

ANNEXURE A: SITE INSPECTION CHECKLIST

SITE INSPECTION		
	YES	NO
Functional control room manned 24 hours by well-trained guards / staff who can handle emergency situation.		
Back – up support / Emergency Armed Response capabilities, response times.		
GUARD SERVICES		
Training of guards – formal training courses offered, refresher training offered, and areas of training. i.e. certificates		
Back-up support / Emergency response capabilities, response times, escort services.		
Communication systems in place between guards – base station – police, occupants, etc.		
Equipment issued to guards, i.e. flashlights, baton, radios, whistle, etc.		
Guard / Patrol routine, i.e. occurrence register / book, frequency of patrols on premises, supervisor patrols / inspections, etc.		
ALARM MONITORING SERVICES		
Equipment provided / used, i.e. radio transmitter, fixed line, wireless, etc.		
Alarm monitoring and testing.		

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Initials: _____

ANNEXURE B: SPECIFICATION REQUIREMENTS

1. SPECIFICATIONS

- Contract period: 01 July 2026 – 30 June 2027
- Duration: One (1) Year

The appointed security service provider shall employ every lawful means to prevent loss of life, property, etc. through damage, theft, explosion, fire, sabotage, espionage and other occurrences. The following security services to be provided:

- Access Control: shall include but not limited to searching, monitoring entering and existing of vehicles, employees/pedestrians into South African High Commission premises inclusive of opening and locking of entrance in line with the South African High Commission's Premises requirements and/or policy.
- Patrolling duties: shall include but not limited to the physical patrolling of South African High Commission premises. Any incidents and/or deviations should be reported and recorded in the occurrence book. Minimum of (8) patrols per 24-hour shift.
- Guarding duties: shall include but not be limited to physical guarding of South African High Commission premises, assets and properties, and assets of visitors e.g., cars.
- Armed response: shall include but not limited to armed response when called in during an emergency situation.
- Panic Button: A panic button linked to the service provider to be installed at the South African High Commission reception desk and identified residences. Provision of a panic button system linked to the service provider's Control Room and security guard on duty must be supported by armed response.
- Cell phones/two-way radio communication: The service provider must supply the security guards on duty with cell phones/ two-way radio communication.
- Registers and Document Management: the service provider must keep the occurrence register up to date and handle any unauthorized situations as per procedure and issue the necessary documentation.
- Couriered Packages: The receipt or dispatch of courier packages, after working hours and during weekends, must be recorded.
- Occurrence books: every completed/full book to remain the property of the South African High Commission premises.
- Compliance: Identification cards must be carried whilst on duty. All approved security-related legislation, codes of conduct and procedure must be complied with.

1.1 SECURITY SERVICES (WORK METHODOLOGY)

Security personnel must:

- Conduct patrols along the perimeter fence around South African High Commission premises office block mainly outside of business hours;
- Conduct patrols and check all parked vehicles on a regular basis;
- Patrols to be conducted randomly;

Bidders Signature: _____ Date: _____ Initials: _____

- Inspect all vehicles entering and leaving the South African High Commission premises;
- Security personnel on site must ensure that all incidents are recorded in the Occurrence book and reported to the site supervisor and relevant person at the South African High Commission premises;
- patrol in a routine manner. The time and route of the patrol must be rotated.

Ensure that:

- If there are any windows left open in the open-plan areas these should be closed. Windows left open in closed offices should be reported in the Occurrence book; and
- Ensure that no suspicious persons wander between parked vehicles.

1.2 MANAGEMENT

- Complaints raised by the South African High Commission to be addressed within 24 hours or as agreed;
- The service provider must ensure that all incidents are accurately recorded in the Occurrence Book;
- The security personnel must wear corporate uniform (not combat);
- All security breach incidents occurring on site e.g., break-ins and theft must be recorded and reported to South African High Commission immediately.

1.3 SECURITY STAFF COMPLEMENT AT SOUTH AFRICAN HIGH COMMISSION PREMISES (MINIMUM STAFF REQUIREMENT)

Monday to Sunday (including Public Holidays)

- 06h00 to 18h00: 2 security guards which includes 1 supervisor per shift. **Location 01 only**
- 18h00 to 06h00: 2 security guards which includes 1 supervisor per shift. **Location 01 only**

Service to be provided for:

Location	Services offered
Location 01 (Chancery)	2 x Security Officers per shift which includes 1 supervisor on 24 hours/ 7 days a Week. Armed at Night (e.g. 18h00.– 06h00) Unarmed during the day (e.g. 06h00 – 18h00) Alarm Monitoring Emergency armed response (Panic Button)
Location 2 (Staff Residence)	Emergency armed response (Panic Button)
Location 3 (Staff Residence)	Emergency armed response (Panic Button)
Location 4 (Staff Residence)	Emergency armed response (Panic Button)
Location 5 (Staff Residence)	Emergency armed response (Panic Button)
Location 2 (Staff Residence)	Emergency armed response (Panic Button)

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1.4 MINIMUM SECURITY AID REQUIREMENTS:

- Security Alarm Monitoring – wireless
- Emergency response at the South African High Commission premises
- 24-hour Armed Response required via radio-link or speed-dial
- Vehicles & equipment to be provided and serviced by company:
 - Rapid response & communication system
 - Vehicle for transporting security guards.
 - Liaison mobile phones.
 - VHF/UHF (two way) radio set should be in contact with control room of the bidder on a 24-hour basis.
 - Rechargeable Handheld metal detectors
 - Torch
 - Handheld alarm or whistle
 - Batons
 - Handcuffs
 - Under vehicle search mirror
 - Occurrence Book (OB)
 - Guard dog, with handler (when requested)
- Standard uniform: Uniform with a jacket and tie
- Standard equipment to be specified: Torch, Handheld detectors and batteries.

1.5 SECURITY OFFICERS/PERSONNEL: MINIMUM REQUIREMENTS

- Must have a police clearance certificate.
- Must be 18 years of age and above.
- Must be medically and psychologically fit.
- All security officers supplied by the service provider must be registered as security officers in terms of local law of country of accreditation.
- Be assertive enough to enforce security measures as required.
- Security officers tasked with carrying out services must be able to interact in English.

The Security Service Provider's staff, whether appointed permanently or temporarily to the sites (indicated below) are to be neatly dressed at all times in Company work wear and be courteous and fully aware of the fact that it is a working environment.

1.6 WORKING HOURS AND RATES

Security services shall be provided twenty-four hours seven days a week (24/7).

Bidders must remunerate security officers in accordance with standards rates as prescribed by the local law of country of accreditation.

By signing this annexure, bidders confirm that they have quoted as per all the above requirements. Any misrepresentation of information shall result in termination of the contract.

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