

SCOPE OF SERVICES FOR THE PROVISION OF SECURITY SERVICES AT THE PORT OF NGQURA FOR A PERIOD OF THREE (3) YEARS AND THREE (3) MONTHS

1. BACKGROUND

- 1.1 Transnet National Ports Authority (TNPA), a division of Transnet SOC Ltd, is the custodian and landlord of South Africa's commercial ports and is responsible for ensuring the provision of safe, secure, and efficient port infrastructure that supports national and international trade. As a strategic enabler of the country's economic growth, TNPA plays a critical role in facilitating maritime commerce, supporting supply chain resilience, and contributing to South Africa's competitiveness in the global market.
- 1.2 To fulfil this mandate, Security Services form an integral part of TNPA's operational environment by protecting port infrastructure, assets, employees, customers, contractors, and port users against security threats and criminal activities. Effective security management supports business sustainability by ensuring the continuity of port operations, minimising risks and disruptions, and maintaining a safe working environment across all port precincts.
- 1.3 Security Services are therefore required to proactively prevent, detect, respond to, and mitigate incidents such as theft, vandalism, cable theft, unauthorised access, damage to property, threats to personnel, terrorism-related risks, and other security-related events that could adversely affect port operations. Through the implementation of robust security measures and continuous risk management practices, TNPA seeks to safeguard critical infrastructure, protect stakeholders, and maintain the integrity and efficiency of port operations in support of its strategic and economic objectives.
- 1.4 TNPA's objective is to appoint security service providers who are capable of identifying and mitigating security risks through the deployment of competent Security Officers to maximise the protection of TNPA personnel, contractors, and visitors to TNPA sites, TNPA assets as well as Ports, sites, and facilities. TNPA's requirements in respect of Port of Ngqura Security Services include the following:
 - 1.4.1 Security personnel (Grade A, Grade B and Grade C).
 - 1.4.2 Security equipment.
 - 1.4.3 Vehicles.
- 1.5 TNPA seeks to appoint a security service provider that holds a valid registration with the Private Security Industry Regulatory Authority (PSIRA).

2. EXECUTIVE OVERVIEW

- 2.1. In terms of the International Ship and Port Facility Security (ISPS) Code, Merchant Shipping Act, and Maritime Security Regulations (2004), The ISPS Code enhances maritime security by preventing unlawful acts against ships, port facilities, cargo, and personnel. Established under the SOLAS Convention, it provides a standardized framework for risk assessment, security measures, and coordinated responses to threats such as terrorism, piracy, and smuggling. It is critical to maintain the ISPS Code status. Failure to comply

with this will be detrimental to the economy as no vessels will be permitted to enter a South African Port. TNPA is required to comply with the International Ship and Port Facility Security (ISPS) Code, enacted in South Africa through the Maritime Security Regulation (2004), to ensure it remains the Port authority and avoids blacklisting by International Maritime Organisation (IMO), as well losing the ISPS Code accreditation by the Department of Transport (DoT).

- 2.2. Ports present an attractive target for terrorists and developing criminal conspiracies due to their component role in international, national, and local economies. Ports contain important assets and infrastructure, which, if damaged, could lead to significant loss of life, as well as damage to the economy and the environment. In addition, there is a risk of allowing port access to persons/organisations who wish to carry out non-Port-related business on Port premises which could adversely affect Port operations. The importance of developing comprehensive Port access control systems and protocols cannot be understated.

3. SCOPE OF REQUIREMENTS

- 3.1. Security services are required for the Port of Ngqura based in Gqeberha.
- 3.2. TNPA will appoint one (1) qualifying service provider at the Port of Ngqura for a period of three (3) years and three (3) months.

The requirements for this port are as follows:

Table A: Security Officers (Unarmed)

Details	Quantity
Grade A Site Controller dayshift working Monday to Friday	1
Grade B Site Supervisor dayshift	1
Grade B Site Supervisor nightshift	1
Grade C dayshift	35
Grade C nightshift	28

Table B: Equipment

Details	Quantity
Push To Talk radios: - Must include a patrol monitoring function. - Must include software for monitoring purposes in the control room. - Must be intrinsically safe. - Must use the existing nationwide 3G/4G/LTE cellular networks for unlimited coverage and capacity. - Must have an improved battery that delivers up to 24 hours of operation. - Must include 4G video transmission, location sharing, and instant messaging.	44

Details	Quantity
Lifejackets 150N 90Kg + • Must be able to turn the unconscious user into a face-up position on time and offer support for the head. • Must have a large flotation collar that supports the user's head keeping it out of water. • Must have a crotch strap for keeping the vest secure when in the water. • Must have a one webbing fastener • Must have a LALIZAS Whistle (70010, certified per ISO 12402-7 & 8) • Must have a plastic zip and SOLAS Retroreflective Tapes (70180). • Must have an end rope with a plastic button fixed at the end of the life jacket for adjustable wearing. • Must be approved of the latest European standards for 100N Lifejackets and ISO 12402-4. • All its raw materials must be certified as ISO 12402-7 and ISO 12402-8 for higher strength, quality, and durability. • Must be in fluorescent orange colour.	10
Push Over Cellular Smartphone: • Must support both Push-to-Talk over Cellular (PoC) and phone calls • Must support Android apps • Must be able to switch between cellular LTE and Wi-Fi networks • Must have instant voice and video group calling features • Must include a car kit for mounting in the patrol vehicle	3
Double Cab 2x4 Hi-Rider branded and marked as a security vehicle including a canopy with security lights as per PSIRA guidelines.	2
Quad Bikes 300 CC, including safety kits and training for all operators	1
Laptop and printer	1
Snake guards (Recommended bidder will be required to provide sample before supply of full quantity)	20
Microwave	1

3.2.2 All equipment must be quoted on a flat rate monthly for three (3) years and three (3) months.

3.3. The Prospective Service Provider Must Be Able To:

3.3.1 Provide all security officers and supervision necessary for the proper, efficient, and economic performance of the required Security Service and shall ensure that such performance is carried out in such a way that it will enable TNPA to secure its assets, infrastructure, employees, port users tenants and visitors;

3.3.2 Provide the necessary equipment/resources needed to execute the security service;

3.3.3 Provide the necessary standard security equipment which, at all times, shall be clean and in good working order and/or good condition, including but not limited to handcuffs, batons, radios, pocketbooks, visitors' register, declaration register, lost and found register, occurrence books, pens, torches, wrist watches, reflector jackets and site-specific personal protective equipment (safety boots, hard hats, etc) to enable security officers to perform their duties.

