

3. Scope of Work

3.1 Services required covered in the scope

The scope of work is for the supply of security officers to safeguard Eskom Camden Power Station assets which includes the following:

- 1 The Provision of Security Services for Tactical Response and Special Operation for a period of 36 months at Camden Power Station
- 2 The Security service provider, herein referred to as the contractor, shall be expected to execute duties as mentioned in each security post and other areas not mentioned but deemed critical to the station performance
- 3 Tactical Response and Special Operation (PSIRA Grade B, C guards and where applicable NKP guards)
- 4 The supplier of Security Services (Contract security) will be required to safe guard and protect / escort Eskom personnel and contractor during and after hours in high risk areas, and situation as determined by security risk and threats.

3.2 Services required

1. Personnel

Number of security guard needed or required **16 per shift** including the Grade B supervisor on each shift. This means that the total number of security officer required is **32 inclusive of Dog Handlers (16 day shift and 16 night shift)**. The nature of duties shall entail but shall not be limited to the following:

- Patrolling, monitoring, safeguarding of affected critical and vulnerable plant and other random proactive patrols in and around targeted areas and shall focus on detecting, detecting, deflecting and defending against act of criminality such as plant tempering, vandalism, unauthorised access, unauthorised removal of copper cables, other asset and equipment, bypassing security measures, security breaches, security incidents and industrial actions
- Fully kitted uniformed security officers equipped with appropriate personal protective equipment (body armour, helmets, protective and BR shields, holsters, etc) appropriate arms, to manage and control violent incidents or other situations
- Immediate deployment to crime or incident scenes
- Fast and effective high risk tactical response services
- Intervention/ reaction to any life-threatening situation(s) on Eskom sites
- Ability to mobilise and deploy Teams at short notice within reasonable and acceptable timeframes
- Situational reports and a complete operational report - Daily briefings and debriefings on location (issuing of tasks)
- Video recordings of all incidents (events/situations) that require tactical response
- Safeguarding of critical / vulnerable assets until the crime situation has stabilised

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2. Escorting Services (PSIRA, Grade C)

Armed escorting services entail the escorting of Eskom personnel and contractors during and after hours in high risk areas, and situations as determined by security risks and threats

3. Firearms

- Only Eskom approved firearms namely, 9mm pistols, Rifles and Shot guns shall be allowed for usage in terms of this contract. Revolvers are specifically excluded for usage as per this contract
- Armed Security officers must have the following in his/her possession whilst on duty: firearm competency certificates, ID card, PSIRA Card, daily firearm permit for the specific firearm in possession thereof
- Security Company is responsible for providing firearms, ammunition, firearm safe and registers as per Firearm Act; this includes issuing of firearm permit whilst on duty
- Only company firearms licensed in the security service providers name may be utilised as per this contract
- The contractor must ensure provision of equipment/facilities for making firearms safe. A procedure to that effect, should also be in place
- Each armed security officer must be provided with two full (ammunition) magazines
- The service provider must ensure that Security officer's private firearms are not utilised for their business purposes, in terms of this contract
- Firearms must comply with the firearm Control Act Requirements as indicated below
 - Company's Firearm licence valid for 5 years (Mandatory)
 - Appointment of the responsible person/Armoury manager (Mandatory)
 - *Firearm competency certificates of owner or appointed responsible person (Mandatory)*
 - Training records of owner or appointed responsible person for handle and use of firearms for business purposes – all prescribed firearms and Knowledge of Firearm Control Act (FCA) from a SASSETA accredited institution (Mandatory)
 - The company must have a firearm safe handling procedure (*Info required before contract commencement*)
 - security guards to carry firearms must be trained on use and handle of firearms for business purpose (*Info required before contract commencement*)
 - Security guards to carry firearms must have SAPS competency certificate (*Info required before contract commencement*)

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4. Security Officers Qualification Requirement (Grade B, C & NKP)

- All Security officers must be registered with PSIRA at the required grade
- Security officers must be in possession of their PSIRA and company I D card at all times
- Armed Security officers must possess firearm competency certificates (issued by SAPS) and carry it at all times
- Armed Security officers must always carry Firearm permits as per the Firearm control Act
- Armed Security officers must have completed SASSETA training on the specific firearms they are expected to use
- Armed security officers should have undergone Regulation 79 training and continue to do so for at least once per year
- Security officers will be expected to sign a declaration of Secrecy, before commencements of their duties in terms of this contract
- Security officers may be subjected to a screening process
- Security officers should not have been convicted of any criminal offence and should disclose all pending criminal prosecutions against them. Non-disclosure of such will result in the officers' automatic removal from Eskom site or duties
- Security officers should be able to read and write and express themselves well in English
- Security officers may be required to undergo a polygraph tests as and when required
- Security officers tasked as dog handlers must have been trained at an accredited institution and have appropriate qualification as dog handlers
- Security officers expected to perform driving activities as part of their tasks should have undergone driver training at an accredited institution
- Security officers will not be allowed to access IT networks registries, communication networks or any sensitive/zoned areas even when responding to alarms
- Security officers should be trained on the Standard Operating Procedures (SOPs) relevant for their site of deployment and/or be made available for training by Eskom at no additional costs on any process or procedure necessary for them to do their duties Proof of training must be kept on file and availed to Eskom on request
- No security officers are to be deployed in terms of this contract, before undergoing necessary Eskom induction, training and assessments Eskom reserves the right to remove such Officers that have not complied with this requirement from their sites or duties as per this contract at the cost to the contractor

