Request for Tender

The Provision of Security Services to the Pretoria National Botanical Garden

2 Cussonia Avenue, Brummeria, Pretoria

Tender No: G213/2015
Service Provider
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1. BACKGROUND
The Pretoria National Botanical Garden received 158,065 visitors through its public visitor gate for the 2014/2015 financial year and this excludes the staff on campus (about 200 members) as well as the visitors who visit for operational reasons (visiting scientists, suppliers, etc.).

The Garden comprises 76ha and a large number of buildings as can be seen on the attached map of the Garden (Annexure B).

The opening and closing times for visitors via the visitor entrance are as follows:
Open: 08h00  Close: 18h00
Official hours for SANBI staff members, official visitors and other Service Providers are between 6:00 and 18:00, with the main operating time being between 8:00 and 16:00. Special arrangements will be communicated for any work or special function outside these hours.

2. INVITATION TO TENDER
Tenders are hereby invited for the provision of security services to the Pretoria National Botanical Garden in its entirety. The tender process will be co-ordinated by the SANBI’s (South African National Biodiversity Institute) Supply Chain Management (SCM) section at the following address:

Deputy Director: Supply Chain Management (SCM)
South African National Biodiversity Institute (SANBI)
Private Bag X101
Silverton
0184

3. TENDER SPECIFICATION
See Annexure A for the Tender Specification.

The Pretoria National Botanical Garden (PNBG) requires a Security Company to provide security services through guards, access and exit control, that will include the taking of ticket income, the provision of alarm system (buildings and fence), monitoring services, armed response services for any activation of alarm systems within the buildings and for unauthorized intrusions via the perimeter fencing (includes the monitoring of the fence alarm system), the supply of relevant information to Garden visitors (entrance gates/ticket offices) and the management of the fire alarm system in the Herbarium over weekends, after hours and on public holidays, the securing of buildings and the premises in emergency situations. The main scope of the provision of security services to the Pretoria National Botanical Garden is focused on the developed garden area where the highest visitor and staff activity takes place, but nevertheless will not exclude the more remote areas of the 76 ha campus.

The Security Service Company is required to provide guarding and armed response services 24 hours a day, 365 days a year as specified.

In addition, from time to time additional guards may be required for special functions, exhibitions or meetings to be held in the Garden. This will be arranged separately to the standard contract, but an indication must be given to the availability of such ad hoc guards and the notice period for obtaining this additional service.
4. SITE VISIT

This is compulsory and will be conducted at the time and date given below:

**Date:** 19 May 2015

**Time:** 11:00

**Venue:** Herbarium Lecture Hall, Pretoria National Botanical Garden, 2 Cussonia Avenue, Brummeria, Pretoria.

5. SUBMISSION OF TENDER

As described in the National Treasury note, the two envelope system will be used for this bid. Service Providers are to submit one (1) pack of original proposals, marked “ORIGINAL” in a separate envelope and three (3) packs of copies, marked “COPY” in a second envelope.

**NB!** Financial or pricing details (Annexure C) should **ONLY** be included in the pack marked “ORIGINAL”. Financial information included in the “copies” will lead to your bid being disqualified.

**NB!** Failure to submit 1 pack of original and 3 packs of copies, will lead to your bid being disqualified.

Tenders can be submitted in the Tender Box located in the Biodiversity Building at the Pretoria National Botanical Garden, 2 Cussonia Avenue, Brummeria, Pretoria during office hours (08h00 – 16h00). Tenders may also be submitted by post addressed to:

The Deputy Director: SCM  
South African National Biodiversity Institute (SANBI)  
Private Bag X101  
Silverton  
0184  
Tender Number:

Closing date for submissions is: **29 May 2015 at 11:00**

Note: E-mail and faxed submissions will not be accepted. Late submissions will be disqualified.

6. GENERAL TERMS

All documents submitted in the response to this Request for Tender (RFT) shall be written in English.

Security Service Providers shall not assume that information and/or documents supplied to the Pretoria National Botanical Garden, at any time prior to this RFT, are still available or that it will be considered, and shall not make any reference to such information and/or documentation in its response to the RFT.
Each tender shall be valid for a period of three months calculated from the closing date of this tender. Any enquiries in connection to this RFT shall be submitted in writing to Ms. Molatelo Matlala at the following e-mail address: m.matlala2@sanbi.org.za or on 012 843-5200, referring your request to:

‘Tender number: G ........../2015 The Provision of Security Services for the Pretoria National Botanical Garden’ as the subject.

