

Annexure A

# Annexure A: AGSA Mpumalanga Office Physical Security Specification

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## 1. SECURITY SERVICE PROVIDER’S OBLIGATION

Scope of service at the Auditor-General of South Africa sites

- 1.1. The security service comprises but is not limited to the daily physical guarding and access and exit control of all identified the AGSA sites prescribed herein and as revised from time to time by the AGSA and to effectively protect and secure the AGSA’s assets, employees and premises, thereby reducing and minimising losses.
- 1.2. The scope also encompasses escorting of AGSA employees, vehicles, response to alarms, ad hoc guarding and static guarding.
- 1.3. The successful security service provider shall be responsible for assisting the AGSA Facilities centre in ensuring that the AGSA’s security policies and procedures are implemented and adhered to by all persons entering and exiting the AGSA premises.
- 1.4. The number of security officers, their grading and duty hours per post may vary according to the site-specific requirements. The AGSA shall reserve the right at their own discretion to change or terminate these requirements at any stage while the service level agreement (SLA) is in force.
- 1.5. The detailed security requirements and instructions shall be covered by the post-specific job descriptions at the relevant sites. These may change during the term of the SLA to accommodate the AGSA’s operational and strategic requirements. Operational manpower requirements described in the post-specific job description shall be discussed and may only be amended and approved by the AGSA Facilities centre. Under no circumstances shall the manpower requirements be increased or decreased without the appropriate written consent from the AGSA Facilities centre.
- 1.6. The SP shall ensure that its security officers undergo retraining/ refresher training as may be required by the AGSA and / or every six months in a particular year or at such interval required by the AGSA.

### **Site Specifications:**

Security Officer	Total Quantity	Mon – Sun Dayshift	Mon – Sun Nightshift
Grade B	2	1	1
Grade C	5	3	2
Hand held Radios	4		
Company Cell Phone	1		
Guard Patrol System	1		
JPEX (pepper spray gun)	4		

## 2. THE MINIMUM PHYSICAL SECURITY STANDARDS TO BE PROVIDED

- 2.1. All security officers shall be registered with the Private Security Industry Regulatory Authority (PSIRA) as required by the AGSA, depending on the grading required per site.

The security service provider is required to ensure that all PSiRA certification and registration documents is renewed within the required specified period of registration, e.g. letter of good standing, company registration and individual certificates. All replacement security guards brought to the site must comply with the said requirements. This will be a clause in the MoA.

- 2.2. The security service provider shall ensure that all security officers, without exception, wear the appropriate contracted, clean uniforms while on duty. The uniform type shall be determined by the AGSA Facilities centre as per the site-specific instructions.
- 2.3. Each security officer shall be physically and mentally capable of performing all assigned duties. The AGSA reserves the right to review all minimum requirements and give instructions for the removal of any personnel unable to perform their duties satisfactorily.
- 2.4. Security officers shall be issued with at least the following standard equipment: Baton, handcuffs, notebook for recording incidents, nametags. This equipment shall be on each site as per the site information provided, per shift for the duration of the contract.
- 2.5. Hours of duty: All security officers shall report for work on time for the shift, as designated per site instructions. No security officer shall be allowed to work more than 12 continuous hours without time off for sufficient rest to ensure that he/she stays alert and is able to perform the required security duties to the AGSA's satisfaction. The duty hours are indicated on the site information spreadsheet. The AGSA reserves the right to change the duty hours to suit its operational requirements. Changes to duty hours shall be conveyed to the security service provider within 24 hours prior to the change being implemented.
- 2.6. Security officers shall not leave/desert their posts without being properly relieved by another security officer. It is the service provider's responsibility to provide continuous, quality and uninterrupted security service to the AGSA.
- 2.7. The security service provider shall indicate what procedures shall be used to ensure and confirm that all security officers have arrived at their posts on time and are neat and properly dressed, with the correct functional equipment – posted and self-posted.
- 2.8. The security service provider shall have sufficient vehicles at its disposal to render the required service to the AGSA, as indicated on the site information spreadsheet per region, to service these sites. All the vehicles shall be licensed, which licences shall be up to date and such vehicles shall be in a roadworthy condition.
- 2.9. The bidder must have an existing operational office in Nelspruit or within 50km radius. The bidder must provide proof of an existing and valid lease agreement, title deed, statement of business account or official letterhead confirming the business operational office address. This existing operational office will be inspected by the AGSA. It should meet the requirements as stated in annexure B, paragraph 2.10.1 to 2.10.8 and must remain operational for the duration of the contract should the bidder be successful.
- 2.10. The security service provider shall have the following. The items listed from paragraph 2.10.1 to 2.10.6 must be fully functional.
  - 2.10.1. Two-way radio communication with a base station
  - 2.10.2. Telephone communication

