

## **Specialised Security Services: Provision of Close Protection Officers (As and When required)**

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### **Annexure A - Scope of work**

#### **1. General requirements**

Successful Bidders will be required to provide the following Services (but not limited to) in a diligent manner-

- 1.1 Provision of Close Protection services to provide certified Armed Close Protectors, in line with PSIRA requirements, and provide unmarked Vehicles (determined by Eskom Group Security) to transport Eskom personnel, to be available seven days a week (including public holidays as and when required). This is an as and when required contract. The number of CPO officers will be deployed according to the risk assessment and deployment determined by the Eskom Group Security Contracts Manager.
- 1.2 Assess the threat levels and risks to the principals.
- 1.3 Intelligence gathering to plan and prepare risk mitigation strategies to minimise risk and threat to principals.
- 1.4 Liaise and communicate with principals, Eskom contracts manager and other Close Protection Officers on assignment using reliable form of communication devices.
- 1.5 Always establish and maintain secure environments.
- 1.6 Always maintain the safety and security of principals whilst on foot.
- 1.7 Always maintain the safety and security of principals whilst in transit.

1.8 Always maintain the safety and security of principals between venues.

1.9 Always maintain the safety and security of the principal and close family members whilst at home.

1.10 Maintain security personal awareness.

## **2. Security Vetting of the Successful Bidder's Personnel**

2.1 The award of a bid is conditional upon the shortlisted successful Bidders passing security vetting by Eskom Group Security.

2.2 Eskom reserves the right at its sole and absolute discretion to do a security check (vetting) on the successful Bidder, its Directors and Security Officers deployed or assigned to Eskom and involved and with the performance of the Services.

2.3 The Bidder and its Directors must submit consent forms as may be reasonably requested by Eskom, to enable Eskom to conduct such security checks as aforementioned.

2.4 Security vetting shall include, but not be limited to, checks on criminal records, credit references and identity documents.

2.5 Where Eskom, in its sole discretion, finds any of the successful Bidder's Personnel deployed at Eskom to be a security risk, Eskom will inform the successful Bidder accordingly in writing and the successful Bidder will be required to immediately remove such Personnel.

2.6 Failure to affect such a replacement of the successful Bidder's Personnel, with a suitably trained and equally graded substitute within a period of twelve (12) hours after having been so informed by Eskom, will constitute a Performance Failure.

2.7 The successful Bidder must ensure that prior to commencement of employment the successful Bidder's Personnel undergo security vetting.

2.8 The successful Bidder shall conduct a criminal status screening of its Personnel annually, and Eskom may at any time verify the results of such security vetting.

2.9 All CPO officers are required to sign the Eskom Non-Disclosure Policy prior to deployment.

### **3. Relevant Registration, Certification, and Identification Cards**

3.1 All Close Protection Security Officers must be registered with PSIRA.

3.2 All Close Protection Security Officers must have a working knowledge of evacuation procedures in terms of the Occupational Health and Safety Act, 1993 (Act No. 85 of 1993).

3.3 Close Protection Security Officers must always have their Identification Cards (include PSIRA information), valid firearm permits, and competency certificates on them.

### **4. Medical / Fitness Requirements**

4.1 All Close Protection Security Officers must undergo medical and physical fitness examinations at least once per year.

4.2 All Close Protection Security Officers must undergo psychological assessments at least once a year or following a trauma, particularly involving death, prior to deployment at Eskom.

### **5. Uniforms**

5.1 The successful Bidder must be in possession of Eskom's Standard Operating Procedures pertaining to Personnel Protection Equipment (PPE), including but not limited to, bullet resistant jackets (Level III, Eskom standard), firearm holsters, and the successful Bidder must issue the PPE accordingly and within PSIRA and Group Security requirements and prescripts.

