	<p style="text-align: center;">Scope of Work</p>	<p style="text-align: center;">Security</p>
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Title: Scope of work for Specialised Security Services: Provision of Close Protection Officers (CPOs), Static Armed Guarding and Protective Security Support Services (As and When required)

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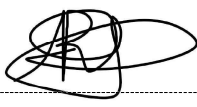



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1. General Requirements

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 B- Grade Armed Close Protectors and provide suitable, roadworthy, insured, unmarked and executive-appropriate vehicles, with proof of ownership or lawful leasing arrangements, tracking where required 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 When the risk of an executive escalates to high according to an individual risk assessment, armoured vehicles (B6 Level armour) or protective mobility support may be required, this service must be priced separately.
- 1.3 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 threats received related to Eskom work performed or to be performed in his/her line of duty.
- 1.4 The Close Protection Officers must have a minimum of 3 years' experience in the Close Protection industry.
- 1.5 The service provider must have a national footprint with Close Protection Officers/Static guarding available nationally.
- 1.6 If accommodation and meals need to be arranged, then the rates quoted can't be higher than Eskom rates at the time of booking. Accommodation and meals for CPOs shall only be recoverable where required for an approved deployment, authorised in advance by Eskom, and supported by valid invoices or receipts. Such costs shall not exceed the applicable Eskom travel/accommodation rates at the time of booking, and no mark-up, administration fee or surcharge may be levied unless expressly approved in writing by Eskom. The Service Provider must clearly identify any accommodation, meal, subsistence or travel-related costs in its pricing schedule or task order.
- 1.7 Utilise advanced security technologies such as GPS tracking and surveillance systems to enhance the protection of principals that can be tracked by the control room.
- 1.8 Information and Intelligence gathering to plan and prepare risk mitigation strategies to minimise risk and threat to principals.
- 1.9 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).

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- 1.10 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
 - 1.11 Always maintain the safety and security of principals whilst on foot, in transit and between venues.
 - 1.12 Ensure the safety and security of the principal's family members as and when required.
 - 1.13 Where Eskom requires static armed guarding, the bidder must provide PSIRA Grade C armed officers as a minimum, unless the scope specifies a higher grade. Static officers must be deployed only for static guarding, access control, observation, deterrence, perimeter support, patrols where authorized, reporting and escalation. They must not perform close protection duties, be properly security screened and vetted, issued with a mobile panic button and communication device linked an efficient and effective armed response unit and approved for that function by Eskom.
 - 1.14 The bidder must demonstrate that each static post can be properly resourced. This includes post orders, shift registers, occurrence books or electronic reporting, access-control registers, communication devices, torches, ballistic vests, weather-appropriate clothing, first aid access, emergency contacts and escalation protocols. Where Eskom does not provide suitable existing facilities, the supplier must provide or arrange suitable ablution facilities, guard-hut, seating, potable water, and lighting and waste-disposal arrangements.
 - 1.15 Where Eskom requires an armed response service the bidder must provide PSIRA Grade C armed officers as a minimum, unless the scope specifies a higher grade. The armed response officers must not perform close protection duties, be properly vetted and approved for that function by Eskom.
 - 1.16 Develop and implement a comprehensive emergency response plan for various scenarios, including medical emergencies and security breaches.
 - 1.17 Establish a continuous improvement process to regularly review and update security protocols and procedures based on feedback and new developments.
 - 1.18 Where Eskom requires ad hoc, temporary, emergency or short-notice static armed guarding services, the Service Provider shall provide PSIRA Grade C armed officers, unless a higher grade is specified by Eskom, on an as-and-when-required basis pursuant to an authorised Eskom instruction, task order or call-off. The Service Provider must be able to mobilise suitably qualified personnel within the agreed response times, provide relief officers, supervision, communication devices, occurrence books or electronic reporting, torches, PPE, ballistic vests, first-aid access, access-control registers, emergency contacts and escalation protocols. Where Eskom does not provide suitable existing facilities, the Service Provider shall provide or arrange suitable ablution facilities, potable water, lighting, seating, waste-disposal arrangements and a guard hut, temporary guard hut or equivalent weatherproof shelter suitable for the post and duration of deployment. There must be a 24-hour armed response service and the guard must be issued with a panic unit for all deployment. Mobile guard booth facilities used at sites must be suitable for use by security personnel (at least a two-man facility with area 2.2m x 2.2m x 2.2m). All such requirements must be priced in the applicable rates or separately identified in the approved price schedule/task order.