For any technical information the following person could be contacted:

Mr Solly Nkoana, Curator: Pretoria National Botanical Garden, at Tel: 012 843-5104 or at the following e-mail address: S.Nkoana@sanbi.org.za

The appointment of a successful Service Provider shall be subject to all parties agreeing to mutually acceptable contractual terms and conditions. In the event of all parties failing to reach an agreement within 30 days from the appointment date, the SANBI reserves the right and shall be entitled to appoint the second contractor or to re-advertise should the second tender not be acceptable (See section 13).

Tenders must include the following documentation (Failure to submit this required documentation WILL lead to disqualification):

a) A valid original Tax Clearance Certificate.
b) The company’s Private Security Industry Regulatory Authority (PSIRA) registration certificate as Security Service Provider. Such registration must be valid during the period of the contract.
c) The company owner(s) or management team’s Private Security Industry Regulatory Authority (PSIRA) registration certificate(s). Such registration must be valid during the period of the contract.
d) A certified copy of Liability Insurance Cover for the company and the amount available per claim.
e) A copy of the company’s Unemployment Insurance Fund (UIF) registration.
f) A Letter of good standing from the office of the Compensation Commissioner and a certified copy of the Compensation for Occupational Injuries and Diseases Act (COIDA) registration certificate.
g) Fee/cost structure as for Annexure C including breakdowns and availability of additional staff/services on short notice (NB: This information must only be included in the pack marked “original”).

Each tender document should also include the following documentation, although failure to submit these documents will not result in disqualification. However, the information contained in them is required for evaluation purposes:

a) A copy of the latest Audited Financial Statement.
b) Safety and Security Sector Education and Training Authority (SASSETA) registration certificate as security training provider.
c) Company information and profile: mission statement and policies with an indication of the management, communication and supervision structures. Include a section on how you intend managing your staff members on this Campus for the services required.
d) The services your company is capable of providing: The availability of control room/s to monitor alarm activations and dispense the armed response vehicle and staff stationed in the Garden, vehicles and other equipment to fulfil your duties as per the specification.
e) A SABS ISO 9001 Certificate (Security Service Providers certified will receive preference).

f) Any other documentation required by the Supply Chain Management (SCM) section.

g) **Track record/traceable references for verification purposes:** Provide the names and contact details of at least 3 current or previous clients you have provided similar security services to, and details of similar projects completed in the past and those still running.

h) A current **Broad-based Black Economic Empowerment (B-BBEE) Status Level Certificate.**

Please make use of the attached checklist to ensure that all documents have been supplied.

Responsibility of the Service Provider:

a) The Service Provider will be liable for its staff on site.

b) The Service Provider is to supervise and give instructions to staff on site and to ensure that the Service Level Agreement conditions are complied with.

c) The Service Provider will be responsible for all his/her staff’s physical safety, disciplinary and other requirements.

d) Guards must always be in uniform, and look presentable to the public.

e) Guards must be customer service-focused, value and treat Garden visitors with respect.

f) The Service Provider shall supervise and exercise proper control over all personnel employed by him/her, and shall not hold the SANBI responsible for any injury caused to the said personnel.

g) Refer to Annexure A specifications for Service Provider performance management.

The SANBI reserves the right:

a) To verify any information supplied in the tender documents

b) Not to appoint any Service Provider;

c) To cancel or withdraw this RFT at any time without attracting any penalties or liabilities;

d) To appoint one or more Service Providers, depending on the outcome, to separately or jointly be responsible for the provision of security services on the campus;

e) To have the final say in the appointment and that this will be binding;

f) To disqualify a tender or cancel any subsequent contracts should it be found that information disclosed was factually inaccurate and/or that a misrepresentation of facts may have occurred.

7. CONFIDENTIALITY

Any or all information made available to the Service Provider by the SANBI shall be regarded as confidential and shall not be made available to third parties without the prior written consent of the SANBI.