5. Training

All Security personnel deployed must be trained in terms of the various legislative requirements (Private Security Industry Regulatory Authority (PSIRA), National Key Point (NKP), Firearm Control Act (FCA)) All Security personnel to comply with the continuation and refresher training in terms of the NKP and FCA

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6. Supervision

All deployed guards must be supervised by a PSIRA Grade B supervisor. The supervisors must ensure that guards deployed at rural/ remote sites or areas with transport challenges are assisted to reach the sites. Smaller and remote sites will require a roaming Supervisor. The posting of guards is required to be done by the Supervisor at all sites (the practice of "self-posting" is not permitted). All equipment must be tested during each and every shift change.

7. Communication

The service provider must ensure suitable continuous communication between operational control room and their deployed staff. Either one or more of the following mediums of communications shall be provided as per user requirements: hand-held radios, satellite radio, contracted cell phones, base radios and push to talk (PTT).

8. Contingency plan

The service provider must have contingency plans in place for the following:

- Own Strike/Labour unrest amongst own staff
- Shortage of Manpower due to e.g. absenteeism, sick leave, annual leave
- Equipment Failure e.g. Vehicle breakdown and Communication system

9. The working times / Shifts

- Working times determined by PSIRA – 48 hours per week Shift workers and 45 hours per week days
- The security service is required 24 hours a day on a two shift cycle i.e. 06:00 to 18:00 dayshift and 18:00 to 06:00 night shift
- A signed off reviewed list of Security officers deployed in terms of this contract must be provided on monthly basis, within 5 days prior to the commencement of the new month
- The contractor is responsible to ensure that every shift complement is satisfied before commencement of the shift
- Safe handling of firearms during shift changes must be adhered to at all times. The contractor must ensure that a procedure is put in place to that effect
- Safes must be provided by the contractor for the safekeeping of firearms not in use
- The Security Officers will be expected to do a pre-job / daily risk assessment and safety talks before commencement of every shift

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10. Security Registers

- The Security Service provider will be required to provide with the Occurrence books, Visitors and After-hours register where necessary
- Occurrence book to be correctly completed by Security officers and supervisors listing all occurrences and visits on site
- Visitors register to be completed daily and filed on site for future reference and pages must be numbered
- Contractor must ensure that quality registers are provided Register must remain bonded, with no loose pages
- Accurate records of all occurrences are to be kept for a minimum of 12 months post the occurrence and should be made readily available to Eskom at any time

11. Incident Reporting and Investigation

- All incidents and response to incidents must be handled according to the relevant SOPS and/or work instructions for each site
- All incidents and response must be immediately reported to the Eskom control room
- The SAPS must be contacted immediately only for criminal incidents or suspected ongoing criminal activities
- Weekly status reports are to be supplied by the service provider
- The contractor is to ensure that all involved personnel are available for relevant court proceedings, incident investigations and assist Eskom and the SAPS in their investigations as and when required
- All incidents (including incidents in terms of the Occupational Health and Safety Act), should be reported within 24 hours and a preliminary investigation report provided within 24 hours as well as a final Incident investigation report within Seven (7) days

12. Vehicles

The following vehicles must be supplied by the security services provider for the duration of the contract as follows

- Two (2x) 4x4 LDV double cab vehicles for patrol purposes
- The vehicle utilised to be fitted with SABS approved seatbelts
- Each vehicle must be fitted with searchlight
- Vehicles to be equipped with a local global positioning system or any other vehicle tracking device or system
- A maximum of 6000 kilometres for both vehicle is allowed per months for patrol purposes including travelling to town to fill up with fuel

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13 Acquisition K9 (Dogs)

The supplier is required to supply Dogs to site for the duration of the contract 36 months as and when required with the following

- Supply eight (8) Dogs for operations of which four must be sniffer dogs and four patrol dogs
- A medical fitness certification for the required Dogs
- *Operational fitness certificate of the dogs*
- Supplier must have K9 kennels, storage for food, training facilities as well as logistical support for operational purposes?
- Supply the K9 positive identification (microchip)?
- Supply physical, mental or social anomalies in terms of congenital abnormalities
- Supply a vaccinated certificate and deworming certificate which is up to date?
- Supply a certificate that K9's has been assessed for phobia, noise and be able to work in this kind of environment (construction site)?

