management, employees and the shareholder.

External stakeholder could include trade unions, civil society organisations, government, customers and consumers.

|                                 |                                                                                                                                                                                                                                         |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Sustainability:</b>          | Sustainability is the ultimate, long-term goal of sustainable development.                                                                                                                                                              |
| <b>Sustainable development:</b> | Development that meets the needs of the present without compromising the ability of future generations to meet their needs.                                                                                                             |
| <b>Transparency:</b>            | The unambiguous and truthful exercise of accountability such that decision making processes and business activities, outputs and outcomes (both positive negative) are easily able to be discerned and compared with ethical standards. |
| <b>Values:</b>                  | Convictions and beliefs about how JCPZ and those who represent it should conduct themselves; how resources should be treated; what the core purpose and objectives of JCPZ should be; and how work duties should be performed.          |

### **3. SCOPE AND APPLICATION**

The code of ethics applies to all JCPZ employees and Directors and to an applicable degree to suppliers/ service providers acting on behalf of JCPZ.

#### 4. OBJECTIVES OF THE CODE OF ETHICS

The Code seeks:

- To offer guidance to JCPZ's stakeholders in the manner in which they conduct their duties and responsibilities;
- To ensure that ethical standards are institutionalized in the Organization by establishing an agreed set of ethical Principles;
- To record the Company's zero tolerance approach to unethical behavior;
- To control and ensure mitigation of ethics risks and leverage on opportunities within the JCPZ environment and
- To ensure that ethics performance is monitored and reported to the relevant authority, i.e. the Accounting Officer and/or the Board of Directors.

#### 5. JCPZ VALUES



JCPZ operations predominantly focus on visible service delivery and as such the Company is committed to service excellence towards greening, cleaning, conserving all parks, cemeteries and nature reserves within its mandate. The Johannesburg Zoo places importance on 4 (four) key pillars namely, Conversation, Education, Research and Recreation. The Johannesburg Zoo is therefore managed in line with established ethical standards set by the World Associations of Zoo and Aquaria.

JCPZ is also committed to inspiring, instilling and promoting its core values of service excellence, Ubuntu (Care and Concern for People), Teamwork, Ownership and Commitment, and Innovation as depicted in the table below.

| <b>Value</b>                                | <b>What it means in practice for JCPZ</b>                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Service excellence</b>                   | <ul style="list-style-type: none"> <li>• Conduct our work in an efficient, effective, professional and accountable manner;</li> <li>• At all times render the quickest, most responsive and best service to our customers; and</li> <li>• Work with a commitment to quality and high performance.</li> </ul>                                                            |
| <b>Ubuntu (Care and concern for people)</b> | <ul style="list-style-type: none"> <li>• Work with care, empathy, respect and consideration for the well-being of our staff, customers and other stakeholders;</li> <li>• Maintain a safe and healthy work environment and promote care and concern for assets and facilities; and</li> <li>• Focus on people development, growth and work/life balance.</li> </ul>     |
| <b>Teamwork</b>                             | <ul style="list-style-type: none"> <li>• Focus on collaboration and working together to achieve more;</li> <li>• Promote an environment of sharing knowledge and information.</li> </ul>                                                                                                                                                                                |
| <b>Ownership and commitment</b>             | <ul style="list-style-type: none"> <li>• Take responsibility for our actions and “do it right the first time”;</li> <li>• Act with integrity and in a transparent, ethical and honest manner;</li> <li>• Work with pride, passion and discipline;</li> <li>• Demonstrate a focus on customer service and satisfaction and in the best interests of the City.</li> </ul> |
| <b>Innovation</b>                           | <ul style="list-style-type: none"> <li>• Listen to and understand needs and create new approaches to what we do;</li> <li>• A focus on cutting edge, best in class and “outside the box” approaches and solutions.</li> </ul>                                                                                                                                           |

## **6. APPLICATION OF CORE VALUES**

### **6.1. SERVICE EXCELLENCE**

A commitment to service excellence requires being able to conform to the following principles at a minimum:

- Promoting legitimate business interests in a diligent manner;
- Maintaining confidentiality of information;
- Keeping proper records;
- Using resources efficiently and effectively as well as
- Refraining from any form of harassment and intimidation.

Principle: Promoting legitimate business interests in a diligent manner

How do we adhere to this principle?

- Obeying applicable laws and legislation;
- Offering quality products and services to stakeholders;
- Providing timely service and remedies for customer complaints and

Principle: Maintaining confidentiality of information

How do we adhere to this principle?