8. PREPARATION OF PROPOSAL

The SANBI shall not be held liable for any cost that has been incurred by the Service Provider in the preparation of the proposal, the obtaining of certificates or any other cost that might be incurred in submitting the proposal.

9. TENDER DOCUMENTATION AVAILABILITY
The tender documents are available from the SANBI website - www.sanbi.org

10. CONTRACT PERIOD

It is a 3 year (36 months) contract which will be reviewed, based on performance, every twelve (12) months from the date of commencement. It is anticipated that the contract starting date will be 1 September 2015.

11. PRICING

Based on the specifications outlined in Annexure A, give a specific pricing breakdown for the 3 year contract (please include the pricing for two-way radios, a patrol vehicle, or other items charged for in the breakdown). Salaries must meet the minimum levels set by PSIRA. Bids indicating salary levels below the minimum levels set by PSIRA WILL be disqualified. Year 1 pricing should be firm. Clearly specify proposed annual increases for operating costs (not specifically relating to labour costs) in Year 2 and 3. Labour costs in Year 2 and 3 should be aligned with statutory increases to the minimum wage payable to the Company’s security personnel in accordance to the grading of the post as specified in the requirements in Annexure A. For the purpose of bid evaluations, year 2 & 3 pricing must not include salary increases due to uncertainty of statutory increases.

NB: Pricing details (ANNEXURE C) should not be included in the envelope containing the copies!

12. COMPLIANCE REPORTS AND MEETINGS

Both the Service Provider and the SANBI will enter into a Service Level Agreement (SLA) for monitoring and compliance purposes as per draft Annexure E which will be signed by both parties during contracting. The SLA (Annexure E) will be monitored through compliance meetings which will be held monthly. The Service Provider will also meet the designated SANBI representative as and when deemed necessary by either party.

13. EVALUATION CRITERIA

In accordance with the National Treasury Instruction Note on the Amended Guidelines in Respect of Bids that include Functionality as a Criterion for Evaluation (issued 3 September 2010), this bid will be evaluated in two stages:

1. The first stage will evaluate functionality according to the criteria listed in the table below:

<table>
<thead>
<tr>
<th>CRITERIA FOR EVALUATING FUNCTIONALITY</th>
<th>WEIGHT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Past Experience: This refers to the experience of the Tenderer to undertake the scope of work involved in this tender. The Tenderer is required to provide details of previously undertaken work related to guarding services. (A brief description of the scope and scale of current and past projects undertaken, including three traceable references).</td>
<td>30</td>
</tr>
</tbody>
</table>
## Team Capacity

The Tenderer should demonstrate the capacity of his/her team to carry out the work required in this tender. Each CV submitted should not be longer than 3 pages in total and should be structured as follows:

1. Educational and professional qualifications in the security industry.
2. Name of previous employer/s and position in enterprise/s.
3. An outline of the relevant security projects involved in the industry.
4. Role in the services to be provided in this tender.

## Structure and Capability of the Company

Existing resources for carrying out the guarding, monitoring and stationed armed response duties within the Garden, methods of supervision and service delivery monitoring, risk management, legal compliance to all relevant legislation, number of existing guards and competency of each, approach to staff training and performance evaluations, control room availability for monitoring and response activation, SABS ISO Certification.

## Technical Merit of the Proposal

Completeness/level of detail provided; organisation of proposal.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Score</th>
</tr>
</thead>
</table>
| Team Capacity: The Tenderer should demonstrate the capacity of his/her team to carry out the work required in this tender. Each CV submitted should not be longer than 3 pages in total and should be structured as follows:  
1. Educational and professional qualifications in the security industry.  
2. Name of previous employer/s and position in enterprise/s.  
3. An outline of the relevant security projects involved in the industry.  
4. Role in the services to be provided in this tender. | 30 |
| Structure and capability of the Company: Existing resources for carrying out the guarding, monitoring and stationed armed response duties within the Garden, methods of supervision and service delivery monitoring, risk management, legal compliance to all relevant legislation, number of existing guards and competency of each, approach to staff training and performance evaluations, control room availability for monitoring and response activation, SABS ISO Certification. | 30 |
| Technical merit of the proposal: Completeness/level of detail provided; organisation of proposal. | 10 |
| TOTAL | 100 |

Bids that fail to score a minimum of 75 points out of a possible 100 points for functionality will not be eligible for further consideration.

