

## **BUSINESS REQUIREMENTS**

PROVISION OF ARMED GUARDING, CLOSE PROTECTION AND  
TACTICAL RESPONSE SECURITY SERVICES

## 1. INTRODUCTION

The South African Revenue Service (SARS) has a total of thirty one (31) **State Warehouses** nationally, a presence at South African ports of entry (border posts), SARS personnel, who need protection, and often hosts events that are classified as high risk. The protection of SARS's sites, personnel and assets, is imperative in ensuring a safe and secure working environment. In addition, the successful Bidder will be required to provide Armed Guarding, Close Protection and Tactical Response Security Services to all SARS Sites, events and identified SARS personnel in a region to which it is appointed, as prescribed and/or as and when required. The table below represents the geographical spread of SARS Sites.

**Table 1A**

<b>Region A</b>	<ul style="list-style-type: none"> <li>• Gauteng North and Witbank</li> <li>• North West and Free State Provinces, including Kimberley</li> <li>• Limpopo and Mpumalanga Provinces, excluding Witbank and Standerton</li> <li>• Gauteng South, including Standerton</li> </ul>
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## 2. Scope of Work

Successful Bidders will be required to provide the following Services in a diligent manner-

- 2.1.1 Armed guarding of SARS's premises and buildings;
- 2.1.2 On-site patrolling of SARS's buildings and premises at specified sites, in line with SARS's Site patrol plan, and adhering to the SARS monitoring requirements at prescribed intervals;
- 2.1.3 Conduct patrols at designated sites to ensure that lockdown sites remain protected during the night, weekends and public holidays;

- 2.1.4 Effectively respond to Emergencies;
- 2.1.5 Detection and response to Security Incidents;
- 2.1.6 Recording, investigation and reporting of Security Incidents and Emergencies, including the recommending of solutions within prescribed timeframes;
- 2.1.7 Provide daily, weekly and monthly reports outlining Security Incidents and Emergencies, per SARS Site or event and/or assignment to SARS personnel. The daily, weekly and monthly reports must be submitted to the SARS Authorised Representative or his/her appointed delegate;
- 2.1.8 Provision of Close Protection services which includes but is not limited to, two (2) trained and certified Armed Close Protectors, in line with PSIRA requirements, and with a minimum of a 1.6 Litre engine sedan vehicle, per assignment;
- 2.1.9 Provision of Tactical Response services which includes but is not limited to, two (2) trained and certified Armed Tactical Response Officers, in line with PSIRA requirements, with a Tactical Vehicle, per assignment;
- 2.1.10 Provision of mobile home alarm systems, mobile wireless CCTV, as and when required;
- 2.1.11 Provision of a response service to homes where security systems in line with **paragraph 2.1.10** above are installed;
- 2.1.12 Provision of a security operational room where the security systems mentioned in **paragraph 2.1.10** above are installed;
- 2.1.13 Tracking and tracing, which will include the tracking of the successful Bidders' Tactical Response and Close Protection vehicles providing Services to SARS;
- 2.1.14 Conducting of personnel, event and site risk assessments, both proactively and reactively, in line with SARS's operational requirements as required for submission to the SARS Authorised Representative or his/her appointed delegate; and
- 2.1.15 In the event that SARS makes a risk assessment request to the successful Bidder,

SARS will state in its written request the number and grading of Armed Security Officers required to perform the Services. The successful Bidder shall comply with such request within twenty four (24) hours of receipt of the request or such shorter time as may be agreed to between the Parties. All terms and conditions of the MSA shall apply to the performance of the Services supplied consequent to such request.

## **2.2 Service Coverage Hours**

The Services **MUST** be provided on a **24 hours, 7 days a week and 365 days a year or as agreed.**

## **2.3 Security Vetting of the Successful Bidder's Personnel**

### **2.3.1 Security Vetting Prior to Appointment to Deliver the Services**

2.3.1.1 The award of a bid is conditional upon the shortlisted successful Bidders passing security vetting by SARS. In this regard, the provisions of **paragraph 2.3.2.2** below must be complied with.