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2. Firearm and Armoury Governance

- 2.1 The bidder must demonstrate lawful possession or lawful availability of firearms required for the contract, together with valid licenses in the company name, competency certificates and armoury controls.
- 2.2 Any requirement for a particular number or class of firearms, including self-loading rifles, must be expressly justified by the approved risk assessment and deployment model.
- 2.3 The service provider must maintain firearm and ammunition registers, issue and return records, inspection records, storage records and immediate reporting protocols for any firearm discharge, loss, theft, malfunction, negligent handling, expired license, expired competency or unauthorised use.
- 2.4 Firearm non-compliance is a critical breach and can result in the termination of the contract.

3. Security Vetting of the Successful Bidder's Personnel

- 3.1 The award of a bid is conditional upon the shortlisted Bidders passing security screening checks by Eskom Group Security.
- 3.2 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.
- 3.3 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).*
- 3.4 All bidders by submitting their bids acknowledge and accept clause 2.3 above that they will be subject to Eskom's vetting/screening process.
- 3.5 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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- 3.6 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.
- 3.7 Failure to affect such a replacement of the successful Bidder's personnel, with a suitably trained and graded substitute within a period of six (6) hours after having been so informed by Eskom, will constitute a Performance Failure.
- 3.8 The successful Bidder must ensure that prior to commencement of employment the successful Bidder's personnel undergo security screening.

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- 3.9 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.
- 3.10 All CPO officers and Grade C guards utilised by Eskom during the duration of the contract are required to sign the Eskom Declaration of Secrecy prior to deployment.

4. Relevant Registration, Certification, and Identification Cards

- 4.1 All Close Protection Security Officers must be registered with PSIRA Grade B and must be South African citizens. The armed response and static guards must be registered with PSIRA Grade C.
- 4.2 Close Protection Security Officers and Grade C guards (armed response and static) must always carry their Identification Cards (include PSIRA information), valid firearm permits, and competency certificates.

5. Medical / Fitness Requirements

- 5.1 All Security Officers must undergo medical and physical fitness examinations at least once per year.
- 5.2 All Security Officers must undergo psychological assessments at least once a year or following a trauma, particularly involving death, prior to deployment at Eskom.

6. Training

- 6.1 The successful bidder must ensure that all Close Protection Officers and Grade C guards 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.
- 6.2 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)
- 6.3 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).
- 6.4 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.
- 6.5 All Close Protection Officers must be trained in environmental awareness to identify and mitigate potential threats in various settings.

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6.6 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.

6.7 Provide crisis management training for Close Protection Officers to handle high-stress situations effectively.

7. Personal Protective Equipment

7.1 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 Investigation & Security requirements and prescripts.

7.2 Close Protectors must wear appropriate dress code to suit the principal and the event activity.

8. Behavioural requirements:

The successful Bidder's Security Officers must not-

8.1 Consume alcohol, take illegal drugs, or possess such substances whilst on duty.

8.2 Report for duty whilst under the influence of any intoxicating substance.

8.3 Sleep whilst on duty.

8.4 Leave a post unattended without the superior's permission.

8.5 Be dishonest at any time during the contract term.

8.6 Become embroiled in arguments in view of the principals or other members of the public.

8.7 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.

8.8 Make a disclosure of information to unauthorised persons.

8.9 Sign Eskom's Non-disclosure Policy agreement (NDA).

9. Management Responsibilities

Management must ensure the following:

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- 9.1 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.
- 9.2 All Close Protection Officers deployed at Eskom do not have criminal records.
- 9.3 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.
- 9.4 All Close Protection Officers adhere to the dress code regulations, Eskom policies, standard operating procedures and Safety and Security instructions.
- 9.5 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.
- 9.6 All invoices must comply with Eskom invoicing principles and shall contain a detailed description of the services rendered.
- 9.7 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.