- Employees are required to ensure that Company information is properly safeguarded at all costs;
- Refraining from disclosing any confidential information belonging to the Company;
- Avoiding the disclosure of customer information without prior authorization;
- Maintaining confidentiality of information received from other stakeholders;
- Abstaining from unlawfully disclosing employee information;
- Employees are required to protect intellectual property and refrain from exploiting intellectual property to both internal and external parties

### Principle – Keeping proper records

How do stakeholders adhere to this Principle?

- Ensuring the accurate retention of all records and documents submitted to or on the behalf of JCPZ in line with applicable legislation.

### Principle – Using resources effectively

How do we adhere to this principle?

- Safeguarding the Company's resources and ensuring their prudent and effective use;
- Completing tasks and projects efficiently and effectively;
- Employees and service providers acting on behalf of JCPZ are expected to apply knowledge and skills in the best interest of the Company and
- Conducting business or performing tasks using good judgment and due care, refraining from negligent or reckless conduct.

### Principle - Refraining from any form of harassment and intimidation

To provide an environment free of any form of harassment and intimidation, employees, directors and service providers must:

- Remain courteous and respectful in all dealings when acting for and on behalf of JCPZ; and
- Refrain from any form of conduct that may be perceived to be prejudicial, intimidate or harass, based on race, religion, gender, political conviction, sexual orientation or disability.

## **6.2. OWNERSHIP AND COMMITMENT**

JCPZ believes in dedicated, honest, open and constructive service delivery. We pay attention to detail while delivering what is expected on time and giving of our best at all times. We support and encourage internal and external stakeholders to do it right, ethically, honestly and with integrity at the first instance. Application of this value translates to commitment to

transparency and building trust and a good reputation in all our relationships. Required principles are as follows at a minimum:

- Being honest and trustworthy
- Being clear in all communication
- Reporting unethical and dangerous conduct
- Avoiding perceived and actual conflict of interest

#### Principle - Being honest and trustworthy

How do we adhere to this principle?

- JCPZ believes firmly that honesty and its characteristics can create a positive impact in the work environment. Further that, honesty is the act of following good work ethics and acting diligently at all times. Accordingly, the Company encourages its employees to influence the honesty of those around them.
- By proactively being truthful in such a manner that it does not create false impressions, mislead or deceive;
- Communicating in an open and transparent manner, subject to legal and competitive constraints and
- Utilizing Company resources for Company purposes and not for personal gain.

#### Principle - Being clear in all communication and actions

How is this Principle observed?

- JCPZ accepts its obligation to account for its activities, accept responsibility for them, and to disclose the results in a transparent manner. Subsequent to this, employees and service providers acting on behalf of the Company shall be responsible for the tasks they are assigned to perform and shall therefore be accountable for his or her actions in conducting those duties;
- Providing honest and constructive feedback in given timeframes;
- Offering/ providing clarification and precise information prior to executing tasks;
- Avoiding making any false or misleading statements to others who may rely on the accuracy and truthfulness of the information being provided;

- Avoiding untruths, untruthful omissions, deception, concealment and overstatement in their communication with stakeholders;
- Avoiding any form of intentional misrepresentation, fraud, corruption or illegal practices or actions;

Principle – Reporting unethical and dangerous conduct



It is vital that employees and stakeholders support this Code and it is encouraged that there should be disclosure of unethical behavior the first time it comes to light. JCPZ is committed to having an environment where employees and stakeholders can raise concerns or enquire on perceived transgression without fear of prejudice.

All raised concerns are taken seriously and are appropriately investigated, to the extent that it is possible. All employees, directors and stakeholders are encouraged to raise ethical concerns or enquire through these channels mainly by:

- Reporting to line manager (if possible);
- Report to Head of Internal Audit and/or the Accounting Officer
- Reporting to the Company Secretariat and
- Reporting via the Anonymous Tip Off Line on 0800 002-587

All Management has a duty of ensuring that the matter is given priority and resolved in a timely manner.

The Anonymous Tip Off Line is a service which allows employees and other stakeholders to raise and ask ethical questions confidently and anonymously in their own language. The line is managed by an external firm to ensure anonymity and when a concern or question is

received, it is sent to the Accounting Officer and/or Head of Internal Audit for investigation when necessary. The role of the Social and Ethics Committee is to have oversight, provide guidance and to ensure that investigations are done and are concluded accordingly.

