



## **ANNEXURE: A**

**REFERENCE: RFP 31/2023**

### **BUSINESS REQUIREMENTS SPECIFICATION (BRS)**

#### **DESCRIPTION:**

PROVISION OF ARMED RESPONSE SECURITY AND ALARM MONITORING  
SERVICES FOR REGIONS B AND D

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## 1. Introduction

The South African Revenue Service (SARS) has approximately one hundred and fifty-six (156) facilities wherein it conducts its business processes. The facilities have alarm systems installed, whilst other might require new alarms based on risks identified. SARS requires security service provider/s who are security registered and certified in terms of Private Security Industry Regulatory Authority Act no:56 of 2001(PSIRA) to provide armed response security and alarm monitoring services at various SARS facilities (sites), as a contingency, on a 24 hour basis and as whenever required.

The successful bidder(s) must have an operational Control Room in the respective region to which it is appointed to render the service at. The successful service providers' operational response office must be physically located in proximity to relevant SARS offices. SARS will install the alarm signal receipt tool in the Bidder's Control Room and such shall be used solely to receive SARS installed alarms and may not be used to receive other alarms. SARS requires service providers for each region to provide the armed response security services. The SARS regions are broken down as follows:

**Table 1: SARS Regions**

Region	Provinces covered in the region
Region B	KwaZulu-Natal and Eastern Cape Province
Region D	Western Cape and Northern Cape Provinces, excluding Kimberley

The list of SARS Sites is incorporated into the Pricing Schedule, which is attached hereto as Annexure B. The successful Bidder will be required to deliver an integrated service to the region(s), to which it is appointed. SARS expects the successful Bidder to deliver all components of the Services (armed response and alarm monitoring) to a region. During the period of the contract, SARS reserves the right to add or withdraw a site within a region in line with operational requirements. In the case where a new site is added, the applicable rates should align with the already existing sites within the region.

## **2. Core Business Requirements**

Successful security service providers will be required to provide the following Services in a diligent manner-

- 2.1. Monitoring of SARS's installed alarms at the security service provider's Control Room;
- 2.2. Should have a functional and operational Control Room that operates on a twenty-four (24) hour basis to monitor SARS facilities(sites);
- 2.3. Armed response to SARS facilities(sites) upon the triggering of alarms within the specified timeframe;
- 2.4. Tracking and tracing, which will include the tracking of the successful security service providers' Armed Response Officers and vehicles that provide services to SARS;
- 2.5. Effectively respond to Emergencies
- 2.6. Prevent and respond to security incidents, in line with SARS's security loss prevention plan;
- 2.7. Recording, investigate and reporting of Security Incidents, including the recommendation of security risk mitigation measures within prescribed timeframes;
- 2.8. Record Security Incidents involving triggered alarms, faulty alarms, power failures; respond within fifteen (15) minutes and submit a report to the SARS Authorised Representative or his/her appointed delegate;
- 2.9. Provide daily, weekly, and monthly reports detailing Security Incidents per SARS facility(site). The daily, weekly, and monthly reports must be submitted to the SARS Authorised Representative or his/her appointed delegate;
- 2.10. The successful security service provider must have a Business Contingency Plan (BCP) in place for emergency situations, in instances where its security personnel cannot perform their duties for any reason whatsoever; and
- 2.11. The successful bidder must in addition to the normal service be able to increase the frequency of patrols in response to heightened risks instances upon SARS request. The bidder should ensure that the armed response officers are at all times within the 15 minutes response time for all ad hoc requests.

## **3. Service Coverage Hours**

The Services MUST be provided on 24 hours, 7 days a week and 365 days a year as per the Service Level Agreement.

## **4. Security Vetting**

Security Vetting of the Successful Security Service Provider's Personnel.

