

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

PART 3: SCOPE OF WORK

Document reference	Title	No of pages
	This cover page	1
C3.1	<i>Employer's Service Information</i>	
C3.2	<i>Contractor's Service Information</i>	
	Total number of pages	

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

C3.1: EMPLOYER’S SERVICE INFORMATION

Contents

When the document is complete, insert a ‘Table of Contents’. To do this go to: Insert, → Reference, → Index and tables → Table of Contents. Three levels and the title (but not the subtitle) may be shown if the formats used in this template are retained.

Otherwise insert list of contents manually.

- Part 3: Scope of Work 1**
- C3.1: Employer’s service Information 2**
- 1 Description of the service 5**
 - 1.1 Executive overview 5
 - 1.2 Estimated Resources required: 5
 - 1.2.1 Static Guarding Baziya Radio Site Only (Unarmed) 5
 - 1.2.2 Tactical / Armed Response 5
 - 1.2.3 Dog and Dog Handler (Only When Required) 6
 - 1.3 EASTERN CAPE NTCSA RADIO SITES: 7
 - 1.3.1 Mthatha (18 sites) 7
 - 1.3.2 East London (35 sites) 8
 - 1.3.3 Port Elizabeth (31 sites) 9
 - 1.4 Interpretation and terminology 10
- 2 Description of the service 11**
 - 2.1 Static Guarding: Eastern Cape Radio Sites (Unarmed) 11
 - 2.2 Tactical / Armed Response: 15
 - 2.3 Dog Services 18
 - 2.4 Static Guarding Service at Other Property (Additional Service) As and When Required 20
- Management strategy and start up. 20**
 - 2.5 The *Contractor’s* plan for the *service* 20
 - 2.6 Management meetings 20
 - 2.7 *Contractor’s* management, supervision and key people 21
 - 2.8 Provision of bonds and guarantees 21
 - 2.9 Documentation control 21
 - 2.10 Invoicing and payment 21
 - 2.11 Contract change management. 22
 - 2.12 Records of Defined Cost to be kept by the *Contractor*. 22
 - 2.13 Training workshops and technology transfer 22
 - 2.14 Design and supply of Equipment 24

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

- 2.14.1 **Guardhouse** 24
 - Example of Security Shelter 25
- 2.14.2 Electronic Guard Tracking System 25
- 2.14.3 Ballistic Resistance Body Armour 25
- 2.14.4 Firearm 26
- 2.14.5 Torch (Flashing light) 26
- 2.15 Items provided at the end of the *service period* for the *Employer’s use*. 27
 - 2.15.1 Equipment 27
 - 2.15.2 Information and other items 28
- 2.16 Management of work done by Task Order 29
- 3 Health and safety, the environment and quality assurance** **29**
 - 3.1 Health and safety risk management 29
 - 3.2 Environmental constraints and management 29
 - 3.3 Quality assurance requirements 29
- 4 Procurement** **30**
 - 4.1 People 30
 - 4.1.1 Minimum requirements of people employed 30
 - 4.1.2 BBBEE and preferencing scheme 32
 - 4.1.3 Accelerated Shared Growth Initiative - South Africa (ASGI-SA) 33
 - 4.2 Subcontracting 33
 - 4.2.1 Preferred subcontractors 33
 - 4.2.2 Subcontract documentation, and assessment of subcontract tenders 33
 - 4.2.3 Limitations on subcontracting 33
 - 4.2.4 Attendance on subcontractors 33
- 5 Working on the Affected Property** **33**
 - 5.1 *Employer’s* site entry and security control, permits, and site regulations 33
 - 5.2 People restrictions, hours of work, conduct and records 33
 - 5.3 Health and safety facilities on the Affected Property 33
 - 5.4 Environmental controls, fauna & flora 33
 - 5.5 Cooperating with and obtaining acceptance of Others 34
 - 5.6 Records of *Contractor’s* Equipment 34
 - 5.7 Equipment provided by the *Employer* 34
 - 5.8 Site services and facilities 34
 - 5.8.1 Provided by the *Employer* 34
 - 5.8.2 Provided by the *Contractor* 35
 - 5.9 Control of noise, dust, water and waste 35
- 6 Schedule of Deficiencies and Penalties** **35**
- 7 THE CONTRACTOR PERFORMANCE SCORE CARD** **36**
- 8 SCOPE OF WORK** **37**

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

8.1	Content of Scope of Works for guard posting at contracted sites	37
8.2	Content of Scope of Works for armed response	39
9	List of drawings.....	39
9.1	Drawings issued by the <i>Employer</i>	39

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

1 Description of the service

1.1 Executive overview

National Transmission Company of South Africa, Telecommunications, Eastern Cape requires provisions of Security Services to enhance its security operations in response to various operational conditions such as **Static Guarding** (Eastern Cape only), **Tactical / Armed Response (Armed Escorting and Static Guarding at Radio Sites)** and **canine units (K9- Patrol and Protection Dog DH 1-DH2 Level)**.

1.2 Estimated Resources required:

1.2.1 Static Guarding Baziya Radio Site Only (Unarmed)

BAZIYA RADIO SITE: STATIC GUARDING AREA 3 (PSIRA rates)		NUMBER HOURS ALLOCATED SHIFT	OF PER	AVERAGE NUMBER OF DAYS PER MONTH	CONTRACT DURATION
UNARMED GRADE C	QUANTITY REQUIRED				
FOR A NORMAL DAY SHIFT MON - SUN	1	12		21	36 months
FOR A NORMAL NIGHT SHIFT MON - SUN	2	12		21	36 months
4x4 VEHICLE WITH PETROL CARD	1	36 months			
GUARDHOUSE	1	Once-off			
PORTABLE TOILET	1	36 months			
WATER (SEALED)	1X 5 LITRES Daily	36 months			

****(To withdraw services once site is properly secured)***

1.2.2 Tactical / Armed Response

1.2.2.1 Armed Escorting (Only When Required)

MTHATHA, EAST LONDON, PORT ELIZABETH RADIO SITES AREA 1 & AREA 2 & AREA 3 (PSIRA)		CONTRACT DURATION
ARMED RESPONSE GRADE C	QUANTITY REQUIRED	
FOR A NORMAL DAY SHIFT MON - SUN	2	36 months
FOR A NORMAL NIGHT SHIFT MON - SUN	2	36 months
4x4 VEHICLE WITH PETROL CARD	1	36 months

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

1.2.2.2 Static Guarding (Only When Required) Unarmed

MTHATHA, EAST LONDON, PORT ELIZABETH RADIO SITES AREA 1 & AREA 2 & AREA 3 (PSIRA rates)		CONTRACT DURATION
ADHOC SECURITY SERVICES	QUANTITY REQUIRED (Estimates)	
FOR A NORMAL DAY SHIFT MON - SUN	2	36 months
FOR A NORMAL NIGHT SHIFT MON - SUN	2	36 months
4x4 VEHICLE WITH PETROL CARD	1	36 months
GUARDHOUSE	1	Once-off
PORTABLE TOILET	1	36 months
WATER (SEALED)	1X 5 LITRES Daily	36 months

1.2.3 Dog and Dog Handler (Only When Required)

MTHATHA, EAST LONDON, PORT ELIZABETH RADIO SITES		CONTRACT DURATION
ADHOC DOG AND DOG HANDLER	QUANTITY REQUIRED (Estimation)	
FOR A NORMAL DAY SHIFT MON - SUN	3	36 months
K9- Patrol and Protection Dog DH 1-DH2 Level	3	36 months
FOR A NORMAL NIGHT SHIFT MON - SUN	3	36 months
K9- Patrol and Protection Dog DH 1-DH2 Level	3	36 months
4x4 VEHICLE WITH PROVISION TO CARRY THE DOG	3	36 months

NOTE: Total cost per month will be PSIRA rate base.

Notwithstanding share of overhead cost includes liability and other insurance, payroll and admin, control centre, transport cost (vehicles, maintenance, and fuel), fixed infrastructure, rates & taxes, registers, security aid, occupational health and safety compliance, management, and statutory fees payable.

For safety reasons no security guards shall be transported at the back of a bakkie.