### **2.3.2 Continuous Security Vetting Requirements**

2.3.2.1 SARS reserves the right at its sole and absolute discretion to do a security check (vetting) on the successful Bidder, its Directors and Security Officers deployed or assigned to SARS and involved and with the performance of the Services.

2.3.2.2 The Bidder and its Directors must submit consent forms as may be reasonably requested by SARS, to enable SARS to conduct such security checks as aforementioned.

2.3.2.3 Security vetting shall include, but not be limited to, checks on criminal records, credit references and identity documents.

2.3.2.4 Where SARS, in its sole discretion, finds any of the successful Bidder's Personnel deployed at SARS to be a security risk, SARS will inform the successful Bidder accordingly in writing and the

successful Bidder will be required to immediately remove such Personnel.

- 2.3.2.5 Failure to effect such a replacement of the successful Bidder's Personnel, with a suitably trained and equally graded substitute within a period of twelve (12) hours after having been so informed by SARS, will constitute a Performance Failure.
- 2.3.2.6 Despite the above, the successful Bidder must ensure that prior to commencement of employment the successful Bidder's Personnel undergo security vetting, which must include the checks described in **paragraph 2.3.2.3** above.
- 2.3.2.7 The successful Bidder shall conduct a criminal status screening of its Personnel annually, and SARS may at any time verify the results of such security vetting.

## **2.4 Successful Bidders' Personnel**

The successful Bidder shall ensure that every Security Officer assigned to provide the Services at a SARS Site, event or to SARS personnel, complies with the following requirements:

### **2.4.1 Relevant Registration, Certification and Identification Cards**

- 2.4.1.1 All Armed, Close Protection and Tactical Response Security Officers must be registered with PSIRA.
- 2.4.1.2 All Armed, Close Protection and Tactical Response Security Officers must have a working knowledge of evacuation procedures in terms of the Occupational Health and Safety Act, 1993 (Act No. 85 of 1993).
- 2.4.1.3 The successful Bidder must issue an Identification Card to Armed Security Officers deployed at SARS containing as a minimum, the name, surname and PSIRA registration number, and firearm details of the relevant Armed Security Officer.

2.4.1.4 All Armed and Tactical Response Security Officers must always wear their Identification Cards, or any SARS issued Identification Card, in a clear and visible manner.

2.4.1.5 Close Protection Security Officers must always have their Identification Cards on them.

#### **2.4.2 Medical / Fitness Requirements**

2.4.2.1 All Armed, Close Protection and Tactical Response Security Officers must undergo medical and physical fitness examinations at least once per year, as per the successful Bidder's guidelines.

2.4.2.2 All Armed, Close Protection and Tactical Response Security Officers must undergo psychological assessments at least once a year or following a trauma, particularly involving death, prior to deployment at SARS.

#### **2.4.3 Uniforms**

2.4.3.1 Armed and Tactical Response Security Officers must wear a uniform at all times whilst performing the Services at SARS Sites, events or to SARS personnel.

2.4.3.2 Armed Security Officers stationed at state warehouses or ports of entry (border posts) and Tactical Response Security Officers responding to Security Incidents and Emergencies must wear a combat uniform.

2.4.3.3 The successful Bidder must issue sufficient uniforms (a minimum of 3 sets per posting / duty roster) to ensure Security Officers are presentable at all times, without recovering the uniform costs from the Security Officers.

2.4.3.4 The successful Bidder must be in possession of Standard

Operating Procedures pertaining to Personnel Protection Equipment (PPE), including but not limited to, bullet resistant jackets, firearm holsters; and the successful Bidder must issue the PPE accordingly and within PSIRA requirements and prescripts.

2.4.3.5 The uniforms of the Security Officers must be clean and worn properly at all times.

2.4.3.6 Close Protectors must wear appropriate dress code.

#### **2.4.4 Training**

2.4.4.1 The successful Bidder must ensure that-

2.4.4.1.1 All Personnel have access to a certified shooting range approved in line with SABS and the Firearms Control Act, 2000 (Act No. 60 of 2000); and

2.4.4.1.2 All Personnel have access to trainers, moderators and assessors in accordance with the PSIRA and/or Security Sector Education Authority (SASSETA).