2. The second stage will evaluate the price and preference points of those bids that meet the minimum threshold for functionality. In accordance with the Preferential Procurement Regulations, 2011 pertaining to the Preferential Procurement Policy Framework Act (No. 5 of 2000), the 90/10 point system will be applied in evaluating proposals that qualify for further consideration, where price constitutes 90 points and a maximum of 10 points will be awarded based on the bidder’s B-BBEE Status Level Certificate.

Sufficient information must be provided to allow the Evaluation Panel to score bids against all these criteria.
ANNEXURE A- Tender specifications

1. TENDER SPECIFICATION

The Pretoria National Botanical Garden (PNBG) requires a Security Company to provide security services through guards, access and exit control that will include the taking of ticket income. The provision of monitoring services, armed response services for any activation of alarm systems within the buildings and for unauthorized intrusions via the perimeter fencing (includes the monitoring of the fence alarm system), the supply of relevant information to Garden visitors (entrance gates/ticket offices) and the management of the fire alarm system in the Herbarium over weekends, after hours and on public holidays, the securing of buildings and the premises in emergency situations. The main scope of the provision of security services to the Pretoria National Botanical Garden is focused on the developed garden area where the highest visitor and staff activity takes place, but nevertheless will not exclude the more remote areas of the 76 ha campus.

The Security Service Company is required to provide monitoring, guarding and armed response services 24 hours a day, 365 days a year as specified.

In addition, from time to time additional guards may be required for special functions, exhibitions or meetings to be held in the Garden. This will be arranged separately to the standard contract, but an indication must be given to the availability of such ad hoc guards and the notice period for obtaining this additional service.

2. INDUCTION AND PLACEMENT OF GUARDS

The Service Provider’s staff members will have to undergo induction training regarding the site and the Emergency Plan for the Campus. This induction is compulsory and must be attended by the Security Company’s supervisors, guards, and armed response personnel. Any new employee must first be inducted before placement on this site, especially for duty within the Herbarium Building after hours, on weekends and public holidays as this guard will be responsible for the management and emergency response to the automatic Fire Suppression System installed.

The inheritance of existing security guards from previous Service Providers must be discussed with and approved by SANBI beforehand.

3. ALARM SYSTEMS AND RESPONSE

a) Currently, all the buildings on the Pretoria National Botanical Garden campus have a fully functional alarm system. The outer perimeter fence is electrified with an alarm sensor. There is no control room on site – the Service Provider will be expected to provide one for us.

b) The Service Provider will at all times respond to panic, and fence intrusion alarms and forced entry signals to the buildings in the Garden.

c) The response time will be within 5 minutes as the Service Provider’s vehicle is to be on site with a backup person available at all times.

d) The guards on duty must instantly respond to the Herbarium Building Automatic Fire Alarm system and initiate the necessary emergency response should a problem be detected.
e) The Service Provider will be expected to ensure the compatibility of their equipment with the current system/s in use and the cost of replacing equipment, if necessary, will be at the expense of the successful Service Provider.

f) The Service Provider will also be expected to ensure that the alarm equipment is well maintained and that it is in a working condition at all times.

The guards will work closely with other security or law enforcement services/agencies like SAPS, and cooperate with the campus Emergency Coordinator and fire brigade should a fire be detected or the Herbarium Fire Suppression System Alarm be activated.

4. SECURITY OPERATION MANAGEMENT EXCELLENCE

a) All shifts are 12 hours and start at 5:50 for 06:00 and 17:50 for 18:00,

b) The one shift will take over from the other at any specific station to ensure continued surveillance/control.

5. ACCESS CONTROL

The guards at the control gates must:
- Obtain clearance for and register every vehicle in the vehicle register.
- Obtain clearance for all pedestrian visitors or direct them to the relevant entrance gate.
- Obtain clearance for any SANBI property leaving the premises at any given time.
- Always be visible and in close proximity to the main entrance points.
- Be customer-focused, patient, and polite and always remain professional in the execution of their duties.