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

1.3 EASTERN CAPE NTCSA RADIO SITES:

1.3.1 Mthatha (18 sites)

WorkPlace Plant-ID	Site Description	KM service centre 1-Way	1A01 Co-ordinate
Barkl-RS01	Barkley Pass RS	163	31°12'25"S, 27°49'47"E
Bazyi-RS01	Baziya RS	60	31°33'25.7"S, 28°23'56.2"E
Cala-RS01	Cala RS	149	31°33'17.22"S, 27°45'1.04"E
Coffe-RS01	Coffeabay RS	50	31°48'14.2"S, 29°04'43.8"E
Ellio-OF01	Elliot Office	140	31°20'04"S, 27°50'49"E
LadyF-RS01	Lady Frere RS	180	31°41'22"S, 27°06'49"E
Lusik-RS01	Lusikisiki RS	127	31°22'59"S, 29°33'54.3"E
PortS-RS02	Port St Johns RS	103	31°36'42.9"S, 29°31'17.9"E
Vaalk-RS04	Vaalkop EC RS	182	31°11'29.8"S, 27°58'24.8"E
Willo-RS02	Willowvale RS	112	33°43'24.0"S, 23°03'04.4"E
Zimba-OF01	Zimbane Office	0	31°37'20.02"S, 28°47'13.53"E
Cedar-RS01	Cedarberg RS	229	30°24'21.56"S, 29°02'21.43"E
Gudla-RS01	Gudlani_MTN RS	194	30°37'53.54"S, 28°33'12.39"E
MtAyl-RS01	Mt Ayliff RS	195	30°50'14"S, 29°23'56"E
MtHar-RS01	Mt Hargreaves RS	255	30°23'34.3"S, 28°45'55.7"E
MtFre-RS01	Mt Frere_MTN RS	250	30°55'33.73"S, 28°58'57.04"E
Zuurf-RS01	Zuurfontein RS	197	30°32'24"S, 29°34'51"E

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

1.3.2 East London (35 sites)

WorkPlace Plant-ID	Site Description	KM service centre 1-Way	1A01 Co-ordinate
Adela-OF01	Adelaide Office	180	32°42'13"S, 26°17'59"E
Beaco-OF01	Beacon Park Office	5	32°58'01"S, 27°56'32"E
Braem-RS01	Braemar RS	136	32°15'15.5"S, 27°11'30.8"E
Butte-RS01	Butterworth RS	110	32°21'07.1"S, 28°08'12.8"E
Cathc-RS01	Cathcart RS	165	32°17'52.2"S, 27°06'56.3"E
Dryhu-RS01	Dryhurst RS	112	32°22'16.58"S, 27°26'36.25"E
Ducat-OF01	Ducats Office	5	32°56'09"S, 27°54'35"E
EastL-AP01	East London Airport	28	33°02'17.51"S, 27°49'43.36"E
Grays-RS01	Grays RS	76	32°37'04.86"S, 27°43'25.6"E
Hogsb-RS01	Hogsback RS	180	32°34'53"S, 26°56'15"E
Katbe-RS01	Katberg RS	222	32°27'26.2"S, 26°39'00.6"E
Keimo-RS01	Kei Mouth RS	95	32°39'36"S, 28°17'08"E
Madei-RS01	Madeira RS	192	31°52'28.9"S, 26°49'29.3"E
MtKem-RS01	Mt Kemp RS	98	32°40'56"S, 27°15'35"E
Ncora-RS01	Ncora RS	180	31°51'28"S, 27°40'16"E
Needs-RS01	Needs Camp RS	55	33°00'36.03"S, 27°36'58.73"E
Nqama-RS01	Nqamakwe RS	114	32°11'34.6"S, 27°56'31.7"E
PostR-RS01	Post Relief RS	245	32°31'56.6"S, 26°30'25.8"E
Sada-RS01	Sada RS	230	32°14'04.1"S, 26°33'53.4"E
Sunil-OF01	Sunilaws Office	8	32°57'15"S, 27°56'06"E
Tarka-RS01	Tarkastad RS	245	32°00'02.9"S, 26°17'09.6"E
Wesle-RS01	Wesley RS	180	33°12'57.5"S, 27°20'59.4"E
Aliwa-OF01	Aliwal North Office (SACS)	360	30°41'09"S, 26°42'36"E
Aliwa-OF02	Aliwal North Office (TSC)	360	30°41'37"S, 26°42'12"E
Dordr-RS01	Dordrecht RS	276	31°21'47.6"S, 27°04'00.8"E
Indwe-RS01	Indwe RS	285	31°27'10.1"S, 27°18'09.0"E
James-RS01	Jamestown RS	230	31°06'10.4"S, 26°46'15.24"E
Kramb-RS01	Kramberg RS	397	30°47'00.5"S, 26°33'59.8"E
Knapd-RS01	Knapdaar RS	250	30°42'28.5"S, 26°07'11.9"E
Langp-RS01	Langpunt RS	340	30°51'28"S, 27°25'54"E
Molte-RS01	Molteno RS	325	31°35'27.7"S, 26°08'47.6"E
MtShe-RS01	Mt Shepstone RS	225	31°43'56.5"S, 26°46'47.4"E
Rhode-RS01	Rhodes RS	400	30°51'46.5"S, 27°51'39.1"E
Rhode-RS02	Rhodes RS (ATNS)	460	30°47'28.8"S, 28°07'15.0"E
Witbe-RS02	Witberg EC RS	515	30°41'44.6"S, 27°16'10.5"E

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

1.3.3 Port Elizabeth (31 sites)

WorkPlace Plant-ID	Site Description	KM service centre 1-Way	1A01 Co-ordinate
Aberd-RS01	Aberdeen RS	328	32°41'08.8"S, 23°59'54.6"E
Alexa-RS01	Alexandria RS	83	33°37'56.2"S, 26°10'49.7"E
Bedfo-RS01	Bedford RS	206	32°38'04.0"S, 26°02'50.6"E
Chatt-SS01	Chatty SS	9	33°50'11.6"S, 25°31'23.5"E
Colds-RS01	Coldstream RS	133	33°18'58.8"S, 26°24'27.0"E
Crado-RS01	Cradock RS	274	32°18'02.7"S, 25°32'30.2"E
Eastc-OF01	Eastcape Training Centre Office	0	33°52'55.5"S, 25°33'45.4"E
Eland-RS03	Elandsrivier RS	111	33°38'52.4"S, 24°48'00.3"E
Fulle-RS01	Fullerton RS	178	33°12'15.3"S, 24°19'27.5"E
Gover-RS01	Governorskop RS	147	33°17'04.6"S, 26°42'13.1"E
Joube-RS01	Joubertina RS	189	33°49'14.2"S, 23°52'20.3"E
Karee-RS01	Kareedouw Mountain RS	133	34°01'31.5"S, 24°25'45.6"E
Kasou-RS01	Kasouga RS	134	33°42'11.5"S, 26°33'36.0"E
Kruis-RS01	Kruisfontein RS	100	34°00'55.6"S, 24°44'38.8"E
LadyS-RS02	Lady Slipper RS	47	33°53'10.3"S, 25°15'46.6"E
Loute-RS01	Louterwater RS	200	33°48'05.1"S, 23°39'59.2"E
Lovem-RS01	Lovemore Heights RS	25	33°59'32.6"S, 25°31'13.9"E
Misgu-RS01	Misgund RS	236	33°45'00"S, 23°31'09"E
Olifa-RS02	Olifantskop RS	98	33°18'57.7"S, 25°58'07.6"E
Ouber-RS01	Ouberg RS	275	32°05'36"S, 24°26'36"E
Oupos-RS01	Ouposberg RS	315	33°33'16"S, 23°16'43.7"E
Pears-RS01	Pearston RS	185	32°53'02.4"S, 25°08'09.1"E
PortE-AP01	Port Elizabeth Airport	18	33°59'1.03"S, 25°36'45.67"E
PortE-OF01	Port Elizabeth Office	13	33°57'02.3"S, 25°34'26.5"E
Suurb-RS01	Suurberg RS	163	33°14'43.5"S, 25°32'51.8"E
Tyger-RS02	Tygerhoek RS	107	33°34'27.4"S, 25°00'06.3"E
Uiten-OF01	Uitenhage Office	25	33°46'39"S, 25°23'11"E
Union-RS01	Uniondale RS	275	33°43'24.0"S, 23°03'04.4"E
Viewl-RS01	Viewlands RS	123	33°16'21.7"S, 25°46'01.7"E
Willo-RS01	Willowmore RS	284	33°14'06.6"S, 23°27'34.6"E
Bulbe-RS01	Bulberg RS	375	31°17'08.0"S, 25°35'24.8"E

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

1.4 Interpretation and terminology

The following abbreviations are used in this Service Information:

Abbreviation	Meaning given to the abbreviation
TSP	The Service Provider
TSP	The Service Provider
PSIRA	Private Security Industry Regulator Authority
OPS Manager	Operational Manager
OSO	Officer Security Operations
SNR INSP	Senior Inspector
SO	Security Officer
RM	Risk Manager
CSM	Contract Security Manager
NTCSA	National Transmission Company of South Africa
K9	Canine response unit
OB	Occurrence Book
RS	Radio site
SASSETA	Safety and Security Sector Education and Training Authority
PFTC	Professional Firearms Trainers Council

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

2 Description of the service

NB: THE SECURITY GUARDING MUST BE RENEDED 24 HOURS PER DAY, 7 DAYS PER WEEK, AND 365 DAYS PER YEAR WHERE APPLICABLE AS PER SCOPE.