2.4.4.2 The successful Bidder must develop and implement a firearms training plan, including refresher courses in line with the Firearms Control Act, 2000 (Act No. 60 of 2000).

2.4.4.3 All Close Protection and Tactical Officers rendering the Services to SARS in terms of this RFP must undergo the following training-

2.4.4.3.1 Advanced and defensive driving; and

2.4.4.3.2 Advanced VIP Protection training.

2.4.4.4 All training and induction must be recorded and signed by the Armed Security Officers in the Occurrence Book, as well as the

## SARS Site Management File.

**2.4.5 Acts that are Prohibited Whilst on Duty****2.4.5.1** The successful Bidder's Armed, Close Protection and Tactical Response Security Officers must not-

2.4.5.1.1 Consume alcohol, take illegal drugs, or possess such substances whilst on duty;

2.4.5.1.2 Report for duty whilst under the influence of any intoxicating substance;

2.4.5.1.3 Sleep whilst on duty;

2.4.5.1.4 Leave a post unattended without the superior's permission;

2.4.5.1.5 Fight on site and argue without reason in view of SARS's employees or visitors;

2.4.5.1.6 Be dishonest at any time during the contract term;

2.4.5.1.7 Commit a Security Incident;

2.4.5.1.8 Aid and/or abet in the commission of a Security Incident;

2.4.5.1.9 Use or remove SARS's equipment without permission;

2.4.5.1.10 Use unauthorised electronic devices or illegal electronic connections;

2.4.5.1.11 Allow access to SARS Sites without authority by-

2.4.5.1.11.1 Using an Armed Security Officer's



access card to allow access when a SARS employee or visitor does not possess an access card;

2.4.5.1.11.2 Opening a door physically, allowing access without querying the identification of the person entering; or

2.4.5.1.11.3 Failing to report an item carried by a person which obviously requires authority e.g. Weapons, laptop computers, etc.; and

2.4.5.1.12 Read SARS Information and/or Taxpayer Information or remove the aforementioned from SARS without written consent from SARS.

## **2.5 Management Responsibilities**

2.5.1 Management and supervisors must ensure the following:

2.5.1.1 All Armed, Close Protection and Tactical Response Security Officers assigned at SARS Sites, events or to SARS personnel are properly trained, fit-for-purpose, reliable, of reputable background, of sound character and able to perform their duties;

2.5.1.2 Parades of Armed Security Officers are conducted during each shift change and all handovers are done timeously without interruption of the Services;

2.5.1.3 Close Protectors and Tactical Response Security Officers conduct a handover on completion of an assignment;

2.5.1.4 All Armed, Close Protection and Tactical Response Security Officers deployed at SARS do not have criminal records;

- 2.5.1.5 All Armed, Close Protection and Tactical Response Security 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, whenever they are at a SARS Site / event or with SARS personnel;
- 2.5.1.6 All Armed, Close Protection and Tactical Response Security Officers assigned and deployed to SARS Sites do not conduct themselves in a dishonest manner;
- 2.5.1.7 Voice stress analysis tests are conducted on all Armed, Close Protection and Tactical Response Security Officers allocated to SARS Sites, events and SARS personnel, on a quarterly basis;
- 2.5.1.8 All Armed, Close Protection and Tactical Response Security Officers adhere to the dress code regulations, SARS policies, standard operating procedures and Safety and Security post instructions;
- 2.5.1.9 All Armed, Close Protection and Tactical Response Security Officers assigned to SARS Sites, events and SARS personnel are of the required security level grading;
- 2.5.1.10 The Security Officers deployed at SARS Sites and/or assigned to SARS events and/or protection of SARS personnel are aware of all instructions, issued by the relevant SARS Authorised Representative or his/her appointed delegate. In this regard the instructions must be recorded in the Occurrence Book, as well as, the Instruction Book, and signed by each Security Officer;
- 2.5.1.11 The Armed and Tactical Response Security Officers acquaint themselves with the contents of the Site Management File issued by the relevant SARS Authorised Representative or his/her appointed delegate, as per **paragraph 2.7.4.1** below;
- 2.5.1.12 Partially or uncovered shifts for Armed Security Officers are

reported to a SARS Authorised Representative or his/her appointed delegate immediately and that replacements are trained on Site instructions and procedures, as per **paragraph 2.7.5.5** below;