3.3.3.1 All original pages of books, registers, or other documents used in the supply of the Security Service(s) shall immediately after they are full become the property of TNPA, and shall be handed to TNPA, against a signature recording receipt, for safekeeping

and record purposes. TNPA reserves the right to provide its stationery to the Service Provider for such use on its Sites.

- 3.3.4 Demonstrate that all security officers are registered with PSIRA, and prospective service providers may only employ and post South African citizens or persons who have permanent resident status in South Africa, for the performance of Security Services.
- 3.3.5 Certified copies of the relevant certificates/documentary evidence shall be submitted by the Service Provider to TNPA as proof of the security officers' registration with PSIRA and other relevant authorities, on or before the start of the contract.
- 3.3.6 Provide current non-criminal clearances (automated fingerprint identification) for each security officer to be deployed by the Service Provider to all Sites. In this regard, the Service Provider shall provide such certification on the following basis:
 - 3.3.6.1 The only acceptable certification will be that which has been issued by an official service provider appointed by the SAPS for the provision of this service, or by the SAPS.
 - 3.3.6.2 All certificates must be valid and periodically renewed as per PSIRA regulations, and it must be renewed before the expiry date of any such existing certification for a security officer.
 - 3.3.6.3 All costs to produce non-criminal clearance certificates shall be borne by the Service Provider.
- 3.3.7 When required to carry firearms by TNPA (certain ad-hoc emergency services), the Service Provider shall only deploy such security officers required to carry firearms who are licensed to do so in terms of the Firearms Control Act, 60 of 2000.
- 3.3.8 Preferred bidders will be subjected to a security screening/vetting process by the State Security Agency. These companies must fully cooperate with the Agency and be willing to implement measures as recommended by the Agency for the successful execution of the contract.
- 3.3.9 The State Security Agency (SSA) may also from time to time require security officers who are deployed at the South African Ports to undergo a security screening process. In such cases the Service Provider will cooperate with TNPA to provide the necessary information about the security officers in question, as required by SSA, to perform this security screening exercise.
- 3.3.10 Provide proof, or a Letter of Intent from an Insurer, that the Service Provider has/shall obtain Public Liability Insurance, Security Liability insurance, and Third Party Liability insurance cover for not less than R5 000 000 (five million South African Rand) in respect of one incident or a series of Incidents arising from the same cause and with an annual limit of cover not less than R30 000 000 (thirty million South African Rand).

3.4 The functions of the different grades.

The following grades of security officers are required and their functions.

3.4.1. **Security Officer Grade A** means an employee who performs any or more of the following duties:

- 3.4.1.1. Assuming responsibility for all staff under his/her control;
- 3.4.1.2. Assisting in the screening of candidates for employment;
- 3.4.1.3. Assuming responsibility for staff training;
- 3.4.1.4. Guarding or protecting goods and Transnet assets;
- 3.4.1.5. Required to drive a motor vehicle in the performance of any or all the employee's duties; and
- 3.4.1.6. Required to conduct Security Risk & Threat Assessments and Incident Investigations.

3.4.2. Officer Grade B means an employee who performs any or more of the following duties:

- 3.4.2.1. Supervising the duties performed by security officers under his control;
- 3.4.2.2. Instructing security officers to execute legal instructions given while executing their functions;
- 3.4.2.3. Perform on-the-job training/mentoring of security officers at Grade C;
- 3.4.2.4. Perform planned job observations to ensure that officers under his control execute their functions as per site instructions/standard operating procedures; and
- 3.4.2.5. To monitor and enforce legal compliance in terms of terminal health and safety requirements.

3.4.3. **Security officer Grade C** means an employee who performs any one or more of the following duties:

- 3.4.3.1. Performing foot patrol duties;
- 3.4.3.2. Performing access control duties;
- 3.4.3.3. Guarding or protecting Transnet's people, assets (including physical infrastructure), visitors, and Customer's cargo;
- 3.4.3.4. Who may be called upon to perform any or all the duties of a security officer; and
- 3.4.3.5. Perform traffic management duties within Transnet controlled areas.

3.5 Security Officer Requirements

3.5.1 The successful bidders must ensure when they deploy security officers on TNPA premises that they comply with the stipulations as per section 4.2.

3.5.2 Failure to comply with section 4.2 will result in a breach of contract and will be dealt with as per the MSA.

4 ADDITIONAL REQUIREMENTS

The successful service provider must ensure compliance with the following:

4.1. Vehicles

- 4.1.1. Ensure that drivers of the vehicles comply with the Road Traffic Act and all other applicable laws and regulations in respect of transporting people and animals.
- 4.1.2. Ensure that all vehicles that will be used in the operations of TNPA are branded and it must be marked as a security vehicle in line with PSIRA guidelines.
- 4.1.3. Ensure that when vehicles are taken for annual services or when there is a mechanical breakdown or accident the vehicle is replaced with the same type of vehicle immediately as was requested by that specific port.
- 4.1.4. Ensure all vehicles are always kept clean and well-maintained.
- 4.1.5. Ensure that the vehicles allocated to TNPA are for security operations and all other services that are rendered by the TNPA Security department and are not there for the bidders' company work.
- 4.1.6. Should vehicles be used for the bidders' company work and not that of TNPA Security will constitute a breach and will be dealt with as per the Master Service Agreement (MSA).
- 4.1.7. Where required by TNPA, the Service Provider shall provide comprehensively insured roadworthy and licensed motor vehicle(s) to TNPA for roving patrols, security duties, and/or prevention of and response to incidents.
- 4.1.8. The motor vehicle(s), and driver(s) shall be made available to be an onsite response service to TNPA. The monthly cost for the vehicle shall include the fuel cost.
- 4.1.9. The motor vehicle(s) shall only be driven by drivers who hold valid, unendorsed, and appropriate code licenses and shall always carry their driver's license on their person when driving the motor vehicle(s).
- 4.1.10. The Supervisor for the site may also be the driver of the onsite response vehicle.
- 4.1.11. The Service Provider will only be allowed to transport security officials in a closed-top vehicle when a vehicle is used to assist with the posting of security officials to their deployment areas. Should an LDV-type vehicle be used for this purpose, then the vehicle must be fitted with a canopy for the protection of the security officials.
- 4.1.12. The Service Provider shall ensure that vehicle logbooks are kept with all vehicles and are completed correctly and fully on a per-shift basis. TNPA may at any given time request the Service Provider to provide such logbooks for inspection purposes.
- 4.1.13. Maintenance, servicing, and mechanical repairs (hereinafter referred to as "maintenance") of the motor vehicle(s) including all adjustments necessary to keep the motor vehicle(s) in a roadworthy and operational condition shall be provided by the Service Provider at its own cost.
- 4.1.14. Maintenance records for the vehicles provided in terms of this Agreement shall be made available to TNPA by the Service Provider whenever such request is made by TNPA.
- 4.1.15. The Service Provider's logos are to be prominently displayed on both front doors of its motor vehicles as

a minimum, or as agreed with TNPA.