Due to certain confidential matters that are typically raised through these channels, the reporter should not expect to receive detailed feedback on the findings of an investigation. The privacy of whistle blowers is top priority however all employees and stakeholders are required to handle personal data with the utmost care.

Principle - Avoiding both actual and perceived conflicts of interest



For the purposes of the code, conflict of interest exists where a Non– Executive Director or an Executive Manager, or any other employee has a relationship with either a natural or juristic person doing or intending to do business with JCPZ.

This includes a situation where either the director or employee has direct or indirect influence for directing or controlling the activities and resources that may unlawfully benefit a natural or juristic person.

It should be noted that the definition contained herein does not exclude the definition in the International Accounting Standard 24 Related Party Disclosures.

- Employees and stakeholders must refrain from any attempt to influence persons in public office in order to obtain an improper gain or advantage;
- Employees and stakeholders must refrain from offering any JCPZ staff member any item of value, including money, in return for a certain action or inaction by the staff member;

- Refraining from soliciting or accepting any item of value, including money, in return for a certain action or inaction, or that which could reasonably be perceived to create such an obligation;
- Disclosure of any personal interest they or a relative, has in relation to JCPZ's business (such conflict of interest could include directorships or employment of family members);
- By acting in JCPZ's best interest without any improper motives when entering into contracts or accepting business on behalf of the Organization;
- Refusal and reporting any offers of bribes or other potential corruption emanating from any source;
- Refraining from engaging in other income producing activities without the prior written approval of the Accounting Officer;
- Desist from tendering for JCPZ business or any tender by the Government if you are a JCPZ employee or Director as per legislation.

Where a conflict of interest situation could arise for an employee, s/he must desist from dealing with the contract giving rise to that situation and may not attempt in any way to influence the Company decision on the matter. The employee must further report the matter accordingly; failure to timeously report an arising conflict is regarded as a breach of this code.

To avoid conflicts of interest related to outside activities, employment, and directorships, employees must:

- Ensure compliance with all provisions of the Code of Ethics when invited to hold outside directorships;
- Obtain approval from the Managing Director when invited to become an outside director;
- Refrain from using their position for personal gain or to advance the interests of family members, friends, juristic persons or others;
- Refrain from taking full-time or part-time outside employment without the prior written approval of the functional head; and
- Refrain from acquiring a business interest or participating in any activity outside JCPZ that creates or appears to create excessive demand on their time, attention or energy, that would deprive JCPZ of their best efforts in executing daily tasks.

To avoid conflicts of interest related to relationships with suppliers/service providers, employees must:

- Refrain from compromising their independence when engaging with service providers; and
- Refrain from investing or acquiring a direct or indirect financial interest in a customer or service provider Organization, if such an investment or acquisition influences, or creates the impression of influencing, their ability to pursue JCPZ best interest.

To avoid conflicts of interest related to receiving gifts and entertainment, employees must:



- Refuse favors and/or gifts which may affect one's ability to make independent judgment, and report any such approaches in writing to one's line manager or head of department;
- Disclose all gifts with a value exceeding three hundred and fifty Rand (R350) in line with the Municipal Finance Management Act 56 of 2003
- Disclose any subsequent gift from the same party within any one year, regardless of value;
- Refrain from accepting business entertainment other than invitations to occasional lunches, cocktail parties or dinners; and
- Refrain from accepting personal hospitalities other than occasional tickets to local sporting or other events.

Employees may accept gifts from suppliers or contractors who have worked for JCPZ, provided:

- The gift is unsolicited and disclosed;
- The gift is not a reward or favour for persuading any official or member, structure or functionary of the council of the City of Johannesburg with regard to the exercise of any power or the performance of any duty;
- A staff member will not be expected to declare and/or disclose any benefit received by him/herself, his/her spouse, partner, business associate or close family member, if such benefit was acquired in common with all the other employees of JCPZ

To avoid conflicts of interest related to the receipt of commission, employees must:

- Waive and report any offers of commission or monetary remuneration related to the sale of any JCPZ product or service.

#### Principle – Combating criminal activities



How do we intend on adhering to this Principle?

- Refrain from and report observed fraud (willful misrepresentation yielding undue gain); and
- Refrain from and report observed corruption, including bribery.

