	Scope of Work	Security
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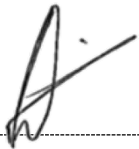
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Compiled by



Wayne Cairns
Executive Protection Manager

Date: 2025-09-02

Supported by



Mokgadi Mthimunya
Middle Manager NSCC

Date: 2025 /09/02

Authorized by



Remone Govender
Senior Manager Security Solutions

Date: 2025.09.03

Content

	Page
1. General Requirements.....	3
2. Security Vetting of the Successful Bidders Personnel.....	4
3. Relevant Registration, Certification and Identification Cards	5
4. Medical/ Fitness Requirements.....	5
5. Training	6
6. Personal Protective Equipment.....	6
7. Behavioural Requirements	7
8. Management Responsibilities	7
9. Incident Report Format	8
10. Service Level and Financial Penalties	8
11. Meetings.....	10
12. Use of Standard Forms.....	10
13. Invoicing of Payments.....	10
14. Records of Defined Cost.....	11
15. Accelerated Shared Growth Initiative – South Africa (ASGI-SA)	11
16. BBBEE and Preferencing scheme	11
17. Cataloguing requirements by the Contractor.....	11
18. Services and other things provided by the Employer	11

Tables

Table 1: Stage 1 Mandatory Requirements.....	12
Table 2: Technical/Functional Scoring Criteria Stage 2.....	14
Table 3: Site Visit.....	15

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1. General Requirements

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

- 1.1 Provision of Close Protection services to provide certified Armed Close Protectors, in line with PSIRA requirements, and provide suitable unmarked Vehicles (determined by Eskom contract Manager) to protect Eskom Holding SOC and subsidiary Executives, to be available seven days a week (including public holidays as and when required). This is an as and when required contract.
- 1.2 The Close Protection services may also be extended to any employee who after a risk assessment has been done on such employee, is identified as a high-risk employee, due to treats received related to Eskom work performed or to be performed in his/her line of duty.
- 1.3 The Close Protection Officers must have a minimum of 3 years' experience in the Close Protection industry.
- 1.4 The service provider must have a national footprint with Close Protection Officers available nationally.
- 1.5 If accommodation and meals need to be arranged, then the rates quoted can't be higher than Eskom rates at the time of booking.
- 1.6 Utilise advanced security technologies such as GPS tracking and surveillance systems to enhance the protection of principals.
- 1.7 Information and Intelligence gathering to plan and prepare risk mitigation strategies to minimise risk and threat to principals.
- 1.8 Liaise and communicate with principals, Eskom contracts manager and other Close Protection Officers on assignment using reliable form of communication devices that is connected to a 24-hour operational control room (two-way radios, PTT, Cell phone, microphone earpieces).
- 1.9 Always establish and maintain secure environments by conducting Threat Assessments in areas where the principal is most vulnerable or at 'risk' and able to manage the risk by means of planning the day-to-day routine in a safe environment utilising appropriate techniques to protect the principal
- 1.10 Always maintain the safety and security of principals whilst on foot, in transit and between venues.

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- 1.11 Ensure the safety and security of the principal's family members as and when required.
- 1.12 Develop and implement a comprehensive emergency response plan for various scenarios, including medical emergencies and security breaches.
- 1.13 Establish a continuous improvement process to regularly review and update security protocols and procedures based on feedback and new developments.

2. Security Vetting of the Successful Bidder's Personnel

- 2.1 The award of a bid is conditional upon the shortlisted Bidders passing security screening checks by Eskom Group Security.
- 2.2 Eskom reserves the right at its sole and absolute discretion to do background security screening checks (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 Bidders to note that the vetting and screening conducted by Eskom's Vetting Fieldwork Unit in conjunction with the State Security Agency, is excluded from the protection under the Protection of Personal Information Act 4 of 2013 as it concerns national security. *(Hence no consent needed for vetting and screening of all contractor representatives or employees).*
- 2.4 All bidders by submitting their bids acknowledge and accept clause 2.4 above that they will be subject to Eskom's vetting/screening process.
- 2.5 The Security vetting/screening checks shall include, but not be limited to:
 - criminal record checks
 - credit checks
 - Reference checks
 - Identity document verification
 - Qualifications verification
 - Registration verification with the various regulators e.g. PSIRA
 - Any other verification/checks in relation to the services required which Eskom deems necessary.

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- 2.6 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.
- 2.7 Failure to affect such a replacement of the successful Bidder's personnel, with a suitably trained and graded substitute within a period of twelve (12) hours after having been so informed by Eskom, will constitute a Performance Failure.
- 2.8 The successful Bidder must ensure that prior to commencement of employment the successful Bidder's personnel undergo security screening.
- 2.9 The successful Bidder shall conduct a criminal status screening of its Personnel annually, including verification of identity documents. Eskom may at any time verify the results of such security screening, including subjecting personnel to polygraph testing at Eskom's discretion.
- 2.10 All CPO officers are required to sign the Eskom Declaration of Secrecy prior to deployment.