- 2.5.1.13 The SARS Authorised Representative or his/her appointed delegate is advised in writing when the Armed, Close Protection and Tactical Response Security Officers are removed from or leave a SARS Site, event or SARS personnel for any reason whatsoever;
- 2.5.1.14 All Armed, Close Protection and Tactical Response Security Officers conduct personal searches within the confines of the law;
- 2.5.1.15 Incident investigation reports are prepared and submitted to the relevant SARS Authorised Representative or his/her appointed delegate within **four (4) hours** of the Security Incident or Emergency occurring, as per **paragraph 2.7.1.1** below;
- 2.5.1.16 The successful Bidder's Security Officers are available when a SARS Security Operations Centre makes contact regarding Security Incidents or Emergencies at a SARS Site, event or SARS personnel under protection;
- 2.5.1.17 Tactical Response Security Officers must respond to all triggered alarms at a SARS Site, event or SARS personnel within fifteen (15) minutes or less in any area. The fifteen (15) minutes shall be calculated from the time the successful Bidder's Personnel obtains verification from the SARS Security Operations Centre that tactical response must be dispatched to the particular SARS Site, event or SARS personnel under protection; and
- 2.5.1.18 That all exceptions to SARS's requirements must be approved in writing by SARS, **prior** to their implementation.

- 2.5.2 The successful Bidder must comply with the following invoicing principles-
- 2.5.2.1 SARS shall be invoiced the total monthly fee payable per region on or before the fifth (5<sup>th</sup>) day of the month following the month in which the successful Bidder performed the Services;
  - 2.5.2.2 Each invoice shall contain-
    - 2.5.2.2.1 A description of Services rendered; and
    - 2.5.2.2.2 Any such details as may be reasonably requested by SARS from time to time;
  - 2.5.2.3 Each invoice must be verified for completeness and accuracy, and that it conforms to the requirements of the MSA, before issuing the invoice to SARS;
  - 2.5.2.4 Deliver all invoices to the SARS office designated by SARS from time to time;
  - 2.5.2.5 Should SARS query an item in an invoice, the successful Bidder shall within two (2) days after a written request by SARS, provide SARS with any other documentation or information reasonably required by SARS in order to verify the accuracy of the amounts due on an invoice; and
  - 2.5.2.6 The amount of the financial penalties for Performance Failures, calculated with reference to **Annexure D** and as confirmed by SARS pertaining to the prior months, must be credited to SARS by issuing a credit note.
- 2.5.3 The Management of the successful Bidder must ensure that a copy of the personnel file of Armed, Close Protection and Tactical Response Security Officers assigned to a SARS Site, event or SARS personnel is always available to SARS **prior** to the deployment. In addition, a copy of the Security Officers' personnel files shall be provided and/or made available to SARS or any other lawful regulatory authority on demand, containing the

following information. The personnel file must at a minimum contain the following-

- 2.5.3.1 Security training certificates, polygraph pre-employment results, integrity evaluation record and PSIRA registration certificates;
- 2.5.3.2 A copy of a grading certificate, performance history, copy of the security identification (PSIRA), competency certificates [as stipulated in the Firearms Control Act, 2000 (Act No. 60 of 2000)] and a certified copy of the identity document;
- 2.5.3.3 A completed SARS Oath / Affirmation of Secrecy form, copies of qualifications and a medical fitness certificate;
- 2.5.3.4 Disciplinary record, a record of pre-employment screening results and annual criminal status screening; and
- 2.5.3.5 A copy of all credit references.

## **2.6 Management Meetings**

- 2.6.1 The Service Provider is expected to allocate a Contract Manager on a non-exclusive basis to SARS for operational matters.
- 2.6.2 The successful Bidder must provide SARS with a monthly report containing a consolidated record of all Security Incidents and Emergencies at SARS Sites, events or relating to SARS personnel under protection during a month on a template specified by SARS. The report will be validated and quality controlled by the Contract Manager.
- 2.6.3 The successful Bidder's Contract Manager and the relevant SARS Authorised Representative or his/her appointed delegate shall meet for a minimum of once a month, or as and when required.
- 2.6.4 The successful Bidder's Chief Executive Officer and SARS's Authorised

Representative or his/her appointed delegate shall meet a minimum of once every six (6) months to discuss the overall performance of Services.