- 2.10.3. Cell phone communication (official company cell phone and must be able to make and receive calls from the cell phone at all times for the duration of the contract and it must have WhatsApp and camera features)
- 2.10.4. Uninterrupted power supply/generator for the control room operations
- 2.10.5. Fire extinguisher must be available in the control room
- 2.10.6. Emergency lighting/torches for the control room operations
- 2.10.7. Emergency contact numbers must clearly be displayed in the control room
- 2.10.8. Contingency plan for the control room
- 2.11. The security service provider shall comply with the following:
  - 2.11.1. PSIRA Act 2001 (Act No. 56 of 2001)
  - 2.11.2. Firearms Control Act, 2000 (Act No. 60 of 2000), as amended.
  - 2.11.3. The security service provider must be able to pay the security officers on time and be able to sustain their operations for a minimum of two months and deliver the standard of service delivery to the AGSA.

### **3. OPERATIONAL OFFICE**

- 3.1. The bidder's operational office shall be current and fully operational and be able to render the service as required in Nelspruit.
- 3.2. This office shall remain operational for the duration of the contract between the AGSA and the bidder. Any changes to the physical address of the operational office must be communicated in writing with the AGSA. The AGSA reserve the right to visit the operational office at any given time.

### **4. GENERIC PHYSICAL GUARDING SECURITY REQUIREMENTS**

#### **4.1. Standard operating procedures compliance**

All security-related functions shall be conducted by the security service provider in accordance with the AGSA's access control policy and other security-related procedures and as per the approved post security job description.

#### **4.2. Access control - pedestrian**

- 4.2.1. All employees entering the AGSA's premises shall have an AGSA identity access card (ID card). The security officer shall verify all persons entering the AGSA premises. He/she shall ensure that all AGSA employees and visitors have proper identification badges belonging to them prior to allowing access. The security service provider is responsible for ensuring that this requirement is adhered to at all entry and exit points and when conducting security patrols. Where an AGSA employee continuously fails to adhere to this policy, the security officer shall escalate the matter

to the relevant regional business executive (BE), regional business unit administration manager (BUAM) and the security manager/specialist.

- 4.2.2. The security officers shall, with the consent of the employee/person, search all luggage/bags, etc. of all persons leaving the premises.
- 4.2.3. Technical access control systems such as turnstiles, drop-arm barriers tag readers, security vehicle booms, etc. supported by physical security officers shall be monitored to limit access to authorised personnel with visibly displayed ID cards. The security officer shall physically and in person inspect the ID card used by the employee entering to ensure that they are in fact the authorised ID cardholders.
- 4.2.4. Any employee without an ID card shall be treated as a visitor.
- 4.2.5. The security officer shall first register all visits to the AGSA and, where possible, telephonically contact the employee to be visited. Where there is a reception desk, the visitor shall be directed to the receptionist where a visitor's slip will be issued. Where there is no receptionist, the security officer shall issue a visitor's slip/card and record the particulars in the visitor register. The visitor shall not be allowed to gain access to the office space until he/she is collected at the security point by the host being visited.
- 4.2.6. After the visit, the signed visitor's slip and/or visitor access card shall be collected at the original point of entry or reception/security checkpoint by the security officer prior to the visitor being allowed to exit the premises. The security officer shall inform his/her supervisor of any missing visitor's slip/card at the end of each day. It is therefore required that a reconciliation be done at the end of each day to determine whether all issued visitors slips/cards have been returned.
- 4.2.7. If an employee has forgotten his/her ID card or lost it, a visitor's slip/temporary access card shall be issued to the employee. The employee him/herself shall sign the register.
- 4.2.8. Employees without authorised ID cards to a specific site shall be treated as visitors and their details recorded in the visitors' register. These employees do not require escorting. The same applies to the employees working at other AGSA sites.
- 4.2.9. AGSA sites with technical access control systems shall be checked by the security officer upon commencement of each shift to ensure the proper functioning thereof. This function remains the day-to-day responsibility of the site supervisor.