3. Relevant Registration, Certification, and Identification Cards

- 3.1 All Close Protection Security Officers must be registered with PSIRA Grade B and must be South African citizens.
- 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 carry their Identification Cards (include PSIRA information), valid firearm permits, and competency certificates.

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.

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5. Training

- 5.1 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, (Act No. 60 of 2000), and provide proof of firearm training which must be up to date.
- 5.2 All Personnel must have access to trainers, moderators, and assessors in accordance with the PSIRA and/or Safety and Security Sector Education and Training (SASSETA)
- 5.3 The successful Bidder must develop and implement a firearm training plan, including refresher courses in line with the Firearms Control Act, (Act No. 60 of 2000).
- 5.4 All Close Protection Officers rendering the Services to Eskom in terms of this contract must undergo the Advanced and defensive driving and the VIP Protection training with an accredited SASSETA/QCTO service provider.
- 5.5 All Close Protection Officers must be trained in environmental awareness to identify and mitigate potential threats in various settings.
- 5.6 All Close Protection Officers rendering the Services to Eskom in terms of this contract must be a certified level 2 first aider and basic fire fighter.
- 5.7 Provide crisis management training for Close Protection Officers to handle high-stress situations effectively.

6. Personal Protective Equipment

- 6.1 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), firearms and holsters, and the successful Bidder must issue the PPE accordingly and within PSIRA and Group Security requirements and prescripts.
- 6.2 Close Protectors must wear appropriate dress code to suit the principal and the event activity.

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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. Aid and/or abet in the commission of a Security Incident or crime.
- 7.8 Make a disclosure of information to unauthorised persons.

8. Management Responsibilities

Management must ensure the following:

- 8.1 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.
- 8.2 All Close Protection Officers deployed at Eskom do not have criminal records.
- 8.3 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 (Life Saving Rules included), whenever they are at an Eskom Site / event or with the Eskom personnel.
- 8.4 All Close Protection Officers adhere to the dress code regulations, Eskom policies, standard operating procedures and Safety and Security instructions.

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- 8.5 All security incidents must be reported within twenty-four (24) hours, preliminary Incident investigation reports are prepared and submitted to the relevant Eskom Authorised Representative or his/her appointed delegate within Seven (7) days of the Security Incident or Emergency occurring. A full investigation report must be submitted within thirty (30) days of the incident.
- 8.6 All invoices must comply with Eskom invoicing principles and shall contain a detailed description of the services rendered.
- 8.7 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

10. 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	Security Incident or Emergency occurring, to the Eskom Authorised Representative or	R1 500.00 per

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	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.	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.	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.	R1 000 per incident
5.	Close Protectors must not: <ul style="list-style-type: none"> Consume alcohol, take illegal drugs, or possess such substances whilst on duty. Report for duty whilst under the influence of any intoxicating substance. Sleep on duty; or Use an unauthorized electronic device or electronic connections. 	Close Protectors commits any one of the prohibited acts.	R3 500 per incident of non-compliance.
6.	Close Protectors must be in possession of required PPE as per point 5	Close Protectors fails to comply with PPE requirements.	1. Firearm-R3 500 per incident of non-compliance 2. Bullet proof vest – R500.00 per

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			incident of non compliance. 3. Communication aids – R500.00
7.	Close Protectors must not: <ul style="list-style-type: none">• Commit a Security Incident.• Aid and abet in the commission of a Security Incident.	Close Protectors commits any one of the prohibited acts.	R3 500.00 per incident of non-compliance.

11. Meetings

Meetings must be scheduled bimonthly with Contract Management Team and the following should be included as standing agenda points for discussion:

12. Use of Standard Forms

Communication in relation to any contractual dispute must be captured on an official letter head and signed by appointed contract representatives (Contract Managers, this letter can either be hand delivered or e-mail and acknowledge by recipient).

13. Invoicing and payment

In terms of core clause 50 the Contractor assesses the amount due and applies to the Employer for payment. The Contractor applies for payment with tax invoice addressed to the Employer as follows:

The Contractor includes the following information on each tax invoice:

- Name and address of the Contractor
- The contract number and title;
- Contractors VAT registration number;
- The Employer's VAT registration number 4740101508;
- The total of
 - The Price of each lump sum item in the Price List or Task Order which Contractor has completed;
 - Where a quantity is stated for an item in the Price List or Task Order, an amount calculated by multiplying the quantity which the Contractor has completed by the rate.