- 2.6.5 At the first meeting between the Parties they will agree on the place, the time and venue of subsequent meetings, and any proposed additions / amendments to the standard operating procedures submitted by the successful Bidder, which shall include as a minimum: rostering / scheduling, dress code and code of conduct.
- 2.6.6 The successful Bidder will be responsible for the correct recording of the meeting proceedings of the meetings envisaged under this paragraph and the keeping of minutes.
- 2.6.7 The successful Bidder shall deliver the minutes and record of the meeting proceedings to SARS within two (2) Business Days after the date of the meeting or such shorter period as SARS may prescribe in its absolute discretion, for SARS's perusal and verification.
- 2.6.8 SARS may call an unscheduled meeting with the successful Bidder or its Contract Manager to discuss any matter regarding the performance of Services, at its sole discretion. **Paragraphs 2.6.6 and 2.6.7** above, shall apply to such meetings as well.

## **2.7 Successful Bidder's General Obligations**

### **2.7.1 Reporting of Security Incidents and Emergencies**

**2.7.1.1** The successful Bidder shall further comply with the following requirements-

2.7.1.1.1 Ensure that Security Incidents and Emergencies at a SARS Site or event or concerning SARS personnel are fully recorded;

2.7.1.1.2 Record the incident and immediately report the details of the incident, as relayed by the Armed / Close Protection / Tactical Response Security

Officer deployed to a SARS Site or event or SARS personnel, to the relevant SARS Security Operations Centre including the following information:

*Tactical Response*

- 2.7.1.1.2.1 Date of incident;
- 2.7.1.1.2.2 Address where the incident happened;
- 2.7.1.1.2.3 Details of the Tactical Response Security Officer who provided the armed, tactical response or close protection service;
- 2.7.1.1.2.4 Details regarding the time the Tactical Response Officer(s) was dispatched and arrived on site;
- 2.7.1.1.2.5 Details regarding the successful Bidder's control room officer, who received the request for tactical response, dispatched tactical response and reported to the SARS Security Operations Centre;
- 2.7.1.1.2.6 Details of the tactical response vehicle used for the response;
- 2.7.1.1.2.7 Details regarding the findings of the Tactical Response Officer(s); and
- 2.7.1.1.2.8 Tactical Response and Occurrence Book number;

*Armed Guarding*

- 2.7.1.1.2.9 Date of incident;
- 2.7.1.1.2.10 Details of the Armed Security Officer who attended to the incident;
- 2.7.1.1.2.11 Details of the control room officer the incident was reported to;
- 2.7.1.1.2.12 Details regarding the findings of the Armed Security Officer; and
- 2.7.1.1.2.13 Occurrence Book number;

*Close Protection*

- 2.7.1.1.2.14 Date of incident and time;
- 2.7.1.1.2.15 Area and address where the incident happened;
- 2.7.1.1.2.16 Details of the Close Protector managing the incident;
- 2.7.1.1.2.17 Details of the SARS employee involved in the incident;
- 2.7.1.1.2.18 Details regarding the SAPS station the incident has been reported to;
- 2.7.1.1.2.19 Details of the SARS Security Operations Centre and SARS control room officer, who received the incident report;
- 2.7.1.1.2.20 Details of the hospital where the employee is treated, where



applicable;

2.7.1.1.2.21 Details of the vehicle used for the protection; and

2.7.1.1.2.22 Details regarding the findings of the incident;

2.7.1.1.3 Prepare an incident report within four (4) hours after every incident for SARS's perusal. The incident report must contain the following information-