5.2 Close Protectors must wear appropriate dress code.

### **6. Training**

- 6.1 The successful bidder must ensure that all Close Protection Officers have access to a certified shooting range approved in line with SABS and the Firearms Control Act, 2000 (Act No. 60 of 2000).
- 6.2 All Personnel have access to trainers, moderators, and assessors in accordance with the PSIRA and/or Security Sector Education Authority (SASSETA).
- 6.3 The successful Bidder must develop and implement a firearm training plan, including refresher courses in line with the Firearms Control Act, 2000 (Act No. 60 of 2000).
- 6.4 All Close Protection and Tactical Officers rendering the Services to Eskom in terms of this contract must undergo the Advanced and defensive driving and the Advanced VIP Protection training.

## **7. Behavioural requirements:**

### **The successful Bidder's Close Protection Security Officers must not-**

- 7.1 Consume alcohol, take illegal drugs, or possess such substances whilst on duty.
- 7.2 Report for duty whilst under the influence of any intoxicating substance.
- 7.3 Sleep whilst on duty.
- 7.4 Leave a post unattended without the superior's permission.
- 7.5 Be dishonest at any time during the contract term.
- 7.6 Become embroiled in arguments in view of the principals or other members of the public.
- 7.7 Commit a Security Incident or use unauthorised electronic devices or illegal electronic connections.
- 7.8 Aid and/or abet in the commission of a Security Incident.

## **8. Management Responsibilities**

- 8.1 Management must ensure the following:
- 8.2 All Close Protection Security Officers assigned to Eskom personnel are properly trained, fit-for-purpose, reliable, of reputable background, of sound character and able to perform their duties.

8.3 Close Protectors conduct a handover on completion of all assignments.

8.4 All Close Protection Officers deployed at Eskom do not have criminal records.

8.5 All Close Protection Officers conduct themselves in a disciplined and professional manner, as required by the *Code of Conduct for Security Service Providers, 2003* and the successful Bidder's own Disciplinary Code and Procedures and Eskom's policy and procedures (Cardinal Rules included), whenever they are at an Eskom Site / event or with the Eskom personnel.

8.6 All Close Protection Officers adhere to the dress code regulations, Eskom policies, standard operating procedures and Safety and Security instructions.

8.7 Incident investigation reports are prepared and submitted to the relevant Eskom Authorised Representative or his/her appointed delegate within four (4) hours of the Security Incident or Emergency occurring.

8.8 All invoices must comply with Eskom invoicing principles and shall contain a detailed description of the services rendered.

8.9 Management must be available to attend unscheduled meetings which may be called by Eskom to discuss any matter regarding the performance of Services, at its sole discretion.

## **9. Incident report format**

- Date of incident and time
- Area and address where the incident happened
- Details of the Close Protector managing the incident
- Details of the Eskom employee involved in the incident
- Details regarding the SAPS station the incident has been reported to
- Details of the hospital where the employee is treated, where applicable
- Details of the vehicle used for the protection
- Details regarding the findings of the incident

## Annexure B – Service Levels and Financial Penalties

No.	Service Level	A short description of the performance failures	Financial Penalty
1.	The Service Provider must ensure that Close Protection Officers undergo: A Medical and Physical Fitness Examination at least once in a year. Advanced and defensive driving at least once a year.	The Service Provider fails to submit the required proof of the CPO undergoing the required examinations or training before the end of the 12-month period.	R2 500.00 per incident of non-compliance.
2.	The Service Provider must ensure that Security Incident or Emergency investigation reports are prepared and submitted to Eskom Authorised representative or his/her delegate. The Service Provider must strictly adhere to all the requirements of Eskom Group Security regarding recording and reporting of Security Incidents and Emergencies.	Security Incident or Emergency occurring, to the Eskom Authorised Representative or his/her delegate.  The Service Provider fails to prepare and submit a full investigation report within one (1) day of the occurrence of the Security Incident to the Eskom Authorised Representative or his/her delegate.	R1 500.00 per Emergency or a Security Incident, in respect of a failure to submit a report.
3.	Close protectors not wearing the appropriate dress code.	Inappropriate dress code.	R1 000 per incident
4.	Close Protectors must have the Identification Cards on their person always.	Close Protectors fail to have the Identification Cards on their person.	R1000 per incident
5.	Close Protectors must not: <ul style="list-style-type: none"> <li>• Consume alcohol, take illegal drugs, or possess such substances whilst on duty.</li> <li>• Report for duty whilst under the influence of any intoxicating substance.</li> <li>• Sleep on duty; or</li> <li>• Use an unauthorized electronic device or electronic connections.</li> </ul>	Close Protectors commits any one of the prohibited acts.	R500.00 per incident of non-compliance.