- 4.1.16. Amber rotating light(s) shall be fitted to the roof of the vehicle when it is used within the confines of the Port to assist in the identification of the vehicle when operated nearby of heavy machinery and cargo handling equipment.
- 4.1.17. The Service Provider shall ensure that there is vehicle replacement within a minimum turnaround time of 24 hours in cases of any vehicle repair and/or replacement.

4.2. Uniforms

- 4.2.1. All uniforms must be branded in the bidder's company's branding in line with PSIRA guidelines.
- 4.2.2. Ensure that the uniform displays the name of their company on the epaulets etc. to ensure that there is no confusion between TNPA security and the service provider.
- 4.2.3. A standard uniform shall consist of at least the following:
 - 4.2.3.1 In the case of male security officers:
 - Security wear must include a shirt, pants, socks, safety boots, belt, baton, handcuffs, pocketbooks, and Occurrence books on the post where they will be posted. The Service Provider's insignia, and adequate clothing for protection against inclement or cold weather, which includes a jersey, warm weather coat, and a full-length rain suit, as and when required; and
 - corporate wear of the Service Provider, if so, required by TNPA, must include a blazer, tie, shirt, trousers, jersey, socks, shoes, belt, handcuffs, adequate clothing for protection against inclement weather, and the Service Provider's insignia, which must appear on the uniform as specified by TNPA.
 - 4.2.3.2 In the case of female security officers:
 - Security wear must include a blouse, skirt or trousers, stockings, safety boots, baton, handcuffs, the Service Provider's insignia, and adequate clothing for protection against inclement or cold weather, which includes a jersey, warm weather coat, and a full-length rain suit as and when required; and
 - Corporate wear of the Service Provider, if so, required by TNPA, must include a blazer, tie, skirt, blouse, jersey, trousers, stockings, shoes, handcuffs, adequate clothing for protection against inclement weather, and the Service Provider's insignia, which must appear on the uniform as specified by TNPA.
 - 4.2.3.3 A reflector jacket with the Service Provider's name on the front and back, which is to be issued to all security officers, unless otherwise specified by TNPA.
 - 4.2.3.4 Bullet-proof vests (SABS approved) whenever security officers are issued with firearms, or if otherwise directed to do so by TNPA.
 - 4.2.3.5 The uniform of the security officers must comply with the requirements in terms of regulation 13 of the Private Security Industry Regulations, 2002, and supplementary directives issued by PSIRA from time to time.
 - 4.2.3.6 Security officers must be issued with an identity disc, tag, or other equipment prescribed by TNPA

which will contain the following information in respect of the Service Provider's security officers:

- a recent colour photograph of the relevant security officer;
- the name of the security officer on the identification badge must be visible and legible; and
- the identity number, PSIRA registration number, and grade of the security officer.

- 4.2.4 The security officers must, in terms of regulation 9 of the Private Security Industry Regulations, 2002, carry his/her PSIRA ID card, or as otherwise agreed by TNPA.
- 4.2.5 Uniforms must be issued annually starting with the first issue to security officers when the contract commences, and uniforms should be issued as follows:
- a) Females: 4 x formal or combat shirts, 3 x formal, or combat trousers, or 3 x skirts, 1 x jersey, x jacket, and 1 x cap.
 - b) Males: 4 x formal or combat shirts, 3 x formal, or combat trousers, 1 x jersey, 1 x jacket, and 1 x cap.
- 4.2.6 Security officers must always wear an appropriate uniform whilst performing the services at TNPA Sites
- 4.2.7 The security officers must be issued with Personal Protective Equipment (PPE) (safety boots and reflector, jackets).
- 4.2.8 The following PPE is port-specific, and it must be issued to the security officers where required (hard hats, safety goggles, earmuffs, and dust masks).
- 4.2.9 First aid boxes must be placed at a central point where the site controller or site supervisor can take them to attend to a safety incident on site and they must comply with TNPA standards for safety boxes.
- 4.2.10 All safety incidents must be reported to the TNPA security control room immediately.
- 4.2.11 Site controllers and site supervisors must be trained as first aiders to be able to attend to minor safety incidents.

4.3. Deployment

- 4.3.1. Successful service providers must assess the different posts where security personnel will be deployed in the different ports and the associated risks when considering gender selection during recruitment.
- 4.3.2. Bidders must ensure that they deploy their security personnel as per the deployment plan that will be provided by the Port Security Officer.

4.4. Supervision

- 4.4.1. Bidders must take note that the site controllers and site supervisors are on the client's premises to do the client's work.
- 4.4.2. Should any site controller or site supervisor be given work that must be done by the off-site supervisor/inspector/area manager/operations manager or any other work that must be done by the bidder's operational office will constitute a breach and will be dealt with as per the MSA.

4.5. Security Registers

- 4.5.1. Successful service providers must take note that the pocketbooks, occurrence books, and any other register that is used to capture information in the security operations of TNPA become the assets of TNPA.
- 4.5.2. Ensure that all occurrence books and pocketbooks when completed are submitted to the Port Security Officer at the port where services are rendered.

- 4.5.3. Ensure that no pages are torn from the occurrence books, pocketbooks, and all other registers, and ensure that those registers are intact on submission to the Port Security Officer.
- 4.5.4. Any register that is torn or pages were torn out of it, or security officers use it as the scribbling paper will constitute a breach and will be dealt with as per the MSA as the respective registers play a critical role in litigation.
- 4.5.5. Ensure that occurrence books and pocketbooks are replaced immediately when full.