2.7.1.1.3.1 Date of incident;

2.7.1.1.3.2 Details of the Armed / Close Protection / Tactical Response Security Officer who provided the service;

2.7.1.1.3.3 Address of SARS Sites or event or SARS personnel where Security Incident or Emergency occurred;

2.7.1.1.3.4 Details regarding the incident;

2.7.1.1.3.5 Preliminary recommendations regarding the incident; and

2.7.1.1.3.6 An incident number; and

2.7.1.1.3.7 Corresponding Occurrence Book number; and

2.7.1.1.4 In respect of Security Incidents, the successful Bidder shall-

2.7.1.1.4.1 Ensure that Security Incidents at a Site involving any damage to or loss of property or potential damage to or loss of property are fully investigated; and

2.7.1.1.4.2 Submit the full investigation report to the SARS Authorised Representative or his/her appointed delegate within one (1) day of the Security Incident or such shorter time as SARS may prescribe, in its absolute discretion.

## **2.7.2 Maintenance of Occurrence Books**

The successful Bidder shall further comply with the following requirements-

2.7.2.1 The successful Bidder shall acquire and keep a log book ("Occurrence Book") at each and every SARS Site and accurately record therein as prescribed by **paragraphs 2.7.2.2, 2.7.3.2 and 2.7.3.3** below, as well as all activities performed by the Armed Security Officers on site, including the times when the activities were performed;

2.7.2.2 All patrols must be recorded in the Occurrence Book and entries made detailing what was observed during the patrol and per patrol pattern / plan on site;

2.7.2.3 All Occurrence Books for and at SARS Sites must be assigned a serial number, per SARS Site, and once completed shall be stored by the successful Bidder for the duration of the contract term. Subsequent Occurrence Books, per SARS Site, shall be assigned a sequential serial number; and

2.7.2.4 SARS shall have access to all Occurrence Books, upon request, and all Occurrence Books at SARS Sites shall become the property of SARS on termination of the MSA.

### 2.7.3 Site Visits to Armed Security Officers

2.7.3.1 The successful Bidder must ensure that its Personnel designated as supervisors and/or managers conduct the following visits to a SARS Site-

2.7.3.1.1 Manager - day shift  
Eight (8) site visits per month;

2.7.3.1.2 Manager - night shift  
Four (4) site visits per month;

2.7.3.1.3 Supervisor - day shift  
Eight (8) site visits per month; and

2.7.3.1.4 Supervisor - night shift  
Thirty (30) to thirty-one (31) site visits per month  
[minimum of one (1) per night].

2.7.3.2 The supervisors and managers of Armed Security Officers shall conduct quality site visits and will be required to-

2.7.3.2.1 physically monitor the guarding positions and conduct inspections of Armed Security Officers by asking them pertinent questions in this regard;

2.7.3.2.2 check the Armed Security Officers' appearance and level of alertness;

2.7.3.2.3 ensure that all Security Incidents and Emergencies are reported and recorded in the Occurrence Book;

2.7.3.2.4 inspect the Occurrence Book and, discuss and clarify any Security Incidents and Emergencies recorded therein; and

2.7.3.2.5 Sign the Occurrence Book and record all non-compliance of Armed Security Officers with their obligations and duties.

2.7.3.3 The full details of the occurrence of the site visits shall be recorded in the Occurrence Book.

2.7.3.4 The successful Bidder must further ensure that there is a specific site visit register kept at SARS Sites and that the register contains the following information-

2.7.3.4.1 Date and time of visit;

2.7.3.4.2 Confirmation that the site visits were conducted in accordance to the minimum requirements set out in **paragraph 2.7.3.1** above;

2.7.3.4.3 Details of the Supervisor or Manager who conducted the site visit; and

2.7.3.4.4 An Occurrence Book number.

2.7.3.5 The site visit register will be inspected by SARS, as and when required. All registers utilised at SARS Sites are the property of SARS and must be handed over to the SARS Authorised Representative or his/her appointed delegate upon request.

