	SCOPE OF WORK – CRADOCK LIVE LINE	NTCSA- SOW – Cradock Depot
---	--	-----------------------------------

Title: **PROVISION OF ARMED RESPONSE AND ADHOC GUARDING FOR 60 MONTHS** Document Identifier: **240-180000491**

Alternative Reference **N/A**
Number:

Area of Applicability **NTCSA Apollo & Centralised Services**

Functional Area: **Security**

Revision: **N/A**

Total Pages: **9**

Disclosure Classification: **Controlled Disclosure**


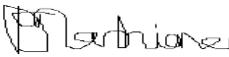

<p>Compiled by:</p>  B. Ngwenya Security Manager Apollo & CS Date: <u>02 February 2026</u>	<p>Accepted by:</p>  G. Mashiane Middle Manager Compliance Apollo & CS Date: <u>10/04/2026</u>	<p>Approved by:</p>  Dr S. Sishuba Senior Manager Apollo & CS Date: <u>23/Apr/2026</u>
--	--	--

TABLE OF CONTENTS

1. INTRODUCTION	3
2. PURPOSE	3
2.1 Supporting clauses	4
2.1.1 Informative	4
i. Private Security Industry Regulations Act (Act 56 of 2001)	4
ii. National Key Point Act (Act 102 of 1980) amended by Critical Infrastructure Protection Act (Act 8 of 2019)	4
iii. Criminal Matters Amendment Act (Act 18 of 2015)	4
iv. Criminal Procedure Act (Act 51 of 1977)	4
v. Fire-arms Control Act (Act 60 of 2000)	4
vi. Performing Animal Protection Amendment Act (Act 4 of 2016)	4
vii. Occupational Health and Safety Act (Act 85 of 1993)	4
viii. SANS PPE specifications	4
ix. 240-62196227 Eskom Life-saving Rules	4
x. 32-520 Occupational Health and Safety Risk Assessment Procedure	4
2.1.2 Normative	4
3. CONCEPTS, DEFINITIONS AND ABBREVIATIONS	5
3.1 DEFINITIONS	5
3.2 ABBREVIATIONS	5
4. Services Required	6
5. Bill of Quantities	6
6. Contractor Requirements	6
7. Nature of Services	6
8. Pre-Deployment Provisions	7
9. Security Officer Requirements	7
10. Firearms Management	7
11. Communication & Reporting	7
12. Business Continuity & Contingency Planning	8
13. Documentation (Pre-Deployment)	8
14. SHEQ & Safety Requirements	8
15. Salaries & Labour Compliance	8
16. Risk, Insurance & Non-Performance	8
17. Ethics & Confidentiality	9
18. Contractual Terms	9

CONTROLLED DISCLOSURE

1. INTRODUCTION

The Cradock Live Line Depot is one of seven strategically positioned live line teams across the country, responsible for performing live work on NTCSA transmission lines ranging from 220 kV to 765 kV. The team operates with a wide range of specialized equipment stored at the depot, enabling them to execute highly technical live work. Most of the tools and vehicles are designed specifically for live line applications. These are not standard, off-the-shelf items; they are highly specialized, costly, and subject to long procurement lead times. As such, safeguarding this equipment is critical to prevent loss or damage and to ensure the team's operational readiness and mobility. Any theft or damage to live work equipment would have a direct and detrimental impact on the transmission network, as the team would be unable to perform live work or respond effectively to emergencies. Protecting these assets is therefore essential to maintaining the stability, reliability, and resilience of NTCSA's transmission operations.

2. PURPOSE

The purpose of this document is to describe and clarify the security requirements for the Cradock Live Line Depot. This includes the deployment of an armed response team and the provision of physical guarding, should the need arise. The Contractor shall ensure continuous protection of assets, personnel, and operations in line with NTCSA standards and South African legislation.