4.6. Ad Hoc Services

- 4.6.1. TNPA may from time to time and in writing require ad-hoc services or additional security services(s) from the service provider under the same terms and conditions of the respective Agreement and where applicable in terms of the Individual Agreements.
- 4.6.2. The ad-hoc service or additional security services required shall be provided for a period and within the time agreed upon by TNPA and the service provider.
- 4.6.3. The service provider shall provide additional security officers within two (2) hours from the time of receipt of a written request for additional security services or within such other times as the Parties may agree from time to time after approval within the delegated authority.

4.7 Dogs

In an event where dogs are required the following will apply:

- 4.7.1 The requirements of the Performing Animals Protection Act (PAPA) Act 24 of 1935 as amended, all security service providers who use dogs are reminded that they must successfully apply for a license at the Magistrate Court, in which the security service provider is situated and operational, before the commencement of services.
- 4.7.2 The service provider must provide all kennels and exercise facilities as required by the Animal Protection Act and ensure the areas are kept in a hygienic condition.
- 4.7.3 All dogs deployed must be at level 3, 4 and 5 within the ports as requested by the client.
- 4.7.4 Where the services of dogs are required, bidders must ensure that they comply with the Performing the Animal Protection Act (PAPA) valid certificates must be handed over to the Port Security Officer before the deployment of the dogs.
- 4.7.5 Level 3 or 4 dogs must be trained and tested in real-life situations
- 4.7.6 Level 3 or 4 dogs must be trained to use their bodies to knock down and then overpower by holding onto their challenger/aggressor.
- 4.7.7 Level 3 or 4 dogs must also be able to release their bite on command from a distance and return to the side of the dog handler.
- 4.7.8 Level 5 dogs must be able to do substance detection (narcotics, explosives, etc).
 Each dog must have a valid training certificate from a PSIRA accredited training centre as proof that the dog is trained as per sections 4.7.5,4.7.6,4.7.7 and 4.7.8.
- 4.7.9 The dogs identified for a port must only be utilised for that port.

4.7.10 Failure to comply with section 4.7 will constitute a breach of contract and will be dealt with as per the MSA.

4.8 Dog Handlers

4.8.1 Dog handlers (DH) must have a valid level 3 or 4 and level 5 Certificate completed by a PSIRA accredited training centre for trailing/tracking search dog handlers. Handlers and dogs must be capable of working in an environment where staff and/or members of the public are present, and where the requirements are more specialised.

4.8.2 The handler must be able to control the dog on a leash.

DH3 or DH4 must be able to control from 5 – 10 meters attack on a criminal.

- a) Distance control at 1 meter (dog to follow sit and down commands).
- b) Stay in any of the above positions for 30 seconds at 5 meters.
- c) Recall of dog, and the handler to be approximately 5 meters away.

DH5 dog handlers must be able to be in full control of the dog while working off leash.

4.8.3 Dog handlers DH3, DH4 or DH5 and must be registered with PSIRA as a DH3, DH4 or DH5 dog handler.

4.8.4 Valid copies of the PSIRA accredited training centre certificates must be provided to the Port Security Officer as part of employee site files.

4.8.5 Dog Handlers are not a stand-alone, but form part of the security officers required by that specific port.

4.8.6 Each dog handler must have its training certificate as proof that they are trained as per sections 4.8.1 and 4.8.2.

The dog handlers identified for a port must only be utilised for that port.

4.8.7 Failure to comply with section 4.8 will constitute a breach of contract and will be dealt with as per the MSA.

4.8.8 The security officers handling the dogs will do so in the name of the sub-contractor and not in the name of the main contractor as the main contractor will need a license. The subcontractor must comply with all requirements for dogs and dog handlers as per section 4.7 and 4.8.

4.9 Off-Site Supervision

4.9.1. Successful service provider must have an offsite supervisor/inspector who will visit the client premises twice per shift.

The visits must be as follows: 1 x visit before noon in the day, 1 x visit after 15:00 during the day 1 before 24:00 in the night, and 1 x visit after 03:00 am.

4.9.2. Failure to comply will constitute a breach and will be dealt with as per the MSA.

4.10 Emergency Response Time

- 4.10.1. Successful service providers have a turnaround time of thirty (30) minutes to respond to any emergency in a respective port.
- 4.10.2. Bidders must ensure that their operational office is situated in a location that allows compliance with the required response time, failure to comply will constitute a breach and will be dealt with as per the MSA.

4.11 Service Coverage Hours

- 4.11.1 The required security services must be provided 24 hours, 7 days a week and 365 days (about 12 months) a year.
- 4.11.2 Provided that TNPA shall have the absolute right to exercise in its sole discretion, to vary the service coverage hours of the Services. In such an event, the successful bidders/s shall reduce the number of Security officers and their fees following the changed requirements of TNPA.

4.12 Personnel (Pre-Deployment)

- 4.12.1 The successful service provider shall ensure that every Security Officer, all off-site Supervisors/inspectors/area managers/operations managers who will do security work at a Port have a file that consists of the following compliance requirements:
 - a) Only SAPS Criminal Clearance (not older than 6 months).
 - b) Medical fitness certificate from an Occupational Health Practitioner (not older than 12 months).
 - c) A valid PSIRA certificate.
 - d) A signed copy by the security officer and all off-site supervisor's/inspectors/area managers/operations managers of induction in all Standard Operating Procedure (SOP), policies, and procedures of TNPA.
 - e) The file for each person who will perform security work at a port must be submitted to the Port Security Officer before they can attend the safety induction and be issued a TNPA access card.
 - f) Failure to comply will constitute a breach and will be dealt with as per the MSA.

4.12.2 Fitness for duty Requirements

- a) The prospective Service Provider will be responsible for all its employees to be deployed to TNPA's Sites to undergo annual medical examinations and shall be declared "fit for duty" by a registered Occupational Medical Practitioner registered with the Health Professions Council of South Africa (HPCSA).
- b) The medical examination will be as prescribed in each of TNPA site-specific medical examinations based on the Occupational Risk Exposure Profile (OREP) for security officers deployed at a specific Site. No Security Officer may be deployed on-site without a valid "fitness for duty" certificate.
- c) If security officers are employed from the previous service provider, a "fitness for duty" certificate that is still valid, would be accepted as part of the transition process.