It is the responsibility of the Service Provider to ensure that:

- Reliable and trustworthy cashiers must be provided for revenue collection and ticketing services.
- The access gates are closed and opened as per site instructions or other instructions as issued by the appropriate SANBI official on a weekly basis.
- Gates are locked/unlocked at designated times, or as required according to specific instructions from appropriate SANBI staff.
- Gates are closed/opened at designated times, or as required according to specific instructions from appropriate SANBI staff.

Guards will be required to enforce the botanical garden’s internal rules and bylaws (Annexure D). This includes:
- Providing directions to the features in the Garden or referring patrons to the SANBI personnel who may be able to assist.
- Providing assistance to the SANBI Management on site as it may pertain to enforcement of bylaws, security or emergency procedures.
- Not allowing balls and associated equipment onto the Garden.
- Not allowing bicycles or tricycle-like toys onto the Garden.
- Not allowing sound amplification devices such as portable HiFi systems or musical instruments onto the Garden.
- Not allowing fires or braais, or equipment to make fires such as gas bottles firewood etc. onto the Garden. Visitors will only be allowed to braai at the Braai Area.
- Ensuring that all patrons have either paid entrance fees, or have otherwise been authorized to gain free access through internal procedures.
- Checking patrons against guest lists, as provided, both during and after hours, for pre-booked functions.
- Allowing, disallowing, or removing patrons (as the case may be) as instructed by the SANBI Management.

6. SECURITY STAFF REQUIREMENTS FOR THIS CONTRACT

<table>
<thead>
<tr>
<th>Duty Point</th>
<th>Grade</th>
<th>Number of guards</th>
<th>Job Purpose</th>
<th>Job Requirements</th>
<th>Other Security Aids</th>
</tr>
</thead>
</table>
| Boom Gate Vehicle Entrance     | Grade D | 2 guards (1 day shift & 1 for night shift) | - Access control for all vehicles and pedestrians.  
- Be a central information point for official visitors to the SANBI Head Office and other offices  
- Control vehicle access for functions in Garden, visiting researchers, learners to environmental education, conference centres.  
- Be a central emergency response control point for emergency response (SAPS, Fire services and fence alarm system). | No criminal offence; South African; Grade 12; PSIRA Grade D; positive security clearance; proficient in English; and service excellence. | • Two-way radio  
• Torch  
• Clocking batons for night Guard  
• Pocket book and pen  
• Occurrence book (OB)  
• Cell Phone |
| Stanza Bopape Turnstile Gate   | Grade D | 1 Guard (5 days a week, Mondays to Fridays) (Day only) | - Access control for all SANBI and possibly restaurant staff that enters/ exits via this gate by foot.  
- Monitor illegal entry into the Garden.  
- Checking of perimeter fence per day and | No criminal offence; South African; Grade 12; PSIRA Grade D; positive security clearance; proficient in English and | • Two-way radio  
• Torch  
• Pocket book and pen  
• Cell phone |
<table>
<thead>
<tr>
<th>Gate Description</th>
<th>Grade</th>
<th>Number of Guards</th>
<th>Responsibilities</th>
<th>Requirements</th>
<th>Additional Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visitor Parking Area Gate</td>
<td>D</td>
<td>3 Guards</td>
<td>• Access control for all vehicles and pedestrians.</td>
<td>No criminal offence; South African; Grade 12; PSIRA Grade D; positive security clearance; proficient in English and service excellence.</td>
<td>• Two-way radio • Torch • Clocking batons for night Guard • Pocket book and pen • Occurrence book • Hand - cuffs</td>
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<td></td>
<td></td>
<td>(2 day time &amp; 1 at night)</td>
<td>• To control the number of cars in the parking area.</td>
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<td></td>
<td></td>
<td></td>
<td>• Monitor illegal access to the Garden.</td>
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<td>• Control the use of the parking area.</td>
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<td>• Monitor the parking area for criminal activities.</td>
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<td></td>
<td></td>
<td>• Assist in emergency response.</td>
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<tr>
<td>Visitor Parking and Imbila Exit Gate</td>
<td>D</td>
<td>1 Patrolling Guard (weekends and public holiday)</td>
<td>• To control the number of cars in the parking area.</td>
<td>No criminal offence; South African; Grade 12; PSIRA Grade D; positive security clearance; proficient in English and service excellence.</td>
<td>• Two-way radio • Torch • Clocking batons for night Guard • Pocket book and pen • Hand - cuffs</td>
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<td></td>
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<td></td>
<td>• Monitor the parking area for criminal activities.</td>
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<td></td>
<td>• Assist in emergency response.</td>
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<tr>
<td>Aloe Lodge Complex gate</td>
<td>D</td>
<td>2 Guards</td>
<td>• Access control for all vehicles and pedestrians.</td>
<td>No criminal offence; South African; Grade 12; PSIRA Grade D; positive security clearance; proficient in English and service excellence.</td>
<td>• Two-way radio • Torch • Clocking batons for night Guard • Pocket book and pen • Cell phone</td>
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<td></td>
<td></td>
<td>(1 for day shift and 1 for night shift)</td>
<td>• To control the number of cars in the parking area.</td>
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<tr>
<td></td>
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<td>• Monitor illegal access to the Garden.</td>
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<td></td>
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<td></td>
<td>• Control the use of the parking area.</td>
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<td></td>
<td></td>
<td></td>
<td>• Monitor the parking area for criminal activities.</td>
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<tr>
<td>Location</td>
<td>Grade</td>
<td>Shift</td>
<td>Responsibilities</td>
<td>Requirements</td>
<td>Equipment</td>
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</tbody>
</table>
| PNBG Admin Building and Workshop | Grade D | 1 Guard for night shift | ● Assist in emergency response.  
● Monitor illegal access to the Garden nursery, offices, workshop and surrounding areas  
● Clocking around the area.  
● Assist in emergency response. | No criminal offence; South African; Grade 12; PSIRA Grade D; positive security clearance; proficient in English and service excellence. | ● Two-way radio  
● Torch  
● Clocking batons for night guard  
● Pocket book and pen |
| Education Centre               | Grade D | 1 Guard for night shift | ● To control the number of cars in the parking area.  
● Monitor illegal access to the Garden nursery, offices, workshop and surrounding areas  
● Clocking around the area.  
● Assist in emergency response. | No criminal offence; South African; Grade 12; PSIRA Grade D; positive security clearance; proficient in English and service excellence. | ● Two-way radio  
● Torch  
● Clocking batons for night guard  
● Pocket book and pen |
| Herbarium Building and Parking area | Grade D | 1 Guard for night shift | ● Monitoring of the Fire Suppression System and assisting with Emergency protocols (16h00-8h00) | No criminal offence; South African; Grade 12; PSIRA Grade D; positive security clearance; proficient in English and service excellence. | ● Two-way radio  
● Torch  
● Pocket book and pen  
● Clocking batons |