2.1 Static Guarding: Eastern Cape Radio Sites (Unarmed)

**** (To withdraw services once site is properly secured)***

- 2.1.1 The NTCSA Telecomms, Baziya RS in the Eastern Cape requires Static Guarding services (for Mthatha area Office only):
- 2.1.2 Knowledge of scope of work of NTCSA Telecommunications (Telecomms)
- 2.1.3 Will train all guards according to the scope of work and work instructions applicable for site specific.
- 2.1.4 Guards deployed on site according to request shall have Grade C, company ID card and PSIRA ID card always displayed.
- 2.1.5 Operational equipment as per contract scope of work on site shall all be in place when guard is deployed.
- 2.1.6 Contractor shall be responsible for their own accommodation, meals, and transport - NO guard shall stay on any NTCSA Telecomms site.
- 2.1.7 The site to have 24-hour communication in terms of base radio (connected to 24hr Control Room) - cell phones, fixed line, panic buttons, two-way radios.
- 2.1.8 Emergency file with all company procedure shall be on site.
- 2.1.9 All sites will have Manpower file with details of guards.
- 2.1.10 No guard shall be removed or changed at sites before NTCSA Telecomms Officer Security Operations has been notified verbally and a written report submitted of reasons, details of guard and details of replacement guard.
- 2.1.11 Contractor Supervisor's shall conduct site visit once every day per shift (Day shift and Night shift) and the site visit entry be done on the OB with the red pen (Note no visit shall be done during the start of shift and end of shift):
 - a) Name of guard on duty
 - b) Time / date of visit
 - c) Details of supervisor who made visit,
 - d) Stance of operational equipment
 - e) Firearm inspected (where applicable)
 - f) Registers inspected and entry made with the red pen.
 - g) All faults reported.
 - h) All complaints / incidents reported by guards - cross-referenced with OB no., date, time - this must also be reflected on weekly report under "general".
 - i) Emergency equipment checked - fire extinguisher / first aid kit.
 - j) On site electronic patrol with the device with the guard on duty.
- 2.1.12 Weekly site visit reports shall be completed by Contractor, fully and accurately, and submitted no later than 16h00 every Wednesday (i.e., week Thursday to Wednesday) to the NTCSA Telecomms Officer Security Operations (covering the inspections on the First Level, Second Level, full patrol inspections)
- 2.1.13 Make sure all registers are in place as per site and neat.

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

2.1.14 Guards dressed in full uniform with bullet proof vest and neat.

2.1.15 All equipment shall be in good working condition (torches, two-way radio, base radio, electronic patrol device)

2.1.16 **Incident Flash report shall be done as follows:**

- a) Immediately telephonic to NTCSA Telecomms Officer Security Operations
- b) Written preliminary incident report within 8-hour to NTCSA Telecomms Officer Security Operations and Ops Manager, containing the following details:

- What happened?
- When?
- Where?
- Who (responsible / on duty / person/s involved)?
- How?
- Affidavits of security officer / guard on duty and Supervisor
- GPS co-ordinates of the site where incident happened.

2.1.17 **Full report in 24-hours to NTCSA Telecomms Officer Security Operations, including the following details:**

- Grid / Business Unit
- Site name
- Suspect Who and Number,
- What happened
- Assets Stolen / Damaged
- Loss Value
- Recovery Value
- SAPS Station
- Name of Complainant
- CAS
- Arrest
- Vegetation Management
- Fence / Security System
- Status
- Perimeter Lighting
- Impact
- National Transmission Company South Africa on Standby / Duty
- External Service Provider Officers on Duty
- External: PSIRA Numbers and Names and Surnames

1.2.18 **Contractor Operational Manager and guard shall adhere to NTCSA Telecomms:**

- 1) Health and Safety Act
- 2) Emergency Plan per site
- 3) Scope of Work
- 4) Work Instructions

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

1.2.19 Working shifts, inspections, and patrol requirement:

- A. Dayshift: 06:00 to 18:00 Monday to Sunday (including Public Holidays)
- Grade C security control officials (access control and patrols)
 - Minimum Grade B offsite inspector.
- B. Nightshift: 18:00 to 06:00 Monday to Sunday including (Public Holidays)
- Grade C security control officials (access control, patrols).
 - Minimum Grade B offsite inspector.
- C. Inspections:
- Contractor Operational manager must conduct inspection once per month.
 - Offsite inspector must conduct the second level inspection for the shift as explained below (xxii sub section 1 & 2).
 - Shift member must conduct first level inspection.
- D. Guard patrol system:
- Guard patrol configurable using the keypad.
 - Up to 5 unique supervisor tags.
 - Between 1 and 15 guarding tags points.
 - Complete event history accessible from the keypad.
 - Uniquely identifiable passive tags with built-in real-time clock.
 - Respond to any event with SMS, radio GPRS, sound, display or printout.
 - Remote control panic alarm.
 - Built in backup battery.

1.2.20 Levels of inspections:

1. First level:
- Conducted by a Contractor security official (shift member) on duty for that shift.
 - Required once for the Dayshift and once for Nightshift.
 - OB entry must be in red and with key words be "First Level Inspections".
 - This inspection shall include and not limited to Contractor security officers, registers and equipment. A comprehensive OB inspection entry must be made in this regard.
 - Each register must be inspected during each inspection and relevant entry made in those registers indicating the OB number (use a full line and do not leave blank line spaces).
2. Second level:
- Conducted by an offsite Contractor inspector (minimum Grade B).
 - Required once per shift for Dayshift and Nightshift (note: no visit during the hour of changeover and takeover of shifts i.e 05:00-07:00 & 17:00-19:00).
 - OB entry must be in red, and the keywords must be "Second Level Inspection".
 - This inspection shall include and not limited to Contractor security officials, equipment. A comprehensive OB inspection entry must be made in this regard.

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

- Each register must be inspected during each inspection and an entry be made in those registers indicating the OB number (use a full line and do not leave blank line spaces).

3. The full patrol is required for First & Second Level Inspections

Information to be included:

- Initial and surname of person conducting inspection,
- PSIRA number, and
- Signature.

1.2.21

Access and Egress Control Duties

a) Guard Duties

- Observe surroundings,
- Report suspicious incidents/activities/ occurrences.
- Render guarding services at special events
- Alcohol testing on sites

b) Visitor Management

- Positive identification at all times (SA ID, passport, drivers' licence)
- Recording of visitors details electronically or manually,
- Confirm appointment and/or all visitors must be accompanied by a host at all times
- Facilitation of visitors (receipt and exit by host)
- Declaration of equipment, issuing of permits
- Prohibited items (rules/ regulations applicable)
- Random searches

c) Eskom/ NTCSA Employees

- Only by means of Eskom/ NTCSA ID card,
- Employees without cards will be treated as visitors and details recorded accordingly,
- Removal permits,
- Random searches
- Prohibited items,
- Declaration of equipment

d) Vehicle Control

- ID (employee/ Contractor/ visitor)
- Drivers
- Confirmation of appointment
- Random searches
- No unnecessary use of disabled/ reserved parking spaces

e) Patrols

Patrol routes and times will vary according to site requirements however the following is applicable:

- Patrols must be recorded in the OB, if suitable security technology is not available,
- Purpose of patrol must be clear (areas of importance)

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

- Determine equipment required,
- Check strategic points against patrol report.
- Report and record irregularities, report and record all deviations.
- Secure scenes of crime and/or incidents.
- Respond to alarms on perimeter fence and report.
- Monitor the movement of suspicious vehicles/people and report,

2.2 Tactical / Armed Response:

2.2.1 Armed Reaction Officers

The Contractor may be required to provide tactical escorting services when burglary in progress alarms is confirmed by the NTCSA Telecomms Officer Security Operations and NTCSA Representative. The Contractor will do the necessary perimeter check on site and declare the site safe for NTCSA personnel. In the event where static guarding is required to secure the site and the necessary instruction will be relayed to the NTCSA Telecomms, Officer Security Operations and or NTCSA representative.