4.13 Training and Inductions

- 4.13.1 No Security officer or any other employee of the client will access TNPA operational areas without a safety induction and an access card.
- 4.13.2 All Security Personnel must undergo and attend refresher courses on basic security, as prescribed by PSIRA.
- 4.13.3 All training and induction must be recorded and signed by each employee.
- 4.13.4 All security officers must have a working knowledge of evacuation procedures in terms of the Occupational Health and Safety Act, 1993 (Act No. 85 of 1993).
- 4.13.5 All security officers must have a working knowledge of TNPA Operations.
- 4.13.6 All security officers, all off-site supervisor's/inspectors/area managers/operations managers must be inducted in all the SOPs (Standard Operating Procedure) of TNPA Security, policies, procedures, and site procedures before deployment at a Port.
- 4.13.7 Successful service providers that deployed security officers without complying with the above requirements will constitute a breach of contract and will be dealt with as per the MSA.
- 4.13.8 Successful service provider that deploys security personnel deployed attend an induction course in the ISPS Code.
- 4.13.9 Successful service provider that deploys security officers without complying with the above requirements will constitute a non-posting and TNPA will not pay for the services of the security officer/s.
- 4.13.10 Failure by bidders to comply with the above will constitute a breach and the security officer/s will not be allowed to be deployed on TNPA premises or will have access to TNPA premises and the same applies to all off-site supervisor's/inspectors/area managers/operations managers.
- 4.13.11 Successful service provider must ensure that their security personnel deployed at any port attend an induction course in the ISPS Code.
- 4.13.12 Successful service provider will have four (4) months from the commencement of the contract to ensure that all their employees who will be involved in the Security Operations at the ports are trained in the ISPS Code induction course and comply with all Occupational Health and Safety requirements.
- 4.13.13 To provide proof that the security officers have undergone ISPS Code training (SASSETA Unit standards 242834 and 252174) from an accredited training institution.
- 4.13.14 All Supervisors and nominated first aiders must be trained in first aid (levels 1 to 3). They must be in possession of a valid First Aid certificate and be appointed as a First Aider in writing.
- 4.13.15 All Supervisor's and security officers deployed at sites where alco-Breathalyzer machines are in use must be trained in the use thereof.
- 4.13.16 Security officers nominated to act as firefighters must receive fire-fighting training.
- 4.13.17 Proof of SASSETA training relating to firearms is to be provided to TNPA, upon its specific request.
- 4.13.18 All training and re-training requirements associated with this Agreement shall be for the account of the Service Provider.
- 4.13.19 Failure to comply with section 4.13 will constitute a breach of contract and will be dealt with as per the MSA.

4.14 Identification

- 4.14.1 Successful service provider must issue company Identification Cards to Security officers deployed at a Port containing as a minimum, the name, surname, and PSIRA registration number of the relevant security officer.
- 4.14.2 All security officers must always wear their Identification Cards, or TNPA Access Cards, clearly and visibly.

4.15 Acts Prohibited Whilst of Duty

The successful bidder security officers must not-

- 4.15.1 Consume alcohol, take illegal drugs, or possess such substances whilst on duty.
- 4.15.2 Report for duty whilst under the influence of any intoxicating substance.
- 4.15.3 Sleep whilst on duty.
- 4.15.4 Leave a post unattended.
- 4.15.5 Fight on site and argue without reason in view of TNPA's employees or visitors.
- 4.15.6 Be dishonest at any time during the contract term.
- 4.15.7 Committing a Security Incident.
- 4.15.8 Aid and/or abet in the commission of a Security Incident.
- 4.15.9 Use or remove TNPA equipment without permission.
- 4.15.10 Use unauthorised electronic devices or illegal electronic connections.
- 4.15.11 Allow access to TNPA Sites without authority.
- 4.15.12 Using his/her access card to allow access when a TNPA employee or visitor does not possess an access card.
- 4.15.13 Opening a gate/door/boom, allowing access without querying the identification of the person entering.
- 4.15.14 Failing to report an item carried by a person that requires authority e.g., Weapons, laptop computers.
- 4.15.15 Reading TNPA's Confidential Information.
- 4.15.16 Committing any as stipulated in section 4.15 by any security officer of the successful bidder will constitute a breach and that security officer must be dealt with as per the bidder's disciplinary code.
- 4.15.17 Should such breaches continue to occur it will constitute a breach of contract and will be dealt with as per the MSA.

4.16 Searches

- 4.16.1 All security officers who conduct searches and or personal searches must do that within the confines of the law, and according to standard operating procedures and instructions.
- 4.16.2 Males will search males and Females will search females.

4.17 Reports

- 4.17.1 Incident investigation reports must be prepared and submitted to the report Security Officer or his/her appointed delegate within four (4) hours of the Security Incident or Emergency occurring.
- 4.17.2 Successful bidder personnel must be available when a TNPA investigations officer contacts about a

Security Incident or Emergency at a TNPA Site.

- 4.17.3 Security officers must respond to all triggered alarms at a TNPA Site, immediately.
- 4.17.4 All exceptions to TNPA Security requirements must be approved in writing by the Port Security Officer before their implementation.
- 4.17.5 The successful bidder must provide TNPA with a monthly report containing a consolidated record of all Security Incidents and Emergencies at TNPA Sites during a month on a template specified by TNPA.
- 4.17.6 The report will be validated and quality-controlled by the Port Security Officer.

4.18 Invoicing

- 4.18.1 TNPA shall be invoiced the total monthly fee payable per port on or before the tenth (10) day of the month following the month in which the successful bidders performed the services.
- 4.18.2 Bidder must submit the invoice to the Port Security Officer at the port where they render a security service for verification purposes.
- 4.18.3 Each invoice shall contain the description of security services rendered and any such details as may be requested by TNPA from time to time.
- 4.18.4 Each invoice must be verified for completeness and accuracy and that it conforms to the requirements of the MSA, before issuing the invoice to TNPA.
- 4.18.5 The successful bidders must issue all invoices to TNPA for security services rendered sometimes.
- 4.18.6 Should TNPA query an item in an invoice, the successful security service provider(s) shall within two (2) days after a written request by TNPA, provide TNPA with any other documentation or information required by TNPA to verify the accuracy of the amounts due on an invoice.
- 4.18.7 The amount of the financial penalties for Performance Failures, calculated concerning Penalties as stated in the MSA and as confirmed by TNPA about the prior months, must be credited to TNPA by issuing a credit note.