14. Documentation

The following documentation is to be supplied by the security service provider within two weeks before a Task order can be issued and commencement of the contract

- List of all potential security officers intended to be deployed on Eskom sites in terms of this contract
- Certified ID copies, PSIRA certificates and security clearance certificate of all security officers
- 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 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 Dog handlers training certificates for all handlers
- 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.*
- Standard operating procedures per site to include the following but not limited to and should be approved by Eskom representative before application
 - *Wearing of uniform standard*
 - *Communication procedure*
 - *Firearm handling procedure*

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- Shift changes
- Response process

15. Safety Requirements

- All vehicles utilized to transport staff, must be fitted with SABS approved seatbelts
- The Service provider is responsible to ensure that the security officers deployed at Ad-hoc sites have access to a shelter, water and sanitation
- All Security officers should receive a safety induction before they can be deployed on Eskom sites
- Safety recommendations following an incident shall be implemented by all Security Service providers to prevent further reoccurrences at any of the Eskom site, as per allocated timeframes
- Open fires, the use of bar heaters and hotplates as heaters at Eskom sites, is totally prohibited
- Security officers should observe the provisions of the Criminal procedure Act and all relevant legislation regarding the use of minimum force Security officers should at all-time use minimum force sufficient to bring the situation under control and such force shall cease as soon as the situation is brought under control No deliberate assault on suspects will be condoned

16. Operational equipment requirements

- A list of equipment shall be fully specified as per sites requirements in the bill of quantities (BOQ) Eskom will provide specifications for mobile guard houses and facilities
- Service providers must supply this on an "as and when" required basis
- The specification will be determined per the task order All vehicles must be quantities (BOQ) Eskom will provide specification for mobile guard house and facilities

17. Salaries and Payment

Security companies shall pay security guard at least the minimum wage specified on the Sectorial Determination, of the Private Security Sector, South Africa Register all security guards with the Department of Labour UIF, COID and provident fund

18. Uniforms

- The contractor must comply with legislative requirement (PSIRA Regulation 13) Uniform items must be kept in clean, neat and good condition at all times
- Uniform must be functional in terms of the environment where security staff are deployed
- Bullet proof vests shall be worn as part of uniform by all security officers Only Eskom shall indicate

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- The supply must ensure that all the employees or work force have the relevant tactical Response and Special Operation uniform or gear (i.e. protective shields, baton sticks, etc)

19. Occurrence Book

- Service provider shall record duty on and off in the Occurrence Book
- Check for any reports of security interests from the person handing over and record this in the occurrence book for future reference.
- All patrols must be logged in the OB and cross reference the feedback as follows
 - Book out and back from patrol
 - Record all irregularities found during the patrol
 - Record and specify times and places patrolled
- Record all incidents reported to Protective Services
- After shift completion, the supplier shall record a proper shift hand over to the next reliever and ensure that he/she notes all irregularities
- The Supplier's Security Responsible (Supervisor) person shall record all visits to the premises in the occurrence book and place his/her signature next to entry

20. Dress Code

All Suppliers' Security guards shall dress in full uniform when on duty and no private clothes will be permitted to be worn with their uniforms.

The supplier shall ensure that security guards uniforms are always neat and clean when on duty

Reflective vests (bibs) will be worn with the uniform when required

The supplier shall ensure that security guards are provided and wearing body armour vest with uniform at all time

The supplier shall provide correct PPE to the security guards (firearms prescribed by Eskom, torches, panic buttons, hand held radios, rain suits, safety boots and hardhats prescribed by Eskom)

21. Non Performance

Schedule of Deficiency and Penalties.

No	Deficiency	Penalties
1	Security officer not posted on duty as agreed upon (short posting)	One shift cost deduction

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2	Security officer intoxicated or under the influence of liquor or drugs	Permanent removals from Eskom site and contract.
3	Refusal by security officer to comply with lawful instruction.	Permanent removals from Eskom site and contract.
4	Sleeping on duty	One shift cost deduction
5	Desertion of post	One shift cost deduction
6	Negligent by security officer in the performance of their duties	Permanent removals from Eskom site and contract.
7	Security officer late for duty	One shift cost deduction
8	Security officer without correct PPE, functional two way radio and torch.	10% deduction of the total monthly site cost.
9	Security officer not armed whilst on duty	50% of shift deduction rate.
10	Non availability of patrol vehicles during shift	No kilometres can be claimed for the shift/day.

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4. Acceptance

This document has been seen and accepted by

Name	Designation
MM Seephe	Officer Security Operations
Grace Mandlazi	Snr Advisor Technical Support

5. Revisions

Date	Rev.	Compiler	Reason for change
February	1	Malose Mongatane	First draft for review

6. Development Team

The following people were involved in the development of this document

- Malose Mongatane
- Meshack Seephe

7. Acknowledgements

- None

Appendix

None

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