13
| Biodiversity building | Grade D | 1 guard for night shift | • Monitor and patrol around the building  
• Clocking around the area.  
• Assist in emergency response. | No criminal offence; South African; Grade 12; PSIRA Grade D; positive security clearance; proficient in English and service excellence. | • Two-way radio  
• Torch  
• Pocket book and pen  
• Clocking batons |
|-----------------------|---------|------------------------|---------------------------------|------------------------------------------|---------------------------------------------|
| Visitor Ticket Office | Cashiers | 1 Cashier during the week.  
2 Cashiers on weekends and public holidays or during special events. | • Access control duties by selling entrance tickets to visitors or admitting people in accordance to affiliation to NGO’s.  
• Taking of ticket income.  
• Provide a variety of information to visitors.  
• Assist in emergency response. | No criminal offence; South African; Grade 12; proficient in English and one other SA language and service excellence. Must be able to operate a computerized cash register. | • Two-way radio  
• Pocket book and pen  
• Cell phone |
| Entrance Gate         |         |                        |                                |                                          |                                             |
| Site Supervisor       | Grade C (Armed) | 2 guards (1 for day shift & 1 night shift) | • Supervise the Guards on site and ensure full compliance to the SLA  
• Respond to panic and alarm activation  
• Call for back up from SAPS  
• Escort various groups during or after hours by request.  
• Respond to building and fence alarms, or panic button activations or any other emergency that can occur on the premises.  
• Deploy security personnel at various duty points; and manage/supervise all | No criminal offence, South African, Grade 12 certificate, PSIRA Grade C, SASSETA accredited firearm certificates; valid unendorsed driver’s license; positive security clearance; proficient in English and service excellence. | • Two-way radio  
• Licensed firearm  
• Light vehicle  
• Torch  
• Hand-cuffs  
• Pocket book and pen  
• Occurrence book (OB)  
• Clocking batons for monitoring his/her movement through the campus  
• Incident register |
security company staff deployed on the premises.
• Assist in emergency responses
• Relieve any of the other guards for body breaks (short periods), if required, to ensure all posts are manned at all times.
• Patrol the premises (taking into account that it is a public place) for criminal activity.
• Monitor illegal access to the Garden
• Monitor suspicious persons entering the property.