2.2.2 Requirements for Armed Reaction Officers

- 1) All Reaction Officers (RO's) will be PSIRA registered (not lower than Grade C) and have successfully passed the required PSIRA grading courses as is required by NTCSA.
- 2) All RO's are required to read, write, and speak English.
- 3) All Contractor security officers will have an up-to-date PSIRA registration cards visible at all times or a certified copy of the PSIRA certificate.
- 4) Up to date criminal background checks results shall be provided to NTCSA Telecomms, Officer security operations for all reaction officers working on the NTCSA contract within **30 days of starting the contract**.
- 5) NTCSA Telecomms, Officer security operations shall require random vetting to be done on Reaction Officers.
- 6) All Contractor supervisors and security officers providing armed response services must have received the appropriate PSIRA and SASSETA/ PFTC training including weapons handling, radio communications, access control, armed response capability training.
- 7) The armed response Contractor will provide refresher training during the year. e.g., Reg. 21 training once a year and submit the proof to the contract manager or NTCSA Telecomms Officer Security Operations.
- 8) All personnel of the armed response Contractor, including those that may have been subcontracted, must have received training, prior to deployment, on NTCSA site instructions and work procedures.
- 9) The armed response Contractor shall be required to provide certification and results sheet prior to deployment for each individual employee.

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

- 10) The armed response Contractor will maintain training records for each security officer and supervisor including failures and subsequent remedial training and requalification.
- 11) These records will be made available to the NTCSA Telecomms Officer Security Operations upon request.
- 12) The NTCSA Telecomms Officer Security Operations has the authority to monitor, evaluate and audit all training delivered to the armed response Contractor.
- 13) The Contractor supervisors will arrange for weekly training on actions to be taken by the personnel of the armed response Contractors in the event of incident, designed around scenario-based situations.
- 14) ROs must be professional, friendly, and helpful in the performance of their duties always.
- 15) The RO must provide proof that he/she is authorized by PSIRA to practice as a RO.
- 16) The RO must display proof of identity on his person whilst on duty or while in uniform.
- 17) The ID should be in form of a tag or laminated plastic card and should display the following: -
 - Name
 - Photograph
 - Company name and telephone number
 - PSIRA registration number (personal)
 - Cards expiry date
 - I.D Number
 - Blood Group
 - Allergies
- 18) The RO must wear the company uniform while on duty together with clear indication by means of a badge or suitable insignia.
- 19) The RO must be issued with a level 3 bullet proof vest (*as stipulated in the Eskom Standard for Ballistic Resistance of Body Armour*) to be worn at all times while on duty. (*Bullet proof vests shall be procured, supplied, and maintained by the supplier as part of its PPE scope of supply for the services.*)
- 20) All reaction officers responding to the alarm activations must respond with vehicles that clearly display the company logos:
- 21) No responses to NTCSA sites will be conducted by the Contractor utilising unmarked vehicles.
- 22) The armed officers must always be in possession of a copy of their PSIRA registration, current firearm permit and an updated firearm competency certificate.
- 23) The officers must always be neat and presentable.

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

- 24) In addition, all reaction officers must undergo a security screening and the results made available to NTCSA Telecomms, Officer Security Operations prior to the deployment for the NTCSA contract.
- 25) The reaction officers to the NTCSA contract must Sign a declaration of secrecy prior deployment.
- 26) No sleeping on duty or reporting for duty under the influence of intoxicating substances or performing security functions under the influence of intoxicating substances and leave NTCSA site without authorisation from the control room.
- 27) The RO/s must have functional radio communication to the control centre (fixed unit in the vehicle and mobile), torches and handcuffs.
- 28) There must be uninterrupted communication channels between the reaction officers and the control centre for regular reporting and to obtain assistance when required.
- 29) The armed response Contractor shall conduct radio checks at the beginning of each shift and periodically during each shift to ensure that equipment is functioning correctly, and guards are alert and monitoring their radios.
- 30) The armed response Contractor must ensure back up communication aids is readily available.
- 31) All Contractor officers must be **declared fit for duty, and the fitness and medical** certificates must be handed to the NTCSA Telecomms, Officer Security Operations prior to deployment.
- 32) All Contractor officers must be equipped with first aid kits for any emergencies, as well as cell phones (must be a company contract cell phone with either an open line or programed to all emergency numbers specified by NTCSA) to use when required (call other members or law enforcement agencies or emergency units for back up).
- 33) All emergency numbers and emergency plans must be handed to the Contractor officers and a copy to the NTSC security representative.
- 34) Two armed officers (not lower than a Grade C and trained in armed response duties) must always respond to all alarm activations.
- 35) When the reaction officers exit the site, they must remember that they are not on duty for NTCSA anymore and NTCSA cannot be held liable for any incidents, injuries or theft that may take place once the officers leave the NTCSA site.
- 36) Conduct a thorough shift handover at each shift change ensuring that information and instructions are passed on to the next supervisor and a detailed inventory is conducted of all weapons, ammunition, radios, keys and other equipment provided.

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

2.2.3. Static Guards at Radio Sites (Unarmed)

In the event where NTCSA Telecommunications radio site is deemed unsecure and/ or unsafe, NTCSA may request static guarding service for a limited period until the site has been secured.

The request to post a static guard will be done by the NTCSA Telecomms, Officer Security Operations with the NTCSA representative.

2.3 Dog Services

Contractor shall have a proven track record of providing similar services. Contractor shall provide, with his/ her tender, the Curriculum Vitae (CVs) of the company (or outsourced) equestrian and canine training centre management and instructors.

Contractor shall have onsite canine kennels, food, veterinary services, training facilities, training material and aids, as well as logistical support to accommodate horses and canines and handlers during training (at Contractor facility).

The onsite veterinary services shall at least include the services of a veterinary assistant.

The Canines will be kept on site as agreed and arranged with the NTCSA Telecomms Officer Security Operations in line with the relevant legislation requirements.

The Contractor shall provide, with his/ her tender, a proposed quality and compliance assurance plan which addresses:

- Training and refresher training of canines and handlers in accordance relevant legislation and comprehensive management practices.
- Contractor possessing the necessary permits for acquiring and storing the training aids required for the training of canines.
- Contractor shall provide, with his/ her tender, the proposed criteria for screening and deploying dog handlers.
- Contractor shall provide, with his/ her tender, the proposed training curriculum to be used during the execution of the services.

2.3.1 Specifications applicable to all canines:

- All canines shall have positive identification (**microchip**).
- The canines deployed to the NTCSA facility may be either male or female.
- All female canines shall be spayed.
- All canines shall be between fourteen (14) months and thirty-six (36) months of age at the time of delivery to the NTCSA facility.
- The canine's height, weight and build shall be proportionate.
- All canines shall have a skin and coat suitable to working in a harsh environment e.g., no light skin pigmentation.
- All canines shall be free of any congenital abnormalities and shall have no physical, mental, or social anomalies the canine shall be replaced by Contractor at no additional cost to NTCSA.
- All canines shall have no damaged and broken teeth.
- All canines shall be free of disease, allergies, and external parasites.
- All canines shall be vaccinated, and deworming shall be up to date.
- Canine ears shall not be cropped.

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

- Canine tails shall not be docked.
- All canines shall be made available to NTCSA security, for inspection and selection purposes, before deployment.
- Contractor should have a larger than required population (at least 10% larger) of canines available for deployment purposes.
- All proposed horses and canines shall be examined by a South African Veterinary Council registered veterinarian who needs to certify that the animals are in satisfactory health.
- This examination shall be at the cost of the Contractor.
- The health history which includes all veterinary records, x-rays, and laboratory test results, as well as the completed vaccination record of the canine shall be provided to NTCSA security upon delivery of the horse/ canine.
- Contractor shall provide to NTCSA security, as part of tender specifications, a full list of all aspects that will be evaluated to determine the medical history.
- All canines shall have a sound temperament and be properly socialised in respect of obedience; travelling in vehicles and aircraft; and working in the proximity of wild animals in a bush environment.
- All canines shall be assessed for noise phobia, with the focus on gun shyness and operational hazards such as aircraft noise and shall be able to work in these noisy environments.
- Contractor shall provide a warrantee in terms of the work performance of all canines, including behavioural problems such as unpredictable aggression amongst all canines procured.
- Should the horse or canine develop any social or psychological problems within twelve (12) months after delivery, Contractor shall attempt to retrain the canine. Should the canine not be retrain-able, the Contractor shall replace the animal and conduct the training of both the animal and the handler at no additional cost to NTCSA.