#### **4.3. Access control – vehicle**

- 4.3.1. The security officer shall monitor and control the entry and exit of all vehicles to and from the AGSA premises. Company and employee vehicles shall have valid parking discs clearly displayed on the vehicle windscreen where applicable. At certain premises the requirement may also dictate that all vehicles entering and exiting the premises shall have their details recorded in the vehicle register.
- 4.3.2. All vehicles leaving the AGSA premises shall be searched prior to being allowed to exit the premises. However, as a courtesy and for the sake of professionalism, consent should be obtained from the driver before searching.

4.3.3. Where applicable, instructions shall be given to the security officer to request the visitor to stop and start the vehicle engine to ensure that the vehicle key ignition switch has not been tampered with and to avert the theft of a vehicle.

4.3.4. Premises with technical access control systems at the vehicle entrances and exits shall be checked by the security officer taking over duty upon commencement of each shift to ensure proper functioning of the system. Any malfunctions shall be recorded in the Occurrence Book and be reported to the Facilities centre.

#### **4.4. Access control after hours, weekends and public holidays**

4.4.1. All employees wanting access afterhours or on weekends and public holidays are required to record all relevant information in the After Hours Register. This includes all pedestrian and vehicle access. The security officer shall personally complete all the details in the After Hours Register and ensure that all information is legible and accurate. All persons inside the vehicle and accompanying the employee shall be recorded in the register. Any attempts to gain unauthorised access shall be recorded in the Occurrence Book and access shall be denied.

4.4.2. No visitor shall be allowed to enter the premises after hours unless accompanied by an employee.

#### **4.5. Unauthorised access**

4.5.1. All attempts to gain unauthorised access must immediately be reported to the Facilities centre.

#### **4.6. Searching of persons and vehicles**

4.6.1. The searching of vehicles, bags, box, etc. leaving the AGSA premises is the responsibility of the security officer on duty and shall be done in accordance with the AGSA security policy and procedure.

4.6.2. Search of persons: A private person (including the security officer) does not have the right to search a person. However, the security officer shall confiscate any article believed to have been used or is part of the commission of an offence or which may be used as evidence or intended to be used or which on 'reasonable grounds' is believed to be used in the commission of an offence.

4.6.3. 'Confiscate' means taking from the person and does not include physical body searching the person or their clothing. Any article confiscated shall be handed over to the Facilities centre immediately and, where needed, to the South African Police Service (SAPS) without any delay.

#### **4.7. Patrols**

4.7.1. The facilities centre shall determine whether the security officer is required to perform patrol functions at the AGSA premises. The number of patrol points shall be determined by the Facilities centre.

4.7.2. Patrols shall be conducted on foot, unless specified differently.

4.7.3. Detailed electronic recordings and physical records shall be kept, maintained and be produced and provided to the Facilities centre upon request. This information must

be treated as confidential and all applicable legislative requirements shall be adhered to.

#### **4.8. Static guards and unarmed and armed guards (ad-hoc)**

- 4.8.1. Security officers shall be unarmed unless stated otherwise. The exception to the rule shall be to provide an armed guard. The Facilities centre shall approve/reject a request for an armed guard after having reviewed the motivated request.
- 4.8.2. All security officers posted and performing official guarding duties shall be proficient in the handling of a firearm in accordance to the Fire Control Act, 2000 (Act No. 60 of 2000).
- 4.8.3. These services must be provided within 12 hours upon receiving the request from the AGSA.