10. 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

11. Service Levels and Financial Penalties

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No.	Service Level	A short description of the performance failures	Financial Penalty
1.	<p>The Service Provider must ensure that their Security Officers undergo: A Medical and Physical Fitness Examination at least once in a year. Advanced and defensive driving at least once a year.</p>	<p>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.</p>	<p>R2 500.00 per incident of non-compliance.</p>
2.	<p>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.</p>	<p>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.</p>	<p>R1 500.00 per Emergency or a Security Incident, in respect of a failure to submit a report.</p>
3.	<p>Close protectors not wearing the appropriate dress code.</p>	<p>Inappropriate dress code.</p>	<p>R1 000 per incident</p>
4.	<p>Close Protectors must have the Identification Cards on their person always.</p>	<p>Close Protectors fail to have the Identification Cards on their person.</p>	<p>R1 000 per incident</p>
5.	<p>Close Protectors must not:</p> <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. 	<p>Close Protectors commits any one of the prohibited acts.</p>	<p>R3 500 per incident of non-compliance.</p>

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6.	Close Protectors must be in possession of required PPE as per point 5	Close Protectors fails to comply with PPE requirements.	<ol style="list-style-type: none"> 1. Firearm-R3 500 per incident of non-compliance 2. Bullet proof vest – R500.00 per 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.
8.	Firearm compliance	If any security officer commits an offence with a firearm such as unauthorised use, negligent handling etc	Final written warning and possible termination of the contract

12. Meetings

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

13. 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).

14. 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.

15. Records of Defined Cost

Not Applicable

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

Not Applicable

17. BBBEE and preferencing scheme

Not Applicable

18. Cataloguing requirements by the Contractor

Not Applicable

19. Services and other things provided by the Employer

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

20. Evaluation Process

Step	Stage	Required treatment
Step 1	Mandatory responsiveness / gatekeeping	Bidders must submit the required mandatory returnables. Failure to submit a mandatory gatekeeping returnable may render the tender non-responsive, subject to the exact tender conditions and PSCM guidance.
Step 2	Functionality evaluation	Bidders who pass Step 1 will be scored against the predetermined functionality criteria. A minimum score of 80% is required to proceed.

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Step	Stage	Required treatment
Step 3	Site verification / due diligence	The site visit verifies claims made in the tender submission. It must not be used to cure material omissions, introduce new information after closing, or improve the bidder's competitive position.
Step 4	Price and preference	Only bidders who pass the technical stages proceed to price and preference evaluation in terms of the applicable preference point system and specific goals.
Step 5	Award recommendation and approval	The final recommendation must be supported by the evaluation record, clarifications, moderation notes, SCM checks, legal/commercial review where required and approval by the relevant Delegated Approval Authority.

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: Bidders must submit the required mandatory returnables. Failure to submit a mandatory gatekeeping returnable may render the tender non-responsive, subject to the exact tender conditions and PSCM guidance.

Item	CRITERIA	RETURNABLE	YES/NO	COMMENT
1.	Valid PSIRA registration and good standing	Valid company PSIRA certificate and letter of good standing valid at tender closing.		
2.	Directors / owners / operational managers compliance	PSIRA registration and security declarations for directors, owners and operational managers, to the extent required by law and the approved security strategy.		
3.	Personnel registration and grading	Certified copies or verifiable proof of valid PSIRA registration for proposed CPOs and static armed guards. CPOs must meet the grade required by the scope. Static armed officers must be PSIRA Grade C as a minimum, unless a higher grade is specified.		
4.	Training and competency	Proof of accredited training for proposed CPOs and armed guards, including firearm competency, CPO/VIP protection training where applicable, defensive driving for		

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		drivers/CPOs, first aid and any other training required by the scope.		
5.	Firearm legality and governance	Valid firearm licenses for business purposes, competency certificates, firearm control records, ammunition control records and proof of lawful availability of firearms intended for deployment.		
6.	Armoury management	Responsible armoury manager appointment letter, ID, competency certificate and proof of armoury controls, registers, safe custody arrangements and inspection records.		
7.	Vetting readiness and secrecy undertakings	Declaration that the bidder, directors, operational managers and deployed personnel will undergo Eskom security screening/vetting and sign required confidentiality and secrecy undertakings.		
8.	Security Clearances for Directors	12 Months Valid Security Clearance With no Convictions at tender closing		
9.	Relevant experience and references	At least two current or recent references not older than 24 months for similar executive protection, armed guarding or protective security services.		

Table 2: Technical/Functional Scoring Criteria

Step 2

Bidders who pass Step 1 will be scored against the predetermined functionality criteria. A minimum score of 80% is required to proceed.