CONTROLLED DISCLOSURE

2.1 Supporting clauses

2.1.1 Informative

- i. Private Security Industry Regulations Act (Act 56 of 2001).
- ii. National Key Point Act (Act 102 of 1980) amended by Critical Infrastructure Protection Act (Act 8 of 2019).
- iii. Criminal Matters Amendment Act (Act 18 of 2015).
- iv. Criminal Procedure Act (Act 51 of 1977).
- v. Fire-arms Control Act (Act 60 of 2000).
- vi. Performing Animal Protection Amendment Act (Act 4 of 2016).
- vii. Occupational Health and Safety Act (Act 85 of 1993).
- viii. SANS PPE specifications
- ix. 240-62196227 Eskom Life-saving Rules
- x. 32-520 Occupational Health and Safety Risk Assessment Procedure

2.1.2 Normative

- i. 360-121002219 – Security Operations Operational Plan.
- ii. 31-391 – Integrated Risk Management Standard.
- iii. 32-85 – Eskom Information Security Policy.
- iv. SSA – Security and Risk assessment guideline
- v. Minimum Information Security Standards (MISS).
- vi. Minimum Physical Security Standards (MPSS).

CONTROLLED DISCLOSURE

3. CONCEPTS, DEFINITIONS AND ABBREVIATIONS

3.1 DEFINITIONS

Definition	Explanation
Asset	An item or process that an individual, Institution, community or Government values and is important to supporting the expectations, objectives, outcomes of that individual, community, Institution or Government.
Asset Owner/client	The Accountable / Responsible person of the assets to be assessed

3.2 ABBREVIATIONS

Abbreviation	Explanation
PSIRA	Private Security Industry Regulatory Authority
SHEQ	Safety, Health, Environmental and Quality
OHSA	Occupational Health and Safety Act
NKPA	National Key Point Act
STA	Security Threat Assessment
SAPS	South African Police Service
SSA	State Security Agency
SASSETA	Safety and Security Sector Education and Training Authority
RO	Response Officer
SO	Security Officer
RV	Response Vehicle
OB	Occurrence Book
NKP	National Key Point
PSPF	Private Security Provident Fund
CLN	Customer Load Network
GMU	Guard Monitoring Unit.
PTT	Push to Talk Radio
SOW	Scope of Work
Ad-hoc	Arranged or done for a specific situation or need

CONTROLLED DISCLOSURE

Security Scope of Work (Apollo & Centralised Services / Eskom NTCSA) and Contractor

4. Services Required

- **24/7-Armed Response:** PSIRA-accredited officers available at all times to respond to alarms and incidents.
- **Ad Hoc Armed Guarding:** Deployment within Cradock municipality as instructed.
- **Alarm System Integration:** Ensure compatibility with SP6000 Paradox system and approved transmitters (FSK, Alarm, RDC).
- **Electric Fence Monitoring:** Integrated via Zone 6 output of alarm panel.

5. Bill of Quantities

Site	Number of Guards	Grades	Shift
2285 Olea Street, Cradock	1-Armed Response Officer (1 vehicle)	1 × Grade C	24/7
Cradock Municipality (as and when instructed)	2 - Armed Guards (1 vehicle)	2 × Grade C	Ad hoc

6. Contractor Requirements

The contractor is required to meet the following requirement to tender for this service.

- Valid **PSIRA registration** (company and directors, minimum Grade B).
- Minimum **5 years' industry experience** with proof of service.
- Compliance with **SARS, Department of Labour, and company registration.**
- Established **24-hour control room** subject to NTCSA inspection.
- Knowledge of applicable **South African legislation.**
- Attendance at **weekly operational** and **monthly contract management meetings.**
- Liability for **losses, theft, or damages** due to negligence or non-performance.

7. Nature of Services

Among the services needed are the following

- Armed response, patrolling, and situational reporting.
- Integrated monitoring and incident management.
- Polygraph testing at Contractor's cost when required.
- Deterrence and defense against criminality, sabotage, vandalism, and industrial action.
- Rapid response to emergencies and life-threatening incidents.
- Crime scene management until SAPS assumes control.
- Continuous operational reporting and audiovisual documentation of incidents.

CONTROLLED DISCLOSURE

8. Pre-Deployment Provisions

Before assigning the officers to the site, the contractor must provide the security management with proof of the following

- ORHVS awareness and access authorization.
- Use of **company-licensed firearms only**.
- Provision of PPE: SA MIX Level III body armour, pepper spray, boots, riot control gear (as required).
- Mandatory **body cams** for patrol and escort officers.
- Officers subject to **polygraph testing** at agreed intervals.

