**ADDENDUM A**

**Methodology must cover the following:**

The service provider must demonstrate in the Project Execution Plan, how these points will be managed and/or implemented to realise the Scope of Work

## Guarding Conditions

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| **Description** | **Yes/No** | **Comments** |
| 1. The main entrance, being the first point of contact for visitors to SANSA, must create a professional and favorable impression; therefore service and dress must be of the highest quality at this point. Guards must be presentable in both appearance and in the way visitors are addressed. Sleeping on duty is considered a serious offence and ways must be devised by the service provider, in conjunction with SANSA, to keep guards occupied during quiet periods to keep them alert. |  |  |
| 1. Guards must be at least “Grade B” as they need a literacy level where messages can be understood, written and relayed, in the English language, to the correct party clearly and without error. Basic computer literacy; electronic record keeping or log book – per shift one grade B, and one/two grade C  * Day Shift – 1 x Grade B and 1 x Grade C * Night Shift – 1 x Grade B and 2 x Grade C |  |  |
| 1. The protection of SANSA assets is of paramount importance and searching of vehicles and persons entering and leaving the premises needs to be carried out with attention to detail ensuring that SANSA barcoded items are not removed without a valid permit. Visitor(s) are to be issued a visitor’s permit which must be signed, dated and the time of entry and exit inserted by the host. This permit must be retrieved by the guard on duty before opening the booms or gate for the visitor(s) to exit. Any goods admitted to or removed from SANSA premises must have a valid document proving ownership or a valid permit allowing removal issued by SANSA. |  |  |
| 1. Searching of vehicles and persons entering and/or leaving the premises is to be done on a continuous basis. A female guard will be required to perform duty on occasions where ladies’ handbags and body searches are to be carried out. This should be done on at least three separate working days/times per week on a rotation basis. |  |  |
| 1. During normal working hours the main function of the guard will be to control access to the premises and ensure that only legitimate visitors are admitted. The guard will have to contact the host of a visitor or reception telephonically to confirm their presence and availability before allowing the visitor access. The visitor is then requested to complete the visitor’s permit presented by the guard with applicable details. Only personnel in possession of issued remote controls may enter the premises without the interaction of the guard. |  |  |
| 1. Guards must be instructed by their supervisors to report abnormal conditions and circumstances, especially after-hours, such as, for example, open doors/windows, leaking taps, lights burning where they should not, and *vice versa*, and unauthorized persons on site. These must be reported to the service provider’s control room immediately and the service provider’s control room must forthwith forward such notification to SANSA or the applicable local emergency department. |  |  |
| 1. The main gate is kept open during normal working hours (approx. from 07:00 to 17:30). There is an apparatus to break the IR beam which is kept in the sentry for this purpose. The guard will be required to control the main gate and ensure that these hours are adhered to. In the event of exceptional circumstances, management will advise with regards to any changes of said times |  |  |
| 1. There are students, interns and volunteers living permanently on site, as well as temporary visitors in the guesthouses, and guards must be warned not to befriend them or visit them in their quarters. The Student Residence and on-site guest accommodation is out-of-bounds to guards at all times. Only during responses to an emergency in these quarters will access be acceptable. Guards will be required to respond immediately should a panic alert be raised in any of the residences at any time. |  |  |
| 1. The integrity of the palisade and electric fence must be monitored whilst guards patrol the perimeter of the grounds. The electric fence energizers must be monitored on an ongoing basis and all malfunctions to be reported immediately. Any possible digging or disruptions that could compromise the integrity of the perimeter should be reported immediately. |  |  |
| 1. The service provider must be able to supply an integrated solution incorporating SANSA’s existing systems (electric fence system, fire alarm, burglar alarm) for all aspects of security and guard monitoring systems which would typically include systems like burglar alarms, security cameras, electric fencing and patrol monitoring.   The service provider should have a technical division to troubleshoot potential problems with the security and guard monitoring systems, and also provide SANSA with advice on new technology etc. |  |  |
| 1. Guards are to keep the sentry and surrounds clean. Equipment and material must be provided by the successful service provider for this purpose. |  |  |
| 1. Guards commuting with their own vehicles must request a parking bay inside SANSA premises (if available) and refrain from parking inside the main gate in view of visitors. |  |  |
| 1. SANSA will operate as a 24/7 Operational Space Weather Centre from 2022 and employees will be working shifts on site. The patrol sequences must be altered as more visibility will be required on site |  |  |
| 1. Any faults and/or issues must be reported to SANSA reception or to the SANSA Facility Services Unit manager immediately. |  |  |
| 1. Guards must be aware of and report malpractices e.g. “pass-back” of access cards at the turnstiles which may allow access to unauthorized persons/visitors. |  |  |
| 1. Guards are not to entertain family members and friends at the workplace. |  |  |
| 1. The service provider must have a physical presence in the form of his/her own properly manned operations centre and rapid response teams in Hermanus to be able to reach SANSA’s premises within 10 (ten) minutes in case of emergency. This is an essential requirement for providing this service to SANSA. Immediate reaction and response time is an essential requirement. Proof of the location of the operations centre must be provided, and SANSA reserves the right to visit the centre as part of due diligence prior to award. |  |  |

**ALARM MONITORING/RAPID RESPONSE**

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| **Description** | **Yes/No** | **Comments** |
| All fire and burglar alarm systems must be monitored by security company personnel and reported by radio link |  |  |
| Any and every alarm must immediately be followed up per telephone or radio with the guard on duty. All alarms must be reported immediately to persons identified on the telephone priority list to confirm a genuine or false alarm where possible. Panic alarms should be responded to immediately. |  |  |
| In a case where either the above persons cannot be contacted or a genuine alarm is confirmed, a rapid response officer must be dispatched **to reach the premises within 10 (ten) minutes** to investigate the cause of alarm. |  |  |
| The rapid response officer must ensure that all necessary action is taken and inform the first person contactable on the telephone priority list about the outcome of the alarm |  |  |
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| **Tender’s experience (Company)** | **Number of years** | **Reference provided. Yes/No** |
| Tenderer must clearly indicate the Tenders’ experience and submit written client references indicating the period of the service to the client. |  |  |

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| **Resources experience (Capacity)** | **Number of years** | **CV’s of key personnel provided. Yes/No** |
| The tenderer must clearly indicate the Resources experience. Experience of key personnel. |  |  |

Hereby I confirm that all information stated above is correct, complete and ALL required documents has been attached

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| --- | --- | --- | --- |
| Signed |  | Date |  |
| Name |  | Position |  |
| Bidder |  | | |