No.	Criteria	Score	Weight
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1.	Company experience in executive protection and armed guarding	10 = 5 or more years with at least two comparable current/recent references; 7 = 3 to 5 years with comparable references; 4 = less than 3 years but some relevant experience; 0 = no relevant evidence.	10%
2.	CPO personnel capability and readiness	15 = nominated CPOs meet all required qualifications, experience, vetting readiness, firearm competency, defensive driving, first aid and executive protection experience; 10 = minor gaps not affecting immediate readiness; 05 = material gaps requiring correction; 0 = inadequate evidence.	15%
3.	Grade C armed guarding capability	15 = bidder demonstrates sufficient Grade C armed officers, supervisors, relief officers, post orders, equipment, occurrence reporting, ablution/welfare arrangements and escalation protocols; 10 = capability demonstrated with minor gaps; 5 = limited evidence; 0 = inadequate evidence.	15%
4.	Protective methodology, risk assessment and deployment model	15 = comprehensive methodology covering threat assessment, route planning, residence/event protection, static posts, emergency response, scaling up/down, family protection where authorised and control room integration; 10 = acceptable methodology with minor gaps; 5 = generic methodology; 0 = inadequate methodology.	15%
5.	Firearm compliance, armoury controls and use-of-force governance	15 = full evidence of lawful firearm availability, licenses, armoury controls, issue/return registers, ammunition controls, training, use-of-force governance and incident reporting; 10 = adequate evidence with minor gaps; 5 = limited	15%

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		evidence; 0 = inadequate or non-compliant evidence.	
6.	Vehicle capability and national mobility support	10 = suitable insured unmarked executive/protective vehicles nationally available with maintenance, tracking where required and replacement arrangements; 7 = adequate vehicles with minor gaps; 4 = limited availability; 0 = inadequate evidence.	10%
7.	24/7 control room, communications and escalation capability	10 = operational 24/7 control room with logs, radio/phone monitoring, escalation protocols, vehicle tracking where required, backup power, incident management and supervisor response; 7 = adequate with minor gaps; 4 = basic capability; 0 = inadequate evidence.	10%
8.	Governance, SLA management, reporting, fatigue and quality assurance	10 = clear governance structure, reporting, SLA management, fatigue controls, supervision, training refreshers, document control, confidentiality and audit readiness; 7 = adequate with minor gaps; 4 = generic or incomplete; 0 = inadequate evidence.	10%

Total functionality score: 100 points. Minimum threshold: 80 points. A bidder scoring below 80 points must not proceed to price and preference evaluation.

Step 3: Site Visit

The site visit verifies claims made in the tender submission. It must not be used to cure material omissions, introduce new information after closing, or improve the bidder's competitive position.

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Table 3

No.	Criteria	Minimum verification activity
1.	Vehicles	Verify availability, roadworthiness, insurance, registration, maintenance records, unmarked suitability, tracking where required and replacement arrangements.
2.	Control Room	Verify 24/7 staffing, communication logs, incident logs, escalation procedures, radio/phone capability, backup power, deployment registers and supervisor response arrangements.
3.	Armoury	Verify firearm licenses, armoury security, firearm registers, ammunition registers, issue/return records, safe custody, inspection logs and responsible person appointment.
4.	Communication devices	Verify radios, push-to-talk/cell capability, hands-free earpieces, secure or controlled channels where required, charging arrangements and communication with the control room.
5.	Static guard post capability	Verify availability of equipment for static posts, post orders, occurrence books/electronic reporting, torches, PPE, ballistic vests, access-control registers, emergency contacts and post supervision arrangements.
6.	Ablution and welfare arrangements	Verify how the supplier will provide or arrange ablution facilities, shelter, water, seating, lighting and waste management where Eskom facilities are unavailable.
7.	Records and governance	Verify training files, medical/fitness records, vetting readiness, roster management, fatigue controls, confidentiality undertakings and quality assurance processes.

If the site visit materially contradicts the bidder's tender submission, the evaluation team must record the contradiction, consult SCM, and apply the tender conditions consistently. The bidder must not be permitted to remedy a material defect after tender closing unless PSCM confirms that the clarification is legally permissible and does not change responsiveness, scoring, ranking, price, scope or Eskom's risk position.

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