- 4.1. SARS reserves the right at its sole and absolute discretion to do a security screening (checks) and (vetting) on the successful security service provider, its directors and personnel involved in the performance of the Service.
- 4.2. The successful security service provider will obtain from its security personnel consent and requisite documentation as may be reasonably requested by SARS, to enable SARS to conduct such security screening and checks as aforementioned.
- 4.3. Security vetting shall include, but not be limited to, checks on criminal records, credit references and identity documents.
- 4.4. Where SARS, in its sole discretion, finds any of the successful security service provider's personnel to be a security risk, SARS will inform the successful security service provider accordingly in writing and the successful security service provider will be required to immediately replace such a security officer with a suitably trained and equally graded substitute.
- 4.5. Despite the above, the successful security service provider must ensure that prior to the commencement of employment the successful security service provider's Personnel undergo security screening and vetting, which must include the checks.
- 4.6. The successful security service provider shall conduct a criminal status screening of its personnel annually, and SARS may at any time verify the results of such security vetting.

## **5. Security Service Provider's Personnel**

The successful security service provider shall ensure that every Security Officer assigned to provide the Services to SARS facilities(sites), complies with the following requirements:

- 5.1. Are registered with and have the requisite certification and shall display identification cards at all times.
- 5.2. All Armed Response Officers must have a working knowledge of evacuation procedures in terms of the Occupational Health and Safety Act, 1993 (Act No. 85 of 1993).
- 5.3. The successful security service provider must issue an Identification Card to Armed Response Officers assigned to SARS containing as a minimum, the name, surname and PSIRA registration number, and firearm details of the relevant Armed Response officers.
- 5.4. All armed Response Officers must be in possession of the relevant firearm competency certificate issued by an accredited entity and firearms license issued SAPS.
- 5.5. All armed response officers must be fully trained and be able to use (but not limited) a shot gun, handgun, semi-automatic and a revolver.

## **6. Uniform**

- 6.1 Armed Response Officers must wear a uniform at all times whilst performing the armed response service on SARS facilities (sites).
- 6.2 The successful security service provider must be in possession of Standard Operating Procedures pertaining to Personnel Protection Equipment (PPE), including but not limited thereto, bullet resistant jackets, firearm holsters; and the successful Bidder must issue the PPE accordingly and within PSIRA requirements and prescripts.

## **7. Training**

- 7.1 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);
- 7.2 All Personnel have access to trainers, moderators, and assessors in accordance with the PSIRA and/or Safety and Security Sector Education Authority (SASSETA).
- 7.3 The successful security service provider must develop and implement a firearm training plan, including refresher courses in line with the Firearms Control Act, 2000 (Act No. 60 of 2000).

## **8. Prohibited acts whilst on duty**

- 8.1 The armed response security officers are not permitted to consume and/or be intoxicated of any consumable substances such as: alcohol, take illegal drugs, or be in possession of such substances whilst providing response service at any SARS facility(sites);
- 8.2 Report for duty whilst under the influence of any intoxicating substance.
- 8.3 Sleep whilst on duty.
- 8.4 Be dishonest at any given time for the duration of the contract term with SARS.
- 8.5 Commit an incident that is detrimental to SARS and/or its business processes.
- 8.6 Aid and/or abet in the commission of a Security Incident.
- 8.7 Use or remove SARS's equipment without permission.

## **9. Management Responsibilities**

Management and supervisors must ensure the following:

- 9.1 All Armed Response Officers conduct themselves in a disciplined and professional manner as required by the Code of Conduct for Security Service Providers, 2003 and the successful security service providers' own Disciplinary Code and Procedures, whenever they respond to and are at a SARS facility(site). The successful security service provider shall take all necessary steps to ensure that its Personnel selected for the Services in terms of the MSA are trained accordingly;
- 9.2 All Armed Response Officers adhere to the dress code regulations, SARS policies and procedures;
- 9.3 All Armed Response Officers assigned to respond to SARS Sites and Security Officers monitoring SARS alarms are of the required PSIRA grade;
- 9.4 The Armed Response Officers are aware of all instructions issued by the relevant SARS Authorised Representative or his/her appointed delegate and it is recorded in both the Occurrence Book and instruction book, and signed by each Armed Response Officer allocated to a SARS Site;
- 9.5 The Armed Response Officers acquaint themselves with the contents of the Site Management File issued by the relevant SARS Authorized Representative or his/her delegate;
- 9.6 All Armed Response Officers conduct personal searches within the confines of the law, and according to standard operating procedures and instructions;
- 9.7 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;
- 9.8 The successful security service provider's Personnel are available when the SARS Security Control Room makes contact regarding a Security Incident or Emergency at a SARS facility (Site);
- 9.9 Armed Response Officers must respond to all triggered alarms at a SARS Site, within fifteen (15) minutes or less in any area. The fifteen (15) minutes shall be calculated from the time the successful security service providers' Personnel obtains verification from the SARS Security Control Room that armed response must be dispatched to the particular SARS facility (site);
- 9.10 That all exceptions to SARS's requirements must be approved in writing by SARS authorised Representative or his/her appointed delegate, prior to their implementation.