| Assistant to Site supervisor | Grade D | 2 guards (1 for day shift & 1 night shift) | • Assist the Site Supervisor and ensure full compliance to the SLA | No criminal offence, South African, Grade 12 certificate, PSIRA Grade D, valid unendorsed driver’s license; positive security clearance; proficient in English and service excellence. | • Two-way radio
• Torch
• Hand-cuffs
• Pocket book and pen
• Clocking batons for monitoring his/her movement through the campus |

**NOTE:** The number of security guards may be reviewed as and when required and such will be communicated to the Service Provider in order to amend their monthly invoice in line with the actual number of security guards on site.
### CLOCKING POINTS IN THE PNBG

<table>
<thead>
<tr>
<th>Duty Point</th>
<th>Number of Clocking Points for the Security Guard</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boom Gate</td>
<td>(1 Clocking Point)</td>
<td>Security Guard to clock every 15 minutes. The patrol guard to clock within 30 minutes interval.</td>
</tr>
<tr>
<td></td>
<td>Boom Gate</td>
<td></td>
</tr>
<tr>
<td>Visitor Parking Area</td>
<td>(4 Clocking Points)</td>
<td>Security Guard to clock every 15 minutes. The patrol guard to clock within 30 minutes interval.</td>
</tr>
<tr>
<td></td>
<td>• Public visitor’s boom Gate</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Mokha Restaurant (in front)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Pay point</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Imbila (at the back)</td>
<td></td>
</tr>
<tr>
<td>Aloe Lodge</td>
<td>(2 Clocking Points)</td>
<td>Security Guard to clock every 15 minutes. The patrol to clock within 30 minutes interval.</td>
</tr>
<tr>
<td></td>
<td>• Aloe Lodge (front)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Aloe Lodge (back)</td>
<td></td>
</tr>
<tr>
<td>PNBG Admin Building and Workshop</td>
<td>(5 Clocking Points)</td>
<td>Security Guard to clock every 15 minutes. The patrol guard to clock within 30 minutes interval.</td>
</tr>
<tr>
<td></td>
<td>• Front office</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Back Office</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Workshop (in front)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Workshop (at the back)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Cycad Nursery</td>
<td></td>
</tr>
<tr>
<td>Herbarium and Biodiversity Building</td>
<td>(4 Clocking Points)</td>
<td>Security Guard to clock every 15 minutes. The patrol guard to clock within 30 minutes interval.</td>
</tr>
<tr>
<td></td>
<td>• Biodiversity Building (in front)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Biodiversity Executive Parking</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Herbarium (in front)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Herbarium (Inside 1)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Herbarium (inside 2)</td>
<td></td>
</tr>
<tr>
<td>Milkplum and Cycad Garden</td>
<td>(2 Clocking Points)</td>
<td>The patrol guard to clock within 30 minutes interval.</td>
</tr>
<tr>
<td></td>
<td>• Kitchen (in front)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Cycad garden</td>
<td></td>
</tr>
<tr>
<td>Education Centre</td>
<td>(2 Clocking Points)</td>
<td>Security Guard to clock every 15 minutes. The patrol to clock within 30 minutes interval.</td>
</tr>
<tr>
<td></td>
<td>• Education Centre (in front)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Education Centre (back)</td>
<td></td>
</tr>
</tbody>
</table>
7. LANGUAGE PROFICIENCY

All guards must be proficient in English and at least one other official language. Due to the nature of our business, communication is essential and it is therefore required that guards must be able to read, write and communicate effectively in English (Preferably with Grade 12).

8. SUPERVISION OF WORK

The Service Provider will supervise and exercise proper control over its personnel and shall not hold the SANBI liable for any loss or injury caused to the said personnel. The Service Provider will seek to resolve any problems relating to its personnel in line with the laws of the country (e.g. Labour Laws).