#### **4.9. Extraction and escort services (ad-hoc)**

- 4.9.1. These escort services shall be provided as and when needed.
- 4.9.2. The security officers performing extraction and escorting duties shall be unarmed but must comply with the current Firearm Control Act, 2000 (Act No. 60 of 2000).
- 4.9.3. This service shall be for a required duration of the ad-hoc or otherwise stated.
- 4.9.4. All escort vehicles shall be equipped with a local global positioning system such as a Portable Garmin, Portable Tom Tom and a vehicle tracking device.
- 4.9.5. These services shall require but are not limited to following:  
Unarmed security officers (2) to travel in their own company vehicle and provide security and protection to the AGSA employee/team.
- 4.9.6. The security officer shall be required to meet the AGSA employees at an AGSA site or predetermined place; escort and protect the AGSA employee for the required period and then return to where they first met or an alternative drop-off point.
- 4.9.7. The security officer and the security service provider's vehicle shall have communication with its control room at all times.

#### **4.10. Vehicle contingency plan**

- 4.10.1. The security service provider shall have contingency plans in place to react immediately to any emergency request.
  - 4.10.1.1. Vehicle breakdowns
  - 4.10.1.2. Vehicle accidents

#### **4.11. Removal of assets (AGSA and private assets)**

- 4.11.1. The removal of company assets and bringing of private property onto the AGSA premises shall be in accordance with the AGSA's access control policy and all other related policies and procedure documents.
- 4.11.2. Copies of the gate release permits and the removal permit register shall be at all postings should a person wish to bring private assets onto the premises.



#### 4.12. **Security registers**

4.12.1. The AGSA Facilities centre shall decide what security registers are required at each security post. In general, the following security registers will be required: Occurrence Book, After Hours Register, Visitors' Register, access control - vehicle & pedestrian, firearm register and a key register. The security register requirements are not limited to the aforementioned list.

#### 4.13. **Communication and security equipment**

4.13.1. Communication and associated security equipment to be provided by the security service provider as prescribed by the AGSA.

#### 4.14. **Key control and parcels**

4.14.1. Under no circumstances shall a security officer accept any keys, unless prior arrangements were made and approval was given by the Facilities centre.

#### 4.15. **Contingency plans**

4.15.1. The security service provider must comply with the following contingency plans to cover the following scenarios:

4.15.1.1. A strike by the security service provider's security personnel

4.15.1.2. A strike by the security industry

4.15.1.3. Provision of extra security officers to assist the AGSA in the event of permanent and ad hoc security-related operations.

#### 4.16. **Shift relief/hand over procedures**

4.16.1. The AGSA reserves the right to change these procedures in writing in consultation with the service provider to costume its operational and strategic requirements.

#### 4.17. **Where and what security services would be required**

4.17.1. Permanent and adhoc security services shall be required at, but are not limited to 12 Nel street, Nelspruit, Mpumalanga and as and when required.

4.17.2. The following security and protection services will be as and when required but not limited to AGSA personnel protection, control room services, VIP Protection/CPO duties, armed and unarmed response, extraction, static guarding and security escort services.

#### 4.18. **Vetting: Criminal and Credit record checks**

4.18.1. Each security officer who will be appointed to perform security duties at the AGSA office shall be physically capable of performing all security assigned duties at the AGSA with no adverse results.

4.18.2. The AGSA will request the registration certificate of each security officer stationed at their premises within three (3) months of the inception of the contract and will thereafter request such certificates every twenty-four (24) months in line with the Private Security Industry Regulation Act, 2001 (PSIRA) for the duration of the contract.

The cost shall be for the security service provider's own account and not the AGSA. The AGSA reserves the right to review all minimum requirements in terms of PSIRA and will request the removal of any security officer who is unable to produce a valid registration certificate."

**END**