## **10. Invoices**

The security service provider must comply with the following invoicing principles:

- 10.1 SARS shall be invoiced the total monthly fee payable on or before the fifth (5<sup>th</sup>) day of the month following the month in which the successful security service provider performed the Services;
- 10.2 An invoice must contain clear description of services rendered;
- 10.3 Any other details as may be reasonably requested by SARS from time to time;
- 10.4 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;
- 10.5 Deliver all invoices to the SARS office designated by SARS from time to time;
- 10.6 Should SARS query an item in an invoice, the successful security service provider 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;
- 10.7 The amount of the financial penalties for Performance Failures, calculated with reference to SARS Penalty Regime attached herein and confirmed by SARS pertaining to the prior months, must be credited to SARS by issuing a credit note;

## **11. Documentation**

The management of the successful security service provider must ensure that a copy of the personnel file of Armed Response Officers assigned to a SARS facility(Site) 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 and must contain the following information:

- 11.1. Security training certificates, polygraph pre-employment results, integrity evaluation record and PSIRA registration certificates;
- 11.2. 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;



- 11.3 A completed SARS Oath / Affirmation of Secrecy form, copies of qualifications and a medical fitness certificate;
- 11.4 Disciplinary record, a record of pre-employment screening results and annual criminal status screening and;
- 11.5 A copy of all credit references.

## **12. Management Security Operational Meetings**

- 12.1 The successful security service provider is expected to allocate a Contract Manager on a non-exclusive basis to SARS for operational matters;
- 12.2 The successful security service provider must provide SARS with a monthly report containing a consolidated record of all Security Incidents and Emergencies at SARS facilities(Sites) during a month on a template specified by SARS. The report will be validated and quality controlled by the Contract Manager. No dishonesty will be tolerated;
- 12.3 The successful security service provider'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;
- 12.4 The successful security service provider's 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;
- 12.5 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 security service provider, which shall include as a minimum: rostering / scheduling, dress code and code of conduct;
- 12.6 The successful security service provider will be responsible for the correct recording of the meeting proceedings of the meetings envisaged under this paragraph and the keeping of minutes;
- 12.7 The successful security service provider 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;
- 12.8 SARS may call an unscheduled meeting with the successful security service provider or its Contracts Manager to discuss any matter regarding the performance of Services, at its sole discretion.

### **13. Security Service Providers' General Obligations**

- 13.1 Ensure the availability of armed response security personnel when a SARS Authorised Representative or his/her appointed delegate contacts the successful security service provider regarding the Services.

### **14. Reporting of Security Incidents and Emergencies**

The successful security service provider shall further comply with the following requirements:

- 14.1 Ensure that Security Incidents and Emergencies at a SARS facility(Site) are fully recorded ;
- 14.2 Record the incident and immediately report the details of the incident, as relayed by the Armed Response Officer dispatched to a SARS facility (Site), to the relevant SARS Security Control Room;
- 14.3 Date of visit; details of the Armed Response Officer who provided the armed response service;
- 14.4 Details regarding the time the Armed Response Officer was dispatched and arrived on site;
- 14.5 Details regarding the successful Bidder's control room officer who received the alarm, dispatched armed response, and reported to the SARS Security Control Room;
- 14.6 Details of the armed response vehicle used for the response;
- 14.7 Details regarding the findings of the Armed Response Officer;
- 14.8 Response and Occurrence Book number;
- 14.9 Prepare an incident report within four (4) hours after every incident for SARS's perusal;
- 14.10 Date of incident; details of the Armed Response Officers who provided the service;
- 14.11 Address of the SARS Site where Security Incident or Emergency occurred;
- 14.12 Details regarding the incident;
- 14.13 Preliminary recommendations regarding the incident; and an incident number;

- 14.14 Ensure that Security Incident at a Site involving any damage to or loss of property or potential damage to or loss of property are fully investigated;
- 14.15 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.