2.3.2 Screening, training, and selection

- Contractor shall screen and make recommendations on suitable candidates for dog handler training focussed on the suitability of the dog handler to work with dogs.
- The dog handler candidates shall be provided to NTCSA security.
- Dog handler screening shall be scheduled in parallel with canine selection to ensure that dog handler training can commence in a timely manner.

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

2.4 Static Guarding Service at Other Property (Additional Service) As and When Required

NTCSA may require the following additional static guarding service to be provided by the appointed service provider.

- 2.4.1 Access control at the property in terms of the Control Access to Public Premises and Vehicle Act and all strategic sites which will be determined by NTCSA,
- 2.4.2 Identification of all risks on the property and reporting of such to the project manager which will be appointed for the event by NTCSA,
- 2.4.3 Conducting of patrols on the property,
- 2.4.4 Prepare a site instruction plan for the deployment,
- 2.4.5 Provide a vehicle, quad bike, dogs/ K9 capability, armed security guard(s) or other equipment/ resources as per the need arise,
- 2.4.6 Radio communication to the property of cell phone communication,
- 2.4.7 Provide a temporary guard house(s) or toilets onsite where necessary, may include the provision of water and/or electricity/generator,
- 2.4.8 **Project/ high voltage lines (Transmission)/ other property** need to be inspected at least once a week by an operational manager of the appointed service provider,

Management strategy and start up.

2.5 The Contractor's plan for the service

The contractor will be required to have monthly scheduled standing meetings with the contact Employer or Employer's representative in order to review previous month's plans of how the service will be rendered for the coming month's activities. Where there are situations which require for the monthly plans to be revised and reviewed, the Employer or Employer's representative will schedule an ad-hoc meeting to discuss such situation and plan accordingly.

2.6 Management meetings

The contractor will be required to have monthly scheduled standing meetings with the contact Employer or Employer's representative in order to review previous month's plans of how the service will be rendered for the coming month's activities. Where there are situations which require for the monthly plans to be revised and reviewed, the Employer or Employer's representative will schedule an ad-hoc meeting to discuss such situation and plan accordingly.

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

Regular meetings of a general nature may be convened and chaired by the *Service Manager* as follows:

Title and purpose	Approximate time & interval	Location	Attendance by:
Risk registers and compensation events	Weekly on _____ at _____		
Overall contract progress and feedback	Monthly on _____ at _____		<i>Employer, Contractor and _____</i>

Meetings of a specialist nature may be convened as specified elsewhere in this Service Information or if not so specified by persons and at times and locations to suit the Parties, the nature and the progress of the *service*.

Records of these meetings shall be submitted to the *Service Manager* by the person convening the meeting within five days of the meeting.

All meetings shall be recorded using minutes or a register prepared and circulated by the person who convened the meeting.

Such minutes or register shall not be used for the purpose of confirming actions or instructions under the contract as these shall be done separately by the person identified in the *conditions of contract* to carry out such actions or instructions.

2.7 Contractor's management, supervision and key people

Refer to scope of work

2.8 Provision of bonds and guarantees

Not applicable.

2.9 Documentation control

All contractual communications will be in the form of properly compiled letters or forms attached to emails and not as a message in the email itself. Any required reports and documents needed by the Service Manager from the contractor will be sent through to the Service Manager who will be identified and agreed upon on the first contract commencement meeting with the Contractor. The same will apply with regards to a Contractor representative that the employer will share contract related communication with.

2.10 Invoicing and payment

The Service Provider will submit his claim as per the NEC3 Payment Certificate format with supporting documents on the assessment day. The Contract Number must be clearly visible on the NEC3 Payment Certificate.

- The Employer will assess Payment certificates on actual work completed. Any possible issues regarding the claim will be addressed by the Employer to the Contractor.

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

- On acceptance of the Payment Certificate by the Employer, the Appointed Service Provider submits his invoice as agreed upon with the Employer. Payment will take place as per the NEC3 Conditions of Contract.

Within one week of receiving a payment certificate from the *Service Manager* in terms of core clause 51.1, the *Contractor* provides the *Employer* with a tax invoice showing the amount due for payment equal to that stated in the *Service Manager's* payment certificate.

The Contractor shall address the tax invoice to **National Transmission Company South Africa** and include on each invoice the following information:

- Name and address of the *Contractor* and the *Service Manager*,
- The contract number and title,
- *Contractor's* VAT registration number,
- The *Employer's* VAT registration number **4710303126**,
- Description of service provided for each item invoiced based on the Price List,
- Total amount invoiced excluding VAT, the VAT and the invoiced amount including VAT,

All invoices must show the Purchase order number issued by Telecommunication authorizing the work. Your banking details have to appear on all invoices in order to prevent payments into incorrect accounts and/or late payments due to verification of account details.

Please also note that all invoices must also be submitted in electronic format to invoiceseskomlocal@eskom.co.za

Any queries with regards to payments can be directed to Finance Shared Services (FSS) on (011) 800 5060.

2.11 Contract change management.

Changes to the contract shall be approved by the relevant authority of the Employer.

2.12 Records of Defined Cost to be kept by the Contractor.

Not applicable, option A will apply,

2.13 Training workshops and technology transfer

2.13.1 PSIRA

The Appointed Service Provider (TSP) as well as all security officers must be registered with the Private Security Industry Regulatory Authority (PSIRA) and comply with all applicable laws. The Appointed Service Provider (TSP) shall provide security officers who have the necessary qualification, skill and expertise and have passed specified training courses approved by PSIRA. It is a requirement to an appointed TSP to ensure that the entire team of security officer's registration numbers remain valid for the duration of the contract whilst deployed at Eskom sites. TSP shall ensure that the security officers are neatly attired in full uniform (PPE included, will be stipulated by Service Manager or the OSO) at all times and they must be provided with the equipment.

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

2.13.2 COMPETENCY TO POSSES AND USE OF FIREARM

The service provider (TSP) will ensure that the security officers are registered and qualified at the grade required by NTCSA:

- TSP must ensure that its employees receive the necessary practical and theoretical training to ensure that the employees are competent to possess and use the firearms.
- Regulation 21 training will be conducted twice a year and in accordance to the Firearm Control Act, 2000.
- Records of such training will be sent to the Service Manager or the OSO and a copy filed in each security officers file after each regulation 21 exercise.
- The training will be conducted at an accredited institution. All practical training or testing which will involve the actual firing of a firearm shall be conducted at a shooting range that complies with the applicable compulsory specification set in terms of the Standards Act, 1993 (Act No. 29 of 1993) and which has been accredited under the Firearms Control Act, 2000.

Note: Security officers that obtain below 80% during the regulation 21 training sessions will not be allowed to work at NTCSA sites.

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

2.13.3 Dog handler training

- a. TSP shall have a South African certified assessor present and involved in the pairing of the canine, and the handler during the initial phase of the training.
- b. The training shall be SASSETA/ PFTC accredited.
- c. Training shall be provided at the SASSETA/ PFTC Dog Handler Levels 1-5 for tracker/patrol canine handlers.
- d. A SASSETA/ PFTC registered training institute certificate shall be issued to each handler on successful completion of the training.
- e. NTCSA Officer Security Operations and/or their representatives shall be allowed unrestricted access to the training facility and training classes whilst the canine and dog handler training is in progress.

2.13.4 Basic Level 1 first aid and Basic level 1 firefighting:

All security officers placed will be trained on the basic level 1 first aid and the basic level 1 fire-fighting duties. Certificates of these training programs must be supplied to NTCSA Officer Security Operations prior to deployment.