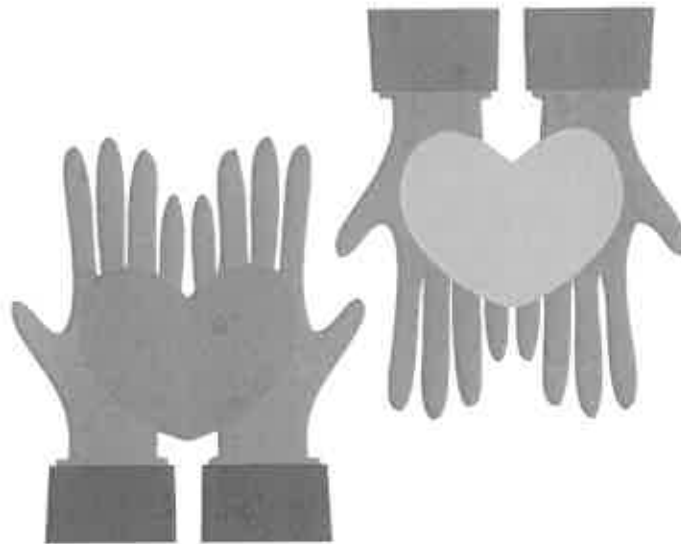
### 6.3. UBUNTU (CARE AND CONCERN)

We show that we care by leading by example and providing each other direction and support and a workplace that is free of harassment, discrimination, nepotism and favoritism. JCPZ appreciates and values the diversity of the workforce and the uniqueness of each employee.

JCPZ respects stakeholders' assets by using them for the purpose that they are intended; and not gain personally through the abuse of assets and resources. A commitment to Ubuntu requires being able to conform to the following principles at a minimum:

- Treating people fairly;
- Complying with health, safety and security standards;
- Providing a working environment free of discrimination;
- Providing opportunities for personal growth and professional development for all employees
- Valuing the different cultures and beliefs of all JCPZ's stakeholders; and
- Respecting the communities in which we are located

#### Principle – Treating people fairly



How do we act on this Principle?

- JCPZ commits itself to the principle of Ubuntu. The value of Ubuntu underpins the culture of interconnectedness and co-operation;

- JCPZ and its employees have the responsibility to treat every person, be it a fellow employee or a member of the public with respect and dignity;
- JCPZ respects all basic human and constitutional rights of stakeholders;
- Supporting and protecting human rights within the Company's sphere of influence;
- Giving reasonable notice of operational changes likely to have a major effect on stakeholders livelihood;
- By refraining from retaliating or tolerating victimization of persons who report unethical or dangerous conduct;
- Responding to stakeholders' suggestions, requests and complaints;
- Acknowledging rights to free association, collective bargaining and arbitration; and
- Complying with relevant Labour laws and regulations.

#### Principle - Providing a working environment free of unjust discrimination

We observe this Principle by:

- Providing a working environment free of unjust discrimination, all stakeholders must;
- Refraining from practices of unjustified discrimination based on race, religion, gender, political conviction, sexual orientation or disabilities; and
- Reporting practices of unjustified discrimination to the relevant authorities.

#### Principle – Providing opportunities for personal growth and professional development for all employees

This Principle is given priority by way of Creating and sustaining an environment providing personal growth and professional development, applicable employees must:

- Assume personal accountability for own training and development;
- Continuously seek opportunities to enhance their knowledge, thus improving personal skills;
- Explore and be receptive to innovation in order continuously to improve the quality and efficiency of their work; and
- Actively participate in the performance review process to better understand what they can do to be more effective, efficient and valuable employees.

## Principle – Valuing the different cultures and beliefs of all JCPZ’s stakeholders

How do we adhere to this Principle?

- By respecting the traditions and cultures of all people;
- Promoting equal employment opportunities;
- Respecting the right to freedom of social, religious and political association;
- Respecting the rights of differently abled people;
- Supporting employee involvement in civic affairs;
- Supporting and protecting democratic institutions; and

## Principle - Respecting the communities in which we are located

To respect the communities in which JCPZ is located, employees, service providers/ suppliers must:

- Cooperate with public authorities to address threats to public health and safety from the Company's products and services;
- Engage in community focused corporate social investments;
- Recognize the government's obligations and jurisdiction concerning society at large;
- Communicate and consult with communities affected by environmental and health and safety impacts of JCPZ's operations;
- Be sensitive to the needs of local communities and consider their well-being in all policies and actions; and
- Aim to contribute to the economic well-being and social development of the communities in which JCPZ conducts business.