## **15. Control Room**

- 15.1 The successful Bidder must maintain a fully functional Control Room to receive alarm signals for the duration of the MSA;
- 15.2 The successful Bidder must have the capability for Armed Response Officers to remain in constant contact with their Control Room when responding to a triggered alarm at a SARS facility(Site);
- 15.3 The successful security service provider shall permit SARS to inspect such Control Room on a monthly basis, at a mutually agreed time;
- 15.4 The Control Room must have Landlines, Cellular telephones, Radio Base Station and two-way radios, alarm monitoring and response, tracking and tracing of all vehicles; alarm reception software and must be able to receive GSM signals; and
- 15.5 The bidder must ensure the availability of technical security Specialist who will work closely with SARS technical security team to set-up alarm signals into the base station in the Control Room and ensure such is maintained for the duration of the contract.

## **16. Occurrence Book Maintenance**

The successful security service provider shall further comply with the following requirements:

- 16.1 The successful security service provider shall acquire and keep a logbook ("Occurrence Book") at each and every Control Room, and accurately record therein all activities performed by the Armed Response Officers at a SARS facility(Site), including the time when a response was activated and findings;
- 16.2 All Occurrence Books for SARS facilities(Sites) must be assigned a serial number, per SARS facility (Site), and once completed shall be stored by the successful Bidder for the duration of the contract term. Subsequent Occurrence Books, per SARS facility(Site), shall be assigned a sequential serial number;

- 16.3 SARS shall have access to all Occurrence Books, upon request, and all Occurrence Books at SARS facilities (Sites) shall become the property of SARS on termination of the MSA.

## **17. Emergency Evacuation Plan**

The successful security service provider's Armed Response Security Officers assigned to perform the Services at SARS facilities(Sites) must adhere to the standards of the Occupational Health and Safety Act, 1993 (Act No. 85 of 1993), to this extent, Armed Response Security Officers must have a working knowledge of-

- 17.1 A SARS facility (site) emergency plan, emergency telephone numbers, Site escalation procedures, Basic firefighting skills, basic First Aid skills, Basic Occupational Health and Safety procedure and Basic reaction procedures to power failures on a SARS Site.

## **18. Change and Replacement of Armed Response Officers**

- 18.1. The successful security service provider shall advise SARS by written notice whenever an Armed Response Officer, assigned to perform the Services to SARS Sites, is removed from a facility (Site) for any reason whatsoever, prior to such removal;
- 18.2. The successful security service provider shall advise SARS by written notice of the replacement Armed Response Officer, assigned to perform the Services to SARS facilities(Sites), prior to such assignment.

## **19. Communication**

- 19.1 The successful security service provider must ensure that there is clear communication between Armed Response Officers assigned to respond to SARS facilities (Sites) at all times (including the SARS's Security Control Room and service providers' Control Room). The details (number and means) of communication must be submitted to SARS before the Services commence;
- 19.2 SARS may install its own Personal Computer (PC) in the Bidders' Control Room that will monitor Global System Mobile Communication (GSM) alarms.

## **20. Security Equipment**

- 20.1 The successful security service provider must ensure that any of its Security Equipment used, or resources deployed to perform the Services at SARS facilities (sites) are fully functional at all times;

20.2 The successful security service provider shall conduct inspections of all Security Equipment used or resources deployed to SARS facilities (Sites). Should any of the Security Equipment fail to be fully functional at any point during the contract term, the successful Bidder must ensure that it is immediately replaced, in order to prevent an interruption of the Services;

20.3 All stationery in relation to the Security Officers' duties must be provided by the successful security service provider.

## **21. Notification of Disciplinary Action / Hearings**

21.1 The successful security service provider must inform the SARS's Authorised Representative, or his/her appointed delegate of any disciplinary action taken against an Armed Response Officer assigned to SARS in terms of requirements. Withholding such information shall constitute a serious breach of the MSA.

## **22. Information Detrimental to SARS's Security**

22.1 The successful security service provider 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.

## **23. Instructions and Requests**

23.1 The successful security service provider 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.

## **24. Removal of Information / Property**

24.1 The successful security service providers' 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.