4.19 Management Meetings

- 4.19.1 The successful bidder is expected to allocate a Contract Manager non-exclusively to TNPA operational matters.
- 4.19.2 The successful bidder Contract Manager and the Port Security Officer or his/her appointed delegate shall meet a minimum of once a month or as and when required.
- 4.19.3 The successful bidder, Chief Executive Officer or his/her appointed senior delegate and TNPA Senior Manager of National Security Operations or his/her appointed delegate shall meet once every four (4) months to discuss the overall performance of Services.
- 4.19.4 At the first meeting between the Parties, they will agree on the place, time, and venue of subsequent meetings, and any proposed additions/amendments to the Standard Operating Procedures submitted by the successful bidders, which shall include as a minimum: rostering/scheduling, dress code and code of conduct.
- 4.19.5 TNPA may call an unscheduled meeting with the successful bidders to discuss any matter regarding the performance of Services, at its sole discretion.

4.20 General Obligations of Security Service Providers

- 4.20.1 Ensure that security personnel are readily available whenever the TNPA Authorised Representative or his/her appointed delegate requires their deployment to render services.
- 4.20.2 Ensure that security personnel report security Incidents and Emergencies.
- 4.20.3 The successful security service provider(s) shall further comply with the following requirements:
- a) Ensure that Security Incidents and Emergencies at TNPA Sites are fully recorded;
 - b) Record the incident and immediately report the details of the incident, as relayed by the Security Officer at the TNPA Site, to the relevant TNPA Security Operations Centre including the following information:
 - Date of incident;
 - Details of the Security Officer who witnessed the incident;
 - Details of the control room officer the incident was reported to;
 - Details regarding the findings of the Security Officer; and
 - Occurrence Book number.
- 4.20.4 Security service provider must prepare an incident report within four (4) hours after every incident for TNPA's perusal. The incident report contains the following information-
- Date of incident;
 - Details of the Security Officer who witnessed the incident;
 - Details and designation of the persons the incident was escalated to;
 - Address of the TNPA Site where the Security Incident or Emergency occurred;
 - Details regarding the incident;
 - Preliminary recommendations regarding the incident;
 - An incident number; and
 - Corresponding Occurrence Book number.
- 4.20.5 In respect of Security Incidents, the successful security service provider(s) shall-
- Ensure that security incidents at a site involving any damage to or loss of property or potential damage to or loss of property are fully investigated.
 - Submit the full investigation report to the Port Security Officer or his/her delegate within one (1) day of the Security Incident or such shorter time as TNPA may prescribe, in its absolute discretion.

4.21 Maintenance of Occurrence Books

The successful security service provider shall further comply with the following requirements:

- 4.21.1 The successful service provider shall acquire and keep an occurrence book at every TNPA post in a port and accurately record therein as per TNPA requirements, as well as all activities performed by the security officers on site, including the times when the activities were performed.
- 4.21.2 All patrols must be recorded in the occurrence book and entries made detailing what was observed during the patrol, per patrol pattern/plan on site.
- 4.21.3 All Occurrence books at TNPA Sites must be assigned a serial number, per TNPA Site.

- 4.21.4 Subsequent occurrence books, per TNPA Site, shall be assigned a sequential serial number.
- 4.21.5 TNPA shall have access to all occurrence books, upon request, and all occurrence books shall become the property of TNPA on termination of the MSA.
- 4.21.6 All stationery concerning the Security officers' duties must be provided by the successful security service providers.

4.22 Site Visits by Off-Site Management

- 4.22.1 The successful security service provider(s) must ensure that its security personnel designated as supervisors and/or managers conduct the following site visits at various TNPA facilities:

Manager - day shift

- Eight (8) site visits per month.

Manager - night shift

- Eight (8) site visits per month.

4.23 Uncovered and Partially Covered Shifts

- 4.23.1 The successful bidder shall ensure that all Security Officers, assigned to a shift, report for duty on time.
- 4.23.2 Late coming shall be regarded as a partially covered or uncovered shift.
- 4.23.3 Whenever a Security Officer is late or absent for a shift, the incident must immediately be reported to the Port Security Officer, or his/her appointed delegate and a replacement must be deployed on a site within one (1) hour.
- 4.23.4 The replacement Security Officer shall not be a person who has just performed the Services elsewhere or at a Site immediately before the shift of the late or absent Security Officer.
- 4.23.5 The replacement Security Officer must be of the same quality and grading level as the absent Security Officer.
- 4.23.6 The replacement Security Officer must be trained in TNPA Site instructions and procedures before the placement.
- 4.23.7 Contingency plans must be developed and implemented at all TNPA Sites concerning short or late postings.

4.24 Change and Replacement of Security Officers

- 4.24.1 The successful bidder shall advise TNPA by written notice whenever a Security Officer assigned to perform the Services at a site is on leave or is removed from a site for any other reason.
- 4.24.2 Whenever a Security Officer is absent for a shift, a replacement must be deployed on-site within the timelines set out in the above section 4.23.

4.25 Security Equipment

The successful security service provider must ensure that:

- 4.25.1 Security Equipment used or resources deployed at TNPA Sites to perform the Services are always declared in the Occurrence Book.
- 4.25.2 The successful bidder shall conduct inspections of all Security Equipment deployed on TNPA Sites. Should any TNPA Security Equipment fail to be fully functional at any point during the contract term,

the successful bidders must ensure that it is immediately reported to TNPA to ensure a replacement is provided, to prevent an interruption of the Services.

- 4.25.3 Successful bidder must ensure that they do monthly inspections of their equipment to ensure that there is no lack of equipment when needed.

4.26 Notification of Disciplinary Actions/Hearings

- 4.26.1 The successful bidder must inform the Port Security Officer, or his/her appointed delegate of any disciplinary action taken against a Security Officer deployed at TNPA in terms of the business requirements. Withholding such information shall constitute a serious breach and will be dealt with as per the MSA.

4.27 Information detrimental to TNPA Security

The successful bidder shall immediately inform the TNPA or his/her appointed delegate of any information in its possession or that it ought to be aware of, that is detrimental to TNPA's physical security or safety.

4.28 Instructions and Requests

The successful bidder and their Personnel, assigned to the delivery of the Services, must adhere to reasonable written requests and instructions by the Port Security Office or his/her appointed delegate.