## Principle – Prevent Modern Slavery

To prevent modern slavery the Company and its stakeholders must:

- Report slavery, servitude, forced and compulsory labour and human trafficking this is not limited to the following groups
  - Directors;
  - Employees;

- Agency workers;
- Seconded employees;
- Suppliers and business partners;
- Agents;
- Interns;
- Volunteers;
- Contractors and Subcontractors;
- Consultants and
- Third party representatives
- Report with an effort of combatting modern slavery.

#### 6.4. TEAMWORK

Together we grow our Company by developing, recognising and trusting our employees. The focus on collaborating and working together to achieve the common goal is paramount to the success of JCPZ. Through this Code and in our everyday dealings we intend to promote an environment of sharing knowledge and information. A commitment to Teamwork requires being able to conform to the following Principles at a minimum:

- Protecting the natural environment in which we operate;
- Protecting JCPZ's reputation;
- Working according to the highest standards of service and productivity;
- Working in unity as a team. No silo mentality ; and
- Protecting and respecting JCPZ's assets.

##### Principle - Protecting the natural environment in which we operate

How do we achieve this Principle?

- Promoting sustainable development;
- By engaging in environmentally focused corporate social investments;
- Engage and adhere to all environmental laws; and
- Treat the environment as a sustainable resource for present and future generations by limiting to an acceptable minimum air, noise or any other form of pollution emanating from carrying our duties and responsibilities.

## Principle – Protecting Johannesburg City Parks and Zoo' reputation



How do we adhere to this Principle?

- Promoting and upholding JCPZ' values in our everyday business dealings and operations;
- Acting as ambassadors of JCPZ at every appropriate opportunity.

## Principle – Working according to the highest standards of service and productivity

How do we intend on adhering to this Principle?

- By providing a reliable, punctual service in terms of the Service Excellence value and adhering to service level agreements;
- Conducting business according to the highest standards of accuracy and completeness;
- Employees are expected to perform their duties in a manner that reduces risk;
- Employees must ensure that they only commit to what that they can reasonably expect to fulfill to internal and external stakeholders and
- Continuously seek better and efficient ways of performing work.

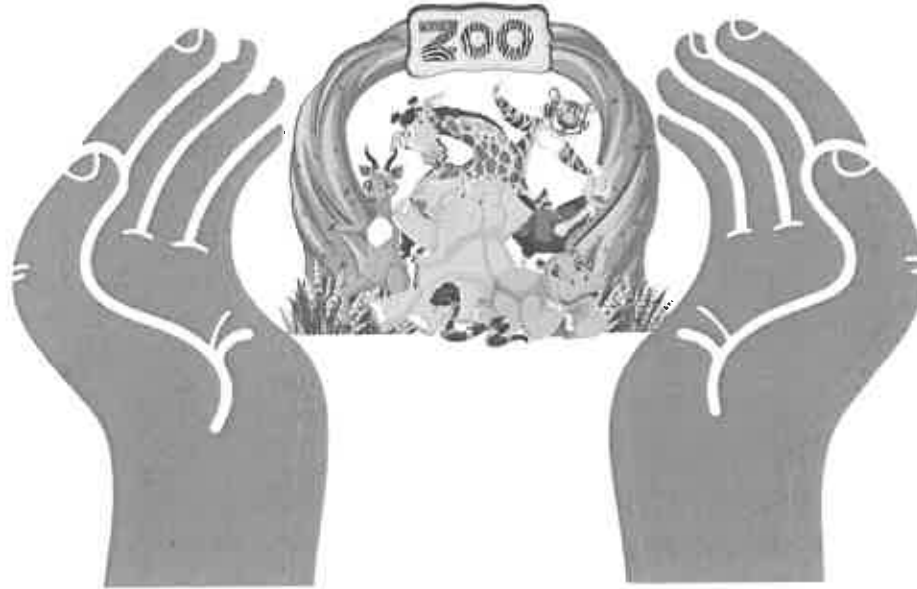
## Principle – Working in unity

How do we achieve this Principle?

- Promoting inter-departmental, interdivisional and interpersonal cooperation for the good of JCPZ and all its stakeholders, internal and external;

- Avoiding debilitating politics, and contravening the Code of Ethics and the Code of Conduct and
- Proactively sharing successful means of enhancing any and all aspects of efficiency or service quality with management and other employees in order to maximize the benefits.