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- Other amounts to be paid to the Contractor;
- Less amounts to be paid by or retained from the Contractor;
- The change in the amount due since the previous payment being the invoiced amount – excluding VAT, the VAT and including VAT;

The Contractor attaches the detail assessment of all work done for each item in the Price List to each tax invoice showing:

- The Price for each lump sum item in the Price List or Task Order which the Contractor has completed and
- Where a quantity is stated for an item in the Price List or Task Order, an amount calculated by multiplying the quantity which the Contractor has completed by the rate.

14. Records of Defined Cost

Not Applicable

15. Accelerated Shared Growth Initiative – South Africa (ASGI-SA)

Not Applicable

16. BBBEE and preferencing scheme

Not Applicable

17. Cataloguing requirements by the Contractor

Not Applicable

18. Services and other things provided by the Employer

Item	Date by which it will be provided
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Access to Eskom buildings and sites	once contract is concluded
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Properties affected by the service

Access to Eskom buildings and sites.

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Table 1: Mandatory Requirements

Step 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	CRITERIA	RETURNABLE	YES/NO	COMMENT
1.	Company must have a valid Private Security Industry Regulatory Authority (PSIRA) certificate in the name of the company and/or Close Corporation	Copy of Valid certified company PSIRA Certificate		
2.	Are company directors/owners registered with PSIRA?	Provide valid certified PSIRA Certificate(s) for All company director(s), Minimum Grade B		
3.	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.	Valid Letter of good standing with PSIRA (stating date issued and expiry date), valid at time of tendering		
4.	Valid Unemployment Insurance Fund (U.I.F) registration certificate in the name of the company and/or Close Corporation.	Valid U.I.F. registration compliance certificate (stating date issued and expiry date), valid at time of tendering. In the absence of compliance certificate provide proof of payment and EMP201 monthly return that indicates UIF Ref number for six (6) consecutive months.		
5.	Are company employees trained and registered with PSIRA?	Provide certified copies of valid PSIRA Certificates of CPOs to be used in the contract		
6.	Proof of competency training for the proposed protectors	Certified Copies of certificates from approved PSIRA accredited institutions.		

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7.	Does the supplier own licensed firearms and is the supplier in possession of valid licenses per firearm and appropriate competency certificates in terms of the Firearm Control Act?	Valid SAPS competency certificates for all firearms, valid for 5 years business purposes		
8.	Is the armoury manager formally appointed and have a valid firearm competency certificate of all firearms used? Are Investigators Competent for firearms?	Certified copy of responsible armoury manager's ID and letter of appointment (letter of appointment is not necessary if it is the company owner — (proof to be provided). Provide proof of Company firearm licenses valid for 5 years		
9.	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.	Training records		
10.	Does the company have any vehicles that are currently being used for these services? Vehicles can't be older than 2 years and must be suitable for Executives. (SUV 2x4 or 4x4)	Proof of company registered vehicles or lease agreement with vehicle registration certificates. At least eight (8) vehicles.		
11.	Reference for the same (or within reason similar) service from clients:	Proof of current (active) references not older than 24 Months for similar services at tender closing		
12.	Security Clearances for Directors	12 Months Valid Security Clearance With no Convictions at tender closing		

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Table 2: Technical/Functional Scoring Criteria

Step 2

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	Score	Weight
1.	<p><u>Company Experience</u></p> <p>Bidders must provide company profile and demonstrate company experience in executing the work required refer to the scope above. (Minimum 5 years' experience).</p>	<p>5 years or more 40%</p> <p>Between 3-5 years 30%</p> <p>Less than 3 years 15%</p>	40%
2.	<p><u>Key CPO Personnel</u></p> <p>Qualifications, certifications, experience, and CVs of nominated CPO officers.</p>	<p>15-20 CPOs 40%</p> <p>11-14 CPOs 30%</p> <p>6-10 CPOs 15%</p> <p>Less than 5 CPOs 0%</p>	40%
3.	<p><u>Approach and Methodology</u></p> <p>Bidders must provide their approach and methodology to be followed for Close Protection Officer Services.</p>	<p>Percentage will be based on the transparent and comprehensive approach to CPO services.</p> <p>Risk assessments, CPO procedure 20%</p> <p>Only Risk assessment 10%</p> <p>Only CPO Procedure 10%</p>	20%

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Step 3: Site Visit

Bidders who do not obtain a minimum of 80% will not be considered.

Table 3

No.	Criteria	Score	Weight
1.	<p><u>Suitable Vehicles</u></p> <p>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).</p>	<p>10 Vehicles can't be older than 2 years and must be suitable for Executives. (SUV 2x4 or 4x4) 90%</p> <p>Between 6-9 70%</p> <p>Less than 6 60%</p>	90%
2.	<p><u>Control Room</u></p> <p>Established control room, manned 24/7 Reinforced Doors and walls. A normal entrance shall comprise of at least two interlocked doors separated by a lobby Both doors cannot be opened simultaneously (Visual Inspection)</p>	<p>Visual Inspection will be conducted</p>	10%

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