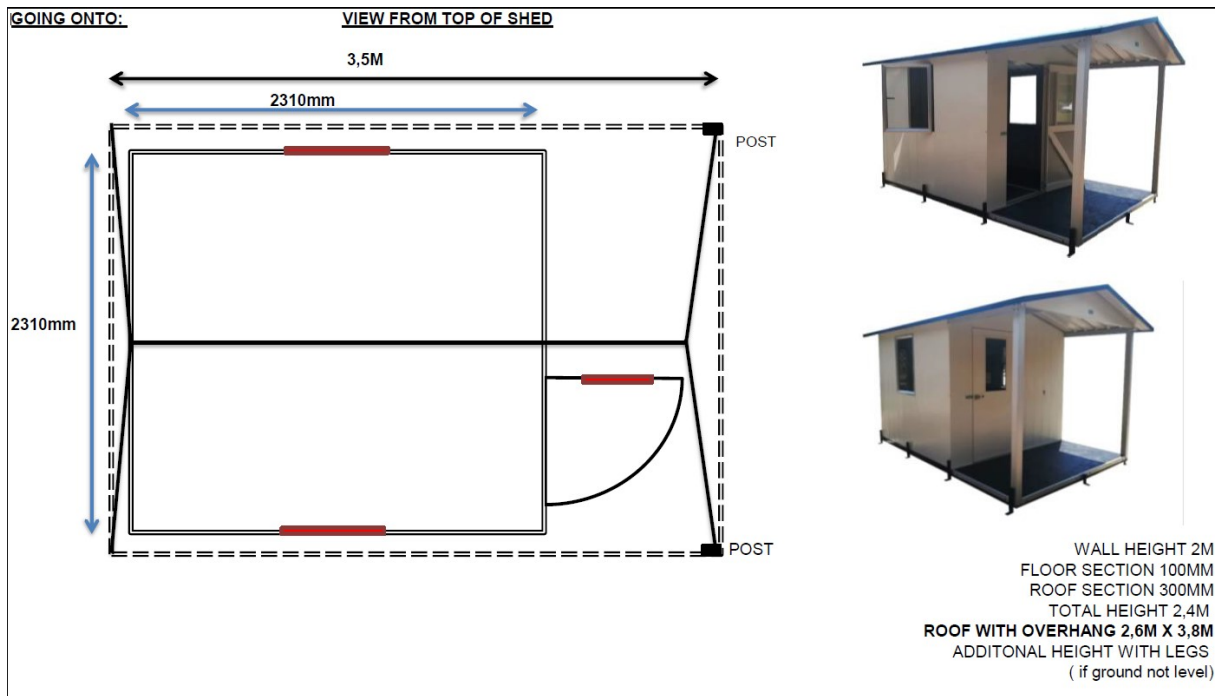
2.14 Design and supply of Equipment

2.14.1 Guardhouse

Size	<ul style="list-style-type: none"> • 3m width x 3m high
Walls	<ul style="list-style-type: none"> • Fibre glass • Color white • Must be vandal and waterproof and with bullet resistant protector
Windows	<ul style="list-style-type: none"> • One window each side. • Window size to be 500mm x 500mm. • Bulletproof and tinted to ensure the concealment of the occupants.
Door	<ul style="list-style-type: none"> • One solid door that opens to the outside with provision of bullet resistant. • Minimum 7 lever cylinder lockset to be installed with two spare keys to be provided.
Interior	<ul style="list-style-type: none"> • The illumination at the guardhouse must be in compliance with SANS 10389-2-2007. • Two / double electricity plugs points to be provided. • Lighting surge protection and light to be connected in the guardhouse (light switch to be included). • Electrical cable with plugs to be provided. Lights to be activated once electrical cable is connected. <p>NB: Eskom must be required to provide electricity source.</p>
Floor	<ul style="list-style-type: none"> ○ Rubberized / non-slip, durable, fire-retardant floor covering to be included.
Roof	<ul style="list-style-type: none"> ○ Rubberized, fire-retardant roof and bullet resistant.

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

Example of Security Shelter



2.14.2 Electronic Guard Tracking System

Electronic systems with remote monitoring capabilities to monitor guard patrols must be installed at all sites at the cost of the appointed service provider and this will be removed by the appointed service provider upon expiration of the bid. Software training and registration on these systems must also be provided at no cost to NTCSA, Telecomms. The installed guard patrols systems must provide daily patrol reports and submit these electronically to the NTCSA, representatives (Officer Security Operations, Service Manager). Detailed reports must be provided daily. The NTCSA, Telecomms will allow 10% deviation on patrol reports taking into consideration the following issues only.

- Incomplete contact (security officer does not perform successful contact with a point along the specified route).
- Load shedding or power failure for any reason e.g., maintenance, disaster, etc.
- Patrol system repairs or maintenance:
 - Device malfunction must be reported immediately within three hours of malfunction.
 - Provisions to replace the device must be made within 8 hours.
- Specific issues discussed with specific offices and formal acceptance has been authorised.

2.14.3 Ballistic Resistance Body Armour

The RO must be issued with a level 3 bullet proof vest (as stipulated in the Eskom Standard for Ballistic Resistance of Body Armour) to be worn at all times while on duty. *(Bullet proof vests shall be procured, supplied, and maintained by the supplier as part of its PPE scope of supply for the services.)*

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

2.14.4 Firearm

- I. Only NTCSA approved firearms namely, 9mm pistols, Rifles and Shot guns may be allowed for usage in terms of this contract depending on the risk as per the Security Manager's requirement. Revolvers are specifically excluded for usage as per this contract.
- II. Armed Security officers must have competency certificates for the specific firearm in possession thereof.
- III. Security Company is responsible for providing firearms, ammunition, firearm safe and registers as per Firearm Control Act.
- IV. Only company firearms licensed in the security service providers name may be utilized as per this contract.
- V. Armed Guards must be in possession of Company firearm permits signed by the appointed Armory or Firearm Responsible manager and be available during shift change to sign the permits.
- VI. The contractor must ensure provision of equipment/facilities for making firearms safe. A procedure to that effect, should also be in place.
- VII. The service provider must ensure that Security officer's private firearms are not utilized for their business purposes, in terms of this contract. (1 Firearm and 2 full magazines).

2.14.5 Torch (Flashing light)

The Torch or Flashing light with a minimum of 500 lumens. It must come with the spare batteries or charger depended on type.

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

2.15 Items provided at the end of the *service period* for the *Employer's* use.

2.15.1 Equipment

- The contractor must provide Security officers with necessary equipment to adequately perform their duties as per site Standard operating procedures and/or work instructions.
- The contractor must ensure that the status of all equipment is constantly checked, maintained, are always safe for usage and in an operational condition.
- Where Security officers are posted at isolated areas, they must be provided with water, ablution facilities and shelter.

The following equipment must be supplied unless otherwise stated: Static Guard:

- Two-way radios or company Push-to-talk (PTT) must be linked to Security Service provider/ Contractor's control room (Per site) or
- Cell phones / or direct base radio contact to 24 hours control room.
- Torches, batteries/chargers (minimum two cells).
- Panic button per guard.
- Handcuffs.
- Batons.
- Fire Extinguisher and First aid kit.
- PPE as site requirement.
- Company and PSIRA Identity Cards.

TSP may collect all the equipment listed above after the end of contract.

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

2.15.2 Information and other items

The following documentation is to be supplied by the security service provider on commencement of the contract:

- List of all potential security officers intended to be deployed on NTCSA sites in terms of this contract.
- Certified ID copies and PSIRA certificates of all security officers.
- Certified copies of matric/Grade 12 certificates.
- Certified copies of firearm competency certificates of the security officers.
- List of all firearms to be used and certified copies of the licenses.
- Certified copies of all Security officers' firearm competency certificates.
- Certified copies of SASSETA/ PFTC training certificates for all armed Security officers.
- Certified copies of the company and Directors PSIRA registrations certificates.
- Criminal check records as proof that the Security officers have not been convicted of any criminal offence.
- Certified copies of Advance driving course, for all drivers.
- Certified copies of computer training certificates, for control room operators.
- Certified copies of control room operations training.
- Advance driving course, for all drivers.
- A list of all vehicles and maintenance records for vehicles to be used as per this contract.
- Driver risk profiles must be submitted for every driver as per this contractor.
- A compressive risk assessment and a site risk assessment report for all sites.
- Emergency Preparedness procedure with relevant contact details.
- Equipment list per site.
- Appointment letter of Firearm Responsible or Armory Manager.
- Standard operating procedures per site to include the following but not limited to and should be approved by NTCSA representative before application:
 - Wearing of uniform standard.
 - Communication procedure.
 - Firearm handling procedure.
 - Shift changes.
 - Response process.

Failure by the Security Service provider to provide with the above requirements at the stipulated time period may result in immediate termination of the services and appointment of another service provider.