Principle – Protecting Johannesburg City Parks and Zoo physical assets and animals



How do we achieve this Principle?

- By avoiding misuse of JCPZ property, assets or equipment;
- By treating all company assets with care and preventing loss or theft

## 6.5. INNOVATION

JCPZ constantly strives to redefine the standard of excellence in everything we do and also in confronting business challenges. Therefore, we are open to ideas that challenge the conventional views and drive innovation. The only constant in life is change and we believe that in order to stay relevant we must constantly improve with society's changing needs. The Company openly communicates and encourages goals and successes in order to attract new ideas and talented individuals.

## **7. APPLICATION OF THE CODE OF ETHICS**

There will be times when stakeholders are uncertain whether a decision they make is consistent with both the letter and spirit of the Code. There will be other times when stakeholders suspect or believe they have observed unethical conduct.

JCPZ is committed to the highest ethical standards and principles in all JCPZ business, and requires the same from its Employees, directors, suppliers and all external stakeholders in fulfilling their responsibilities at the Company. Compliance with the Code and Ethics and all Company policies is therefore required of all the aforementioned.

### **Managerial Responsibilities**

In addition to their general rights, roles and responsibilities as employees of JCPZ, managers and supervisors have additional responsibilities resulting from their seniority and the nature of their managerial/supervisory duties.

Managers and Supervisors are required to:

- Make a personal commitment to act in accordance with the Code, communicate this commitment to staff members and lead by example.
- Guide staff members to behave in accordance with the Code.
- Identify ethics risks in your business activities, and establish ways to mitigate these risks, and to address potential contraventions of the Code.
- Take appropriate action to correct behavioural deviations, and
- Enforce disciplinary action when appropriate.

Managers and Supervisors are required to ensure that their staff members, including temporary employees and contract workers in the department are sensitised to the Code and ethics related policies through staff dialogue sessions facilitated by managers and supervisors.

Employees need to know how to apply the Code in their specific work environment.

Managers and Supervisors are accountable for ensuring that all new employees and temporary or contract workers attend their Divisions induction programme, as well as formal ethics training workshops. The Ethics Office should be contacted to provide ad-hoc ethics training on request.

Managers and Supervisors are required to give their staff members opportunities to discuss ethics issues and concerns both formally and informally. It is recommended that ethics is a standing agenda item for staff meetings, so as to encourage 'ethics' dialogue.

Managers and Supervisors are required to assist staff members in:

- Addressing ethics issues and concerns and queries,
- Reporting unethical behaviour and violations of the law and policies so that incidents can be investigated and appropriate action taken.

Managers and Supervisors may not, under any circumstances, victimize staff members who report unethical behaviour and/or violations of the law and JCPZ Policies.

#### Employee Responsibilities

- Employees must ensure that they are aware of and familiar with the Code, and Company policies, and that you receive proper training on these.
- Use the Code to guide your decisions, especially when you are in doubt, or if there are no rules or policies that address the specific situation.
- If you have questions or concerns, seek advice.
- Request detailed information from managers, supervisors and policy custodians regarding policies and procedures which relate to your work, and ensure that you understand and comply with these.
- Use the appropriate channels to report unethical behaviour, crime, irregularities and grievances. JCPZ will protect employees who have reported suspected illegal activities and violations of the policy, against any form of victimisation or occupational detriment, and will make every effort to protect the confidentiality of anyone reporting a breach.
- Loyal execute the lawful policies of JCPZ;
- Perform the functions of office in good faith, diligently, honestly and in a transparent manner.

- Act in the best interest of JCPZ and in such a way that the credibility and integrity of JCPZ are not compromised.
- Act impartially and treat all people, including other staff members, equally without favour or prejudice.

#### Other Role Players' Responsibilities

- Human Resource practitioners are required to ensure that new employees receive a briefing on the Code as part of the sign-on process.
- New employees must be registered to attend an induction programme within one (1) month of joining JCPZ.
- All individuals acting on behalf of JCPZ must be made aware of, and are expected to adhere to, JCPZ's Code of Conduct and Code of Ethics. The Supply Chain Management department is required to ensure that suppliers receive a briefing on the Code as part of the contract documentation provided by JCPZ.

#### Internal Audit Department:

- Provide assurance function that the Divisions are complying with applicable legislation, JCPZ policies and procedures.
- Investigate and report on matters of ethics referred to them and ensuring that disciplinary action is recommended where evidence of non-compliance exists.