#### **2.7.4 Emergency Evacuation Plan**

2.7.4.1 The successful Bidder's Security Officers assigned to perform the Services at a SARS Site, events and/or to SARS personnel must adhere to the standards of the Occupational Health and Safety Act, 1993 (Act No. 85 of 1993), to this extent, Security Officers must have a working knowledge of-

2.7.4.1.1 A SARS Site emergency plan;

2.7.4.1.2 Emergency telephone numbers;

2.7.4.1.3 Site escalation procedures;

2.7.4.1.4 Basic Fire Fighting skills;

2.7.4.1.5 Basic First Aid skills;

2.7.4.1.6 Basic Occupational Health and Safety procedure;

2.7.4.1.7 Basic reaction procedures to power failures on a SARS Site;

2.7.4.1.8 Evacuation plans of the SARS Site where the Security Officer is stationed; and

2.7.4.1.9 A SARS Site Management File.

## **2.7.5 Partly Covered or Uncovered Shifts**

2.7.5.1 The successful Bidder shall ensure that all Armed Security Officers assigned to a shift report for duty on time. Late coming shall be regarded as a partially covered or uncovered shift.

2.7.5.2 Whenever an Armed Security Officer is late or absent for a shift, the incident must immediately be reported to the SARS Authorised Representative or his/her appointed delegate and a replacement must be deployed on a site within one (1) hour: Provided that the allowed deployment time for border post sites will be one and half (1½) hours.

2.7.5.3 The replacement Armed Security Officer shall not be a person who has just performed the Services elsewhere or at a Site immediately prior to the shift of the late or absent Armed Security Officer.

2.7.5.4 The replacement Armed Security Officer must be of the same

quality and grading level as the absent Armed Security Officer.

2.7.5.5 The replacement Armed Security Officer must be trained on SARS Site instructions and procedures, prior to the placement.

2.7.5.6 Contingency plans must be developed and implemented at all SARS Sites in relation to short or late postings.

## 2.7.6 **Change and Replacement of Armed Security Officers**

2.7.6.1 The successful Bidder shall advise SARS by written notice whenever a Security Officer assigned to perform the Services at a site is on leave or is removed from a site / event for any reason whatsoever.

2.7.6.2 Whenever an Armed Security Officer is absent for a shift, a replacement must be deployed on site within the timelines set out in **paragraph 2.7.5.2** above.

2.7.6.3 **Paragraphs 2.7.5.4 and 2.7.5.5** above shall apply with regard to the replacement Armed Security Officer.

## 2.7.7 **Communication**

2.7.7.1 The successful Bidder must ensure that Armed Security Officers have Cellular Telephones [minimum of one (1) per site] and be fully functional at all times.

2.7.7.2 Successful Bidders must ensure that there is a communication between Tactical Response and Close Protection Security Officers, assigned to SARS at all times (including SARS and their Control room). The details (number and means) of communication must be submitted to SARS before the assignment commences.

## 2.7.8 **Security Equipment**

- 2.7.8.1 The successful Bidder must ensure that any Security Officers' equipment must be functional at all times.
- 2.7.8.2 The successful Bidder shall conduct inspections of all Security Equipment deployed on SARS Sites, events or for personal protection. Should any of SARS's Security Equipment fail to be fully functional at any point during the contract term, the successful Bidder must ensure that it is immediately reported to the SARS Authorised Representative or his/her appointed delegate to ensure a replacement is provided, in order to prevent an interruption of the Services.
- 2.7.8.3 All stationery in relation to the Security Officers' duties must be provided by the successful Bidder.

## **2.8 Notification of Disciplinary Action / Hearings**

The successful Bidder must inform the SARS's Authorised Representative or his/her appointed delegate of **any** disciplinary action taken against a Security Officer deployed to SARS in terms of this RFP. Withholding such information shall constitute a serious breach of the MSA.

## **2.9 Information Detrimental to SARS's Security**

The successful Bidder shall immediately inform the SARS's Authorised Representative or his/her appointed delegate of any information in its possession or that it ought reasonably to be aware of, that is detrimental to SARS's physical security or safety.

## **2.10 Instructions and Requests**

The successful Bidder and its Personnel, assigned to the delivery of the Services, must adhere to reasonable written requests and instructions by the SARS's Authorised Representative and/or his/her appointed delegate.

## **2.11 Removal of Information / Property**

The successful Bidder's Personnel must not remove any SARS Confidential and/or Taxpayer Information (irrespective of the media it is contained in) or SARS's property without the written authority of the SARS's Authorised Representative or his/her appointed delegate.