6.	<p>Close Protectors must not:</p> <ul style="list-style-type: none"> <li>• Commit a Security Incident.</li> <li>• Aid and abet in the commission of a Security Incident.</li> </ul>	Close Protectors commits any one of the prohibited acts.	R3 500.00 per incident of non-compliance.
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## Mandatory Requirements

### Stage 1

The bidder must comply to the following mandatory requirements to respond to this tender. Bidders who are **NOT** compliant will be disqualified. The bidder must demonstrate their capability with regards to the following requirements:

Item	Description	Comply	Not Compliant	Comment
1.	Company must have a valid Private Security Industry Regulatory Authority (PSIRA) certificate in the name of the company and/or Close Corporation as per the industry Circular dated 10 March 2015 issued by the Private Security Regulatory Authority effective from 01 December 2014. (Submit original or certified copy).			
2.	Recent letter of good standing not older than six months from Private Security Industry Regulatory Authority (PSIRA) certificate in the name of the company and/or Close Corporation. (Submit original or certified copy).			
3.	Valid letter of good standing from Workman's Compensation (COIDA) in the name of the company and/or Close Corporation. (Submit original or certified copy).			
4.	Valid Unemployment Insurance Fund (U.I.F) registration certificate in the name of the company and/or Close Corporation. (Submit original or certified copy).			
5.	Proof of competency training for the proposed protectors (Attach certificates from approved PSIRA accredited institutions).			



6.	Firearms licenced in the name of the close protector or the legal entity of the service provider (Submit certified copies of the licences).			
7.	Surveillance and counter Surveillance that identifies and deters potential attackers prior to any attack, including the use of drones (Where necessary).			
8.	CPOs trained in evasive and defensive driving. (Attach certificates from accredited institutions including driver's licence/s).			
9.	First Aid competence of CPOs. (Attach certificates from accredited institutions).			
10.	Three relevant contactable references.			
11.	Minimum 5 years in implementing close personal protection services.			
12.	The Service Provider must be able to supply reliable vehicles as and when required. (Submit certified copies of vehicle certificates in the name of the company and/or Close Corporation or confirmation from a leasing company).			

## Stage 2

### Technical/Functional Scoring Criteria

Bidders who do not obtain a minimum of 80% functionality will not go through to the proceeding phase. Presentations and site visits may be required and will be communicated to shortlisted bidders.

No.	Criteria	Weight
1.	<u>Company Experience</u> Bidders must provide company profile and demonstrate company experience in executing the work required refer to the scope above. (Minimum 10 years' experience).	>10 years 45% Between 5-10 years 30% Less than 5 years 20%
2.	<u>Key CPO Personnel</u> Qualifications, certifications, experience, and CVs of nominated CPO officers.	8-10 CPO officers 20% Less than 8 CPO officers 10%
3.	<u>Approach and Methodology</u> Bidders must provide their approach and methodology to be followed for Close Protection Officer Services.	20% Percentage will be based on the transparent and comprehensive approach to CPO services.
4.	<u>References</u> Reference letter from the clients (3) confirming Closed Protection Officer Services rendered.  The reference letter or list should include the following: name of the entity, contact person, designation of contact, contact number, contract value and contract period.	15% 5% per reference

Signed by:



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Poppy Lukhele

Manager: Executive Protection