#### Employee Relations:

Facilitate and support any grievances and/or disciplinary actions required when contraventions of this Code occurs in terms of the relevant JCPZ disciplinary code, policies and procedures.

## **8. BREACH OF THE CODE OF ETHICS**



A breach of this Code will be regarded as misconduct. Violation of the code will therefore be dealt with in accordance with the JCPZ Disciplinary Code.

Those engaging in ethical misconduct not explicitly mentioned herein may be subject to disciplinary action.

## **9. FREQUENTLY ASKED QUESTIONS**

### **What are Business Ethics?**

Business ethics also known as corporate ethics is a form of applied ethics or professional ethics, that examines ethical principles and moral or ethical problems that can arise in a business environment. It applies to all aspects of business conduct and is relevant to the conduct of individuals and entire organizations.

### **What is ethics?**

Ethics concerns what is good and right for the self and the other, and can be expressed in terms of the golden rule, namely to treat others as you would like to be treated yourself. In the context of the organisation, ethics refers to ethical values applied to decision- making, conduct, and the relationship between the organisation, its stakeholders and the broader society.

## **Who are our Stakeholders?**

Stakeholders are groups or individuals that can reasonably be expected to be significantly affected by an organizations business activity, outputs or outcomes, or whose actions can reasonably be expected to significantly affect the ability of the organization to create value over time.

Internal stakeholders are directly affiliated with JCPZ and include its Board of Directors, management, employees and the shareholder (City of Johannesburg).

External stakeholder could include trade unions, civil society organisations, government, customers and consumers.

## **What are core values?**

Core values are convictions and beliefs about how JCPZ and those who represent it should conduct themselves; how resources should be treated; what the core purpose and objectives of JCPZ should be; and how work duties should be performed.

## **What does it mean to conduct business responsibly in Johannesburg City Parks and Zoo?**

Responsible business conduct in means acting professionally, being transparent, conducting oneself with pride and respecting diversity.

## **What does it mean to be professional?**

To be professional means performing to the highest standard, offering the best possible service, exercising safety and ensuring excellence in all we do.

## **What does it mean to be transparent?**

To be transparent means being truthful, and building trust as well as a good reputation in all our relationships and actions.

**What does it mean to grow our company with pride?**

To grow our company with pride means building the company by developing, recognising and trusting our people, as well as respecting the environment.

**What does it mean to value diversity?**

To respect diversity means recognising the inherent worth of every human being and the value they bring to our business and interactions.

**What may cause conflicts of interest?**

Conflicts of interest may be caused by:

- Inappropriate outside activities, employment, and directorships;
- Relationships with customers and service providers or suppliers;
- Accepting gifts and entertainment;
- Giving gifts and entertainment;
- Political contributions; and
- Unauthorized receipt of commission on business deals

**What is compliance?**

Compliance is following specific rules called laws, regulations, procedures and policies that apply to us. All good rules are do's and don'ts rooted in core values, such as Professionalism, Transparency, Pride and Diversity.

**What are laws?**

Laws are the rules (do's and don'ts) of the countries within which we operate, guiding us in responsibly conducting our business. If we break these laws we may be punished.

**What are regulations?**

Regulations are rules (do's and don'ts) for large organisations like Johannesburg City Parks

and Zoo, guiding us to conduct our business responsibly all over the world. These rules often support the laws of the countries in which we operate.

### **What are Policies and Procedures?**

Policies and procedures are rules (do's and don'ts) for our various departments, divisions and business partners, guiding us to conduct our business responsibly. These rules are often supported by laws and regulations.

### **What should I do in the absence of legal, regulatory and policy guidelines?**

Remember, when you are in doubt, always revert to the JCPZ values. You may also ask yourself:

- Am I acting with service excellence in mind?
- Am I doing the best to encourage innovative ways in my dealings?
- Are my actions incorporating values of Ubuntu?
- Am I being transparent?
- Are my actions in the best interest of the Company and its stakeholder?
- Am I being fully honest and trustworthy?
- Am I being considerate towards my Teammates?
- Am I respecting diversity?

### **What should I do when I think JCPZ's values clash with laws or regulations?**

When you encounter such a situation, elevate your concern to the Accounting Officer. JCPZ is committed to responsible business conduct; therefore, the highest ethical standards - our values – should guide our actions.

## **10. REVIEW OF THE CODE OF ETHICS**

Last review date: 31 October 2022

This policy will be reviewed annually, or as and when required.