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

2.16 Management of work done by Task Order

Work is only to commence upon receipt of a task order or purchase order,

3 Health and safety, the environment and quality assurance

3.1 Health and safety risk management

The Divisional/Regional Safety Risk Manager or his representative having jurisdiction over the service must provide the relevant safety, health and environmental (SHE) criteria for incorporation into this Service Information. The SHE specification / scope must be signed off by the Divisional/Regional Safety Risk Manager or his representative confirming that the applicable safety criteria have been taken into account. The Commodity Manager / Buyer must refer the tender to the Divisional/Regional Safety Risk Manager or his representative in order to evaluate against enquiry-specific safety criteria.

The Contractor shall comply with the health and safety requirements contained in **Annexure B document identifier 240-77471499** which encompass the Eskom OHS legal and other requirements to this Service Information. In addition, the SHEQ specifications shall comply with in accordance with the **document identifier 240-73416879**.

The *Contractor* shall comply with the health and safety requirements contained as follows:

- 240-77471499 Annexure B for EC Security Contract.
- Annexure C 1 - OHS Tender Evaluation Template - High Risk Work.
- Contractor Health and Safety Requirements. 32-136.
- Copy of Baseline Risk Assessment Guarding and Security Services Telecoms Eastern Cape.
- Specifications SHE for High-Risk Projects - Eastern Cape Security Contract.

3.2 Environmental constraints and management

All materials disposed of by the contractor, should be signed over using a Waste Transfer form supplied by NTCSA. Further, if it is a hazardous substance, the contractor will dispose of it at an accredited waste disposal facility and provide the Service Manager with a Safe Disposal Certificate.

The Contractor shall comply with the environmental criteria and constraints stated in the attached Environmental Criteria, **Document Identifier: 240-108987034**

The *Contractor* shall comply with the environmental criteria and constraints stated below

- Worksheet in NTCSA Environmental documents 2024 (003).
- Contractor Environmental requirements Proforma- security contract EC.

3.3 Quality assurance requirements

The contractor shall comply with the following quality management requirements:

- The Contractor shall have an established Quality Management System according to the ISO9001:2015 Requirements.
- The Contractor shall manage Documentation and Records in accordance with ISO 9001:2015 requirements.
- The Contractor shall have a Quality Management Plan for each activity tendered for, the Quality Management Plan shall detail the systems that will be implemented to meet the applicable requirements as stated in the scope of work.

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

The Contractor shall have a Quality Control Plan that entails the records/reports to be submitted to the Employer at the end of each activity as evidence of successfully meeting the requirements for each activity tendered for as stated in the Scope of Work.

The below quality requirements are applicable.

- 240-12248652 Category4- List of Tender Returnables Documents Rev 5 Security Contract EC.
- Form A Security Contract EC.
- Supplier Quality Management Specification.

4 Procurement

4.1 People

4.1.1 Minimum requirements of people employed

The following documents are required to claim preference points,

- Valid B-BBEE certificate issued by a SANAS accredited verification agency / sworn affidavit / CIPC affidavit.

“proof of B-BBEE status level of contributor” means-

- The B-BBEE status level certificate issued by an authorised body or person; or
- a sworn affidavit as prescribed by the B-BBEE Codes of Good Practice; or
- any other requirement prescribed in terms of the Broad-Based Black Economic empowerment Act

Job Opportunities

Tenderers are required to submit proposals for the type and number of jobs that will be created and retained in South Africa as a direct result of being awarded a contract.

Type of Jobs to be created	Number of Jobs to be created

Type of Jobs to be retained	Number of Jobs to be retained

Skills Development

Tenderers are required to submit proposals in a table below for developing the skills of unemployed candidates in the country. Skills development is intended to address NTCSA’s core, scarce and critical skills and the scarce and critical skills. These skills are also included in a 2020 list of occupations in high demand as stipulated in the Government Gazette 43937. Candidates shall be from all provinces in the country, and their composition shall be representative of the population demographics of South Africa

Skill type / Occupation		NTCSA’s target	Proposed Number
Site Supervisor's	Matric	3	
Health and Safety Officer' s	Matric	3	

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

Security Guards Grade C	Matric	3	
Security Guards Grade D	Matric	3	

For every R2.3M spend skills must be developed

Preference for skills development candidates shall be sourced from previously disadvantaged with preference given to local to site communities.

Procurement spend on entities with a minimum 51% black ownership

The winning tenderer is encouraged to procure/spend on designated groups on the following paid invoices for both:

- The indirect expenses (e.g. overheads) on goods and services supplied to the contractor/supplier by designated groups; and direct spend on goods and services supplied by the subcontractors for the execution of the scope of work.

Activities, as a proportion of the local procurement content, which may be subcontracted to designated black owned enterprises must be submitted in a table below.

Procurement from Designated Group	NTCSA Target	Tenderer Proposal
Black Owned	4.0%	
Black Women Owned	3.0%	
Black Youth Owned	2.0%	
Black Persons with Disability	1.0%	

SDL&I Penalty and Performance Security

NTCSA will apply a penalty of 2.5% of the Contract Value for failure to meet SDL&I obligations. For the duration of the contract, Eskom will retain 2.5% of every invoice (excluding VAT) as security for the fulfilment of all SDL&I Obligations. The retained amounts shall only be released to the Contractor upon:

- NTCSA receives the SDL&I progress report/s from the contractor.
- Fulfilment of all SDL&I obligations by the contractor.
- Submission of an approved compliance report by SDL&I Department

Reporting and monitoring

- The suppliers shall on a quarterly basis submit a report to NTCSA in accordance with Data Collection Template on their compliance with the SDL&I obligations described above.
- NTCSA shall review the SDL&I reports submitted by the suppliers within 30 (thirty) days of receipt of the reports and notify the suppliers in writing if their SDL&I obligations have not been met.
- Upon notification by NTCSA that the suppliers have not met their SDL&I obligations, the suppliers shall be required to implement corrective measures to meet those SDL&I obligations before the commencement of the following report, failing which Retention clauses shall be invoked.

Every contract shall be accompanied by the SDL&I Implementation Schedule, which must be completed by the suppliers and returned to SDL&I representative for acceptance 28 days after contract award. This will be

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS used as a reference document for monitoring, measuring and reporting on the supplier's progress in delivering on their stated SDL&I commitments.

4.1.2 BBBEE and preferencing scheme

Transformation – BBBEE Improvement or Retention Plan

Transformation remains an area of focus, where NTCSA continuously strives to align itself with national transformation imperatives to unlock growth, drive industrialization, create employment and contribute to skills development.

NTCSA encourages its suppliers to constantly strive to improve their B-BBEE rating. Whereas Tenderer/s will be allocated points in terms of a preference point system based on specific goals, NTCSA also requests that tenderer/s submits their B-BBEE improvement or retention plan within 30 days of signing the contract.

Tenderer/s are therefore requested to indicate the extent to which they will maintain (only if the respondent is a Level 1) or may improve/maintain their B-BBEE status over the contract period if their B-BBEE status is level 2 or 3. Tenderer/s with a B-BBEE status level 4 at the time of contract award, shall migrate and achieve as a non-negotiable a milestone of B-BBEE Level 3 by the end of the first year of the contract and thereafter improve their B-BBEE status level or migrate by one level higher.

Tenderer/s with a B-BBEE recognition status of Level 5 to Level 8 or non-compliant at the time of contract award, shall migrate and achieve as a non-negotiable a milestone of Level 4 by the end of the first year of the contract and thereafter improve at least one B-BBEE Level higher of each year from the second year of the contract.

Tenderer/s are requested to submit their B-BBEE Improvement Plan as an essential document within 30 days of signing the contract.

NB: A valid B-BBEE certificate or Sworn Affidavit is a condition for contract award, if your company's annual Total Revenue is R10 Million or less you qualify as an Exempted Micro Enterprise therefore you can submit Sworn Affidavit. If your annual Total Revenue is R50 Million or less, you qualify as Qualifying Small Enterprise and must comply with all of the elements of QSE score card relevant to your sector unless an entity is at least 51% Black owned you are required to obtain a Sworn affidavit. If your Annual Total Revenue is above R50m you need to submit a Valid B-BBEE certificate

In terms of the Preferential Procurement Policy Framework Act (PPPFA), the 80/20 scoring system will be applicable to this tender".

Ps = Points scored for price of tender under consideration
 Pt = Price of tender under consideration
 Pmin = Price of lowest acceptable tender

80% Price, 20% BBBEE

B-BBEE	Number of Points (80/20 system)
1	20
2	18
3	14

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

4.1.3 Accelerated Shared Growth Initiative - South Africa (ASGI-SA)

Not applicable.