9. Security Officer Requirements

The armed response officers must possess the necessary training to be competent.

- **PSIRA Grade C Armed Response** accreditation.
- Valid firearm competency certificates (business purposes, SAPS-issued).
- SASSETA firearm training and Regulation 21 refresher training annually.
- Matric (Grade 12), English literacy, and medical fitness certification.
- No criminal convictions or undisclosed pending prosecutions.
- Company-issued uniforms, insignia, and SA MIX Level III bulletproof vests.
- Equipped with radios, torches, pepper spray, handcuffs, first aid kits, and communication devices.
- Vehicles must comply with NTCSA safety standards, display company logos, and have live GPS tracking.

10. Firearms Management

The Firearm Control Act must be followed when handling firearms.

- Only NTCSA-approved firearms (9mm pistols, shotguns with rubber bullets).
- Training for business purposes is mandatory.
- Contractor responsible for firearms, ammunition, safes, registers, and crowd control equipment.
- Strict adherence to firearm handling procedures during shift changes.
- No private firearms permitted for business use.

11. Communication & Reporting

The officers deployed on site and the control room must be linked in more than one communication channel.

- Continuous communication between control room and deployed staff via radios, PTT, or contracted cell phones.
- Silent panic buttons integrated into devices.
- Weekly incident status reports to NTCSA.
- Immediate reporting of criminal incidents to SAPS.
- Preliminary investigation reports within 14 days; final reports within 30 days.

CONTROLLED DISCLOSURE

12. Business Continuity & Contingency Planning

Contractor must disclose and maintain contingency plans for:

- Labour unrest or strikes.
- Manpower shortages.
- Equipment failures (vehicles, communication systems).
- Internal grievances.

13. Documentation (Pre-Deployment)

The below documents must be submitted to security management prior to deployment.

- Certified PSIRA certificates (company and directors).
- Valid firearm competency certificates (business purposes, SAPS-issued).
- SASSETA firearm training and Regulation 21 refresher training annually.
- Security clearance and criminal background checks (≤3 months old).
- Safety file approval and site induction.
- Vehicle lists and maintenance records.
- Emergency preparedness procedures.
- Site-specific SOPs (incident response, communication, firearm handling, medical emergencies).

14. SHEQ & Safety Requirements

Safety file including the following information must be submitted and approved before deployment.

- Contractor to provide a **SHEQ Officer** with minimum SAMTRAC certification and 3 years' experience.
- Safety file to include OHS policy, risk assessments, incident investigation procedures, and monthly safety agendas.
- All officers to undergo safety induction prior to deployment.
- Strict compliance with Criminal Procedure Act regarding minimum force.
- Vehicles equipped with GPS tracking.

15. Salaries & Labour Compliance

The supplier must be in labour compliance.

- Officers to be paid not less than **Sectoral Determination minimum wage**.
- Registration with Department of Labour: UIF, COID, and provident fund.

16. Risk, Insurance & Non-Performance

It is important that the supplier have its own insurance for any unforeseen circumstances.

- Contractor is liable for damages, theft, or losses due to its negligence.
- Penalties imposed for non-conformance as per Eskom deficiency schedule.
- Contractor is encouraged to have its insurance which will cover as per the contract terms

CONTROLLED DISCLOSURE

and conditions.

17. Ethics & Confidentiality

Security personnel must ensure that trust, honesty & integrity are observed.

- Zero tolerance for bribery, inducements, or corrupt practices.
- Contractor must maintain confidentiality of all information and images unless authorized by Employer.
- Taking of photos requires prior written consent.

18. Contractual Terms

The contractual terms are binding to the parties entering into this service agreement.

- No delegation or assignment without Employer's written consent.
- The supplier will take full responsibility for any failure to perform in accordance with this contract.
- Any loss incurred by the employer due to the failure of the supplier to perform, the supplier will have to reimburse the employer within 30 days after the investigation.
- Acceptance of Contractor's offer constitutes binding agreement under these terms.

CONTROLLED DISCLOSURE