4.29 Communication

The successful security service provider must ensure that security officers have access to a secure form of communication (i.e., Push to Talk) and smartphone sites. Devices must always be fully functional.

4.30 Emergency Procedures

The successful bidder security officers assigned to perform the Services at a TNPA Site must adhere to the standards of the Occupational Health and Safety Act, 1993 (Act No. 85 of 1993), to this extent, Security officers must have a working knowledge of the following:

- a) TNPA Port Emergency Plan;
- b) Emergency telephone numbers;
- c) Site escalation procedures;
- d) Basic Fire Fighting skills;
- e) Basic First Aid skills;
- f) Basic Occupational Health and Safety Procedure (incident/occurrence management procedure);
- g) Basic reaction procedures to power failures on a TNPA.
- h) Evacuation plans of the TNPA site where the Security Officer is stationed.

4.31 Removal of Information/Property

The successful bidder personnel must not remove any TNPA Confidential Information (irrespective of the medium it is contained in) or TNPA property without the written authority of the Port Security Officer or his/her appointed delegate.

4.32 Compliance With Labour Laws and Code of Practice

- 4.32.1 The successful bidder shall ensure compliance with all labour laws and pertinent codes of practice applicable in the Republic of South Africa as regards employment contractual relationship with its Security Officers operating at a TNPA site.
- 4.32.2 This includes, but is not limited to, payment of remuneration (including bonus, shifts allowance, overtime) timeously per the relevant employment agreement and at the minimum wage rates; provision for leave (sick, annual, paternity, maternity etc.); registration of Security Officers under provident/pension fund and payment of employer's contributions thereunder, as stipulated in the Sectorial Determination 6: Private Security Sector, South Africa published under Government Gazette No. 35633 of 28 August 2012 as amended.
- 4.32.3 The successful bidder shall further ensure that, throughout the SLA, ensure compliance with all taxation laws applicable in the Republic of South Africa.
- 4.32.4 Failure to comply with labour laws and codes of practice or laws as to taxation as stipulated in section 4.32 and hereof shall constitute a material breach of the SLA and shall entitle TNPA to terminate the Services among other remedies.

4.33 Breach of contract

- 4.33.1 Shortage of any equipment or the non-availability of vehicles or quad bikes due to no replacements or fuel will be regarded as a breach of contract and will be dealt with as per the MSA.
- 4.33.2 Shortages of security officers irrespective of the grade including dog handlers due to no replacements will constitute a breach of contract and will be dealt with as per the MSA.
- 4.33.3 By not complying with MSA after the successful bidder was asked to remedy the breach/es in a written communication, failure to do so will result in the contract being terminated.

4.34 Joint Ventures (JVs) and Consortiums

Incorporated JVs must submit the B-BBEE (Broad Based Black Economic Empowerment) (Broad Based Black Economic Empowerment) status of the entity. Unincorporated JVs must submit a consolidated B-BBEE scorecard as if they were a group structure for every separate.

5 MANDATORY PRE-QUALIFICATION REQUIREMENTS:

Bidders will be required to meet the below pre-qualification requirements criteria:

Requirements	Evidence Required
PSIRA Compliance	a) Submit copy of a valid PSIRA Company Registration certificate. AND b) Submit copies of a valid PSIRA Grade B or A Certificate for each Member, Director, Partner, and Trustee of the Bidding Entity. (Ownership of the bidding entity will be verified against the CIPC or CSD database).

Requirements	Evidence Required
South African Police Service (SAPS) Criminal Clearance certificate.	a) Provide a SAPS Criminal Clearance certificate of Directors, Partner, and Trustee of the Bidding Entity not older than twelve (6) months at the closing date and time of the tender. OR b) Submit a valid Criminal Record Verification Report issued by a recognised verification not older than six (6) months at the closing date and time of the tender.
COIDA (Compensation for Occupational Injuries and Diseases Act)	Provide a valid letter of good standing from COIDA not older than twelve (12) months at the closing date and time of the tender.
PSIRA Letter of Good Standing	Provide a valid letter of good standing from PSIRA not older than twelve (12) months at the closing date and time of the tender.
Proof of Insurance Liability Cover	Provide proof, or a Letter of Intent from an Insurer, that the Service Provider has/shall obtain Public Liability Insurance, Security Liability insurance, and Third Party Liability insurance cover for not less than R5 000 000 (five million South African Rand) in respect of one incident or a series of Incidents arising from the same cause and with an annual limit of cover not less than R30 000 000 (thirty million South African Rand).

Bidder should take note that all certificates submitted will be verified with the relevant authorities to authenticate their validity as part of the pre-qualification criteria.

6. VETTING OF SECURITY SERVICE PROVIDERS

Bidder must take note that all successful service providers are subjected to vetting before appointment.

7. ADMINISTRATIVE/MANAGEMENT SUPPORT REQUIREMENTS

Transnet seeks to evaluate and appoint service providers who have the capability and capacity to provide various security services for Static Physical Guarding. This discipline refers to the guarding of TNPA's facilities, and this will be accomplished by way of deploying service providers who have expertise and a record of accomplishment in the services which are explained below. These services will be allocated and managed per port. To this end, it is expected that the service provider will have the company Head Office or Branch Office in the city/town where he intends to render the service.

8. TNPA SAFETY, HEALTH AND ENVIRONMENTAL (SHE) REQUIREMENTS

- 8.1 Successful bidder will be required to submit a Compliance File for approval to TNPA (Port of Ngqura) where they have been appointed as a successful bidder. Bidder will be required to submit the safety file to the SHE (Safety Health Environment) Department of the respective Port(s) within ten (10) working days after the acceptance of the award.
- 8.2 The bidder must prepare a Compliance File as per the below table noted in section 8.4 of this Scope of Works.
- 8.3 Bidder must submit a valid letter of good standing from the Compensation for Occupational Injuries and Diseases Act (COIDA).