4.2 Subcontracting

4.2.1 Preferred subcontractors

Not applicable.

4.2.2 Subcontract documentation, and assessment of subcontract tenders

Not applicable.

4.2.3 Limitations on subcontracting

Not applicable.

4.2.4 Attendance on subcontractors

Not applicable.

5 Working on the Affected Property

5.1 Employer's site entry and security control, permits, and site regulations.

Successful service provider will need to undergo vetting by the State Security Agency before commencement of services.

5.2 People restrictions, hours of work, conduct and records.

Compliance to the Private Security Industry of South Africa regulations guidelines on working hours and relief of personnel where it is applicable.

5.3 Health and safety facilities on the Affected Property

Refer to Health and safety risk management in point 3.1

5.4 Environmental controls, fauna & flora

Refer to Environmental constraints and management in point 3.2

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

5.5 Cooperating with and obtaining acceptance of Others

5.6 Records of Contractor's Equipment

The Contractor shall keep and maintain their own inventory and record of their equipment and items used on site.

5.7 Equipment provided by the Employer.

The Contractor shall be responsible for any loss or damage to any equipment or items issued by the Employer. This equipment and /or items will be issued at the Employer's discretion.

5.8 Site services and facilities

5.8.1 Provided by the Employer

This is a mandatory cross reference from clause 25.2 in TSC3. State what the *Employer* will provide in the way of power, water, waste disposal, Telecomms, ablutions, fire protection and lighting (etc) on the Affected Property. Give hook up locations and any constraints on how the hook up is to be done. Always conclude by stating that the *Contractor* shall provide everything else necessary for Providing the Service.

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

5.8.2 Provided by the Contractor

This will be applicable as described in the scope of work.

5.9 Control of noise, dust, water and waste

Contractors shall provide clean water and waste bins where static guards are deployed within the Eastern Cape borders.

6 Schedule of Deficiencies and Penalties

No	Deficiency	Penalty
1	Security officer (SO not posted on duty as agreed upon. (Short posting)	One shift cost deduction
2	SO intoxicated/ or under the influence of liquor or drugs.	Permanent removal of SO from NTCSA contract duties.
3	Refusal by SO to comply with lawful instruction.	Permanent removal of SO from NTCSA contract duties.
4	Sleeping on duty.	One shift cost deduction
5	Desertion of post by SO	One shift cost deduction
6	Negligent by SO in the performance of their duties	Permanent removal of SO from NTCSA contract duties.
7	SO late for duty (tantamount to short posting)	One shift cost deduction
8	SO without a functional torch or spot light	10% deduction of the SO shift rate
9	SO or site without a functional radio or PTT or Cell phone	10% deduction of the total monthly site cost
10	No functional panic button on site	10% deduction of the total monthly running cost
11	SO not wearing bullet proof vest. Vests worn without plates and wearing of non-level 3 bullet proof vests will be deemed as no bullet proof vest was worn.	50% deduction of the SO shift rate per occurrence
12	SO not armed in one shift	50% deduction of the shift rate
13	Non submission of guard patrol tracking reports	Non-payments of the total services (i.e., the cost for the SOs)
14	Non submission of site inspections reports by Inspector and Operational Manager.	Non-payments of the total services (i.e., the cost for the SOs, overhead expenses)
15	Late reporting of patrol teams at designated reporting site.	Total shift cost deduction (i.e., the cost for the SOs, vehicle)
16	SO not wearing proper uniform items or uniform is worn out.	One shift cost deduction
17	SO not in possession of a baton or handcuffs.	10% deduction of the SO shift rate
18	Unavailability of patrol teams on call out.	Total shift cost deduction (i.e., the cost for the SOs, vehicle)
19	No Fire Extinguisher or First Aid Kit.	One shift cost deduction
20	Deviation from the required route without permission	One shift cost deduction

ALL THE FINES MUST BE DEDUCTED AND SPECIFIED ON THE MONTHLY INVOICE

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

7 THE CONTRACTOR PERFORMANCE SCORE CARD

KPA1	KPA	EVIDENCE	TARGET RATING	RATING Low=1 to Excellent=5
Service Delivery	Compliance to scope of work and requirements	Non-Conformance reports/ NP reports	3.5	
Customer Satisfaction	Improved customer services/ perceptions	Customer Survey	3.5	
Compliance	Legal & Regulatory Compliance	Report on Compliance / Inspection/ Audit Reports	3.5	
Crime and Incident Management	Incidents	Incident Reporting	Immediate Reporting/within 24hrs (3.5)	
	Incidents	Incidents Incident report Reduction in incidents	Reduction in incidents by 10% (3.5)	
	Losses	Zero Losses Report	Zero Losses (3.5)	
	Successes/ Recoveries	Reports	Increase by 5% (3.5)	
	Proactive initiatives	Crime prevention plans	At least 3 per quarter (3.5)	
Training	Attendance at training	Training report	95% compliance (3.5)	
	Record keeping	Training files	100% compliance (3.5)	
Firearm training and compliance	Compliance to Eskom and regulatory standards	Compliance reports/ inspection reports	100% compliance (5)	

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

8 SCOPE OF WORK

Security Contractors Supervisor

Security Risk Management _____

Scope of works for Supervisors of (Company name) for _____ (Company

name for duration of contract _____ (Start date) _____ (End date).

Supervisor details: _____ (Name) _____ (Tel)

8.1 Content of Scope of Works for guard posting at contracted sites

- A. Knowledge of scope of works / work instructions of all NTCSA sites under his/her supervision.
- B. Will train all guards according to scope of works and work instructions applicable for specific site.
- C. Guards posted on site according to the request for site with Grade C, Company ID Card, PSIRA ID card, operational equipment as per contract scope of works on site must all be in place when guard is posted.
- D. Security Company will be responsible for their own accommodation, meals and transport (**NO guard will stay on NTCSA site**).
- E. All sites to have 24-hour communications - cell phones / fixed dial / panic buttons / radios.
- F. Emergency files with all company procedures in on site.
- G. All sites will have manpower file with details of guards.
- H. No guards will be removed or changed at sites before NTCSA Security Risk Management Supervisor is notified verbally and a written report submitted of the reason, details of guard and details of replacement guard.
- I. All sites must be visited twice a week (one day shift, one night shift visit).
- J. Weekly site reports must be completed, fully and correctly, and submitted no later than 10h00 every Wednesday (week Thursday to Wednesday).
- K. When site has been visited, an OB report must be written in site OB. OB report must contain the following information:
 - name of guard on duty
 - time / date of visit

THE PROVISION OF PHYSICAL GUARDING SERVICE AT NTCSA AND NATIONAL KEY POINT - TELECOMMUNICATIONS SITE SECURITY REQUIREMENTS FOR PORT ELIZABETH, MTHATHA, EAST LONDON AREA WHICH CONSIST OF HIGH SITES SITUATED IN VICINITY OF EASTERN CAPE OVER A PERIOD OF THIRTY-SIX (36) MONTHS

- details of supervisor who made visit,
 - stance of operational equipment
 - firearm inspected,
 - registers inspected,
 - all faults reported,
 - all problems reported by guards - cross-reference with OB no.; date; time (this must also be reflected on weekly report under "general").
 - emergency equipment checked - fire extinguisher / first aid kit.
 - toilet clean.
 - Guard post neat and tidy.
 - Guards dressed in full uniform and bullet proof vest and neat and tidy.
- L. Make sure all registers are in place as per site and neat and tidy.
- M. Guard post neat and tidy.
- N. Guards dressed in full uniform and bullet proof vest and neat and tidy.
- O. All equipment is in good working condition.
- P. All complaints from NTCSA employees will be noted and immediately reported to NTCSA Officer Security Operations by Supervisor responsible for site.
- Q. Only orders given by NTCSA Security Risk Management Supervisor for site will be carried out.
- R. Incident flash report will be done as follows:
- Immediately telephonically to Security Risk Management Supervisor responsible for site.
 - Written flash report within 04 hours containing of the following details:
 - What happened
 - When (date and time)
 - Where,
 - Who (responsible / on duty / persons involved)
 - How,
 - Affidavits of security guards on duty and supervisor
 - Full report in 08 hours to NTCSA Security Risk Manager.
 - Supervisors and guards of (company name) will adhere to NTCSA:
 - ✓ Health and Safety Act
 - ✓ Emergency Plan per site.
 - ✓ Scope of Works
 - ✓ Work Instructions.