8.4 Contractor Compliance File Assessment Checklist

Date of inspection/ Evaluation: _____

Client	
Employer (Principal contractor)	
Registered name of the enterprise	
Trade name of the Enterprise	
Company Registration No	
SARS (SOUTH AFRICAN REVENUE SERVICE) registration No (PAYE)	
UIF Registration No	
COIDA registration no	
Relevant SETA for EEA purpose	
Industry sector	
Bargaining Council	
Contact person & position	
Contact number	
Site Address	
Postal Address	
Chief Executive Officer	
Chief Executive officer's email and contact number	
Construction Manager	
Health and Safety Representative	
Activities/Services rendered	
Commencement date	
Completion date	
Site Phone	

Total number of employees on site:			
Female			
Male			
People with disabilities			
CONTRACTOR	Complying	Not Complying (i.e., Comments)	Not Applicable
1. Site Specific Organogram of reporting structure. • This document must provide all persons appointed in terms of OHS Act No. 85 of 1993 including contact details. (Rev, date, approval)			
2. Contractor scope of work information (Company Profile)			
3. Notification of Construction Work to the Department of Labour: The document to display required information as per OHS Act No.85 of 1993 – Construction Regulations Annexure A, must carry the stamp of acceptance from the Department of Labour (if applicable)			
4. Application for a permit to do construction work (if applicable)			
5. Valid Letter of Good Standing with FEM/WCA: And proof of relevant insurance to carry out work.			
MANAGEMENT PLANS			
6. Copy of reference documents: • Health and safety, Security, Quality, Environmental, and other applicable Specifications • Including a signed register of communication to Managers, Supervisors & Safety Officers			
7. Approved Contractor Execution Plan correlating with Specification provided by Transnet (i.e., Approved health and safety plan, environmental plan, security plan, etc.)			
8. Contractor Health and Safety Policy			
9. Site-Specific Emergency Plan			
10. Contractors Traffic Management Plan (if applicable)			
11. Procedure for handling Hazardous Chemical Substance and Applicable Safety Data Sheet (if applicable).			
APPOINTMENTS			
12. Fully completed appointments of the following (depending on the scope of work) but not limited to:			
• Sec. 16(2) – Delegated Authority (Assistant to the CEO (Chief Executive Officer))			
• CR 8(1) – Construction Manager			
• CR 8(7) – Construction Supervisor			
• CR 8(8) – Assistant Construction Supervisor			
• CR 8(5) – Construction Safety Officer			
• CR 9(1) – Risk assessment			
• CR 10. (1)(a) – Fall Prevention Planner (if applicable)			

• CR 10. (2)(b) (fall risk) Physical & Psychological fitness			
• CR 23. (d)(k) – Vehicle operator and Inspector			
• GSR 3.4 – First aider			
• CR 29 (h) – Fire Fighter			
• Sec 24, GAR 9(2) – Incident Investigator			
• CR 13(1)(a) – Excavation Supervisor			
• CR 28(a) – Stacking and Storage Supervisor			
• CR 12(1) – Temporary works designer			
• CR 14(1) – Demolition work supervisor			
• CR 16(1) – Scaffolding work supervisor			
• CR 17 (1) – Suspended platform work supervisor			
• CR 18(1)(a) – Rope access supervisor			
• CR 19(8)(a) – Material host Inspector			
• CR 20(1) – Bulk mixing plant supervisor			
• CR 21(2) – Explosive actuated fastening devices inspector			
• Sec 17(1) – SHE Rep (more than 20 employees)			
• GSR 13(a) – Ladder Inspector An abbreviated CV of the above-appointed persons shall be attached to the appointment. Competency certificates will also be attached as required in the specifications			
13. Elevated work training (Rescue/ Safety harnesses) – accredited Training (If applicable)			
14. Fall Protection Plan by competent person / Rescue Plan (If applicable)			
15. Contract/Project Specific Risk Assessment indicating the full scope of work and risk profile – High-risk task inventory registers to be attached.			
16. Risk Assessment (HIRA (Hazard Identification and Risk Assessment)), Method Statement, and Safe Work Procedure to be generated for each specific task to be performed on the contract/project i.e., Site establishment, confined spaces, working at heights, working near water, excavations, etc. Note: Before establishment, they can supply what they will start with – site establishment, fencing, clear & grub...so only request what is relevant at the time.			
17. PPE (Personal Protective Equipment) Policy and most recent issue register.			
INDUCTION			
18. Induction application forms completed for every employee of the contractor performing work on site; The following shall be attached:			
• Employee Dossier with applicable documentation;			
• Proof of site-specific induction;			
• Copy of ID Document;			
• Legal Letter of Appointment;			
• Proof of competence i.e.: Artisans, drivers, operators, etc.;			
• Valid medical certificate of fitness done by an Occupational Health Practitioner (i.e., Annexure 3 for construction work)			
REGISTERS			

19. Copy of equipment registers to be used with a copy of each item's inspection checklist. The registers are not limited to the following, depending on the scope of work:			
• Site visitors register			
• Excavation Inspection Register			
• Hand tools Inspection register			
• Barricading Inspection Register			
• Traffic Inspection Register			
• Mobile Toilet Inspection Register			
• Daily Risk Assessment and Toolbox Talk			
• PPE Inspection Register			
• First Aid Kit Inspection Register			
• Fire Fighting Equipment Register			
• Portable electrical Equipment Register			
• Pneumatic Tool Register			
• Compressor Checklist			
• Ladder Inspection Register			
• Vehicle Inspection Register			
• Working at Height Equipment Register			
INCIDENT/ACCIDENT MANAGEMENT			
20. Incident /Accident Management Procedure including reporting, recording, and investigation of incidents and accidents			
21. Register of first aid injuries			
22. Register of reportable injuries to the Provincial Director			
OTHERS			
23. Section 37(2) mandatory agreement between client-contractor, and contractor-subcontractor. As well as:			
• CR 5.1(k) Principal Contractor appointment			
• CR 7(1)(c)(v) Subcontractor appointment			
24. Training Matrix (Management, Supervisors, and Employees)			
25. Copy of the OHS Act and its Regulations, COID Act Regulations			
COVID 19			
26. Appointment Letter: COVID-19 Compliance officer			
27. Approved COVID-19 - Risk Assessment			
28. Approved COVID-19 Workplace Plan: Preventing and Managing COVID-Infection in the Workplace			
29. Copy of OHS Directive: COVID-19 OCCUPATIONAL HEALTH AND SAFETY MEASURES IN WORKPLACES			
THE CONTRACTOR'S COMPLIANCE FILE REVIEW			
Date	Print Full Name	Designation	Signature
Status			
Approved			
Not Approved			
Reasons for not approving			

Submission of a safety file will be required solely from successful bidder. Bidder must provide a safety plan with their bid laying out how they are going to deal with health and safety matters as per TNPA SHE requirements refer to section 8 above.