9. RESPONSIBILITIES

9.1 The Service Provider will provide and take responsibility for the following:
- Security guards
- Installing, controlling & auditing check points where guards are patrolling.
- Access control books and OB books (Occurrence Books).
- Rechargeable torches.
- Two-way radios and register on frequency.
- Smart phones and subscriptions (capable of working e-mails and WhatsApp).

9.2 The SANBI will take responsibility for the:
- Provision, upkeep and maintenance of the guard house and toilet facility.
- Provision, upkeep and maintenance of remotes for gates and the access gates.
- Provision, upkeep and maintenance of necessary keys & padlocks.
- Provision of weekend instructions.
- Provision of operational procedures & requirements.
- Provision, upkeep and maintenance of two telephone extensions at the Boom gate and Visitor entrance.
ANNEXURE B- Map of the garden
## ANNEXURE C - PRICING SCHEDULE

### Year 1

<table>
<thead>
<tr>
<th>Duty Point</th>
<th>Position or Grade</th>
<th>Shifts</th>
<th>Quantity</th>
<th>Estimated total cost to SANBI excluding VAT (including salaries and overheads)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boom Gate Vehicle Entrance</td>
<td>D</td>
<td>Day and Night (7 days a week)</td>
<td>2</td>
<td>R</td>
</tr>
<tr>
<td>Stanza Bopape Turnstile Gate</td>
<td>D</td>
<td>Day (week days)</td>
<td>1</td>
<td>R</td>
</tr>
<tr>
<td>Visitor Parking Area Gate</td>
<td>D</td>
<td>Day and Night Weekends and Public holidays</td>
<td>2</td>
<td>R</td>
</tr>
<tr>
<td>Visitor Parking (Exit-Imbila)</td>
<td>D</td>
<td>Weekends and Public holidays</td>
<td>1</td>
<td>R</td>
</tr>
<tr>
<td>Aloe Lodge Complex gate</td>
<td>D</td>
<td>Day and Night</td>
<td>2</td>
<td>R</td>
</tr>
<tr>
<td>PNBG Admin building and Workshop</td>
<td>D</td>
<td>Night</td>
<td>1</td>
<td>R</td>
</tr>
<tr>
<td>Education Centre</td>
<td>D</td>
<td>Night</td>
<td>1</td>
<td>R</td>
</tr>
<tr>
<td>Herbarium Building</td>
<td>D</td>
<td>Night</td>
<td>1</td>
<td>R</td>
</tr>
<tr>
<td>Biodiversity Building</td>
<td>D</td>
<td>Night</td>
<td>1</td>
<td>R</td>
</tr>
<tr>
<td>Ticket office</td>
<td></td>
<td>Day (weekdays and weekends)</td>
<td>1</td>
<td>R</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Day (weekends and public holiday only)</td>
<td>1</td>
<td>R</td>
</tr>
<tr>
<td>Site Supervisor (Armed reaction)</td>
<td>C</td>
<td>Day and night</td>
<td>2</td>
<td>R</td>
</tr>
<tr>
<td>Assistant to site Supervisor</td>
<td>D</td>
<td>Day and Night</td>
<td>2</td>
<td>R</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td></td>
<td></td>
<td></td>
<td>R</td>
</tr>
</tbody>
</table>
## Year 2 (Use Year 1 salary rates)

<table>
<thead>
<tr>
<th>Duty Point</th>
<th>Position or Grade</th>
<th>Shifts</th>
<th>Quantity</th>
<th>Estimated total cost to SANBI excluding VAT (including salaries and overheads)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boom Gate Vehicle Entrance</td>
<td>D</td>
<td>Day and Night (7 days a week)</td>
<td>2</td>
<td>R</td>
</tr>
<tr>
<td>Stanza Bopape Turnstile Gate</td>
<td>D</td>
<td>Day (week days)</td>
<td>1</td>
<td>R</td>
</tr>
<tr>
<td>Visitor Parking Area Gate</td>
<td>D</td>
<td>Day and Night</td>
<td>2</td>
<td>R</td>
</tr>
<tr>
<td>Visitor Parking Area Gate</td>
<td>D</td>
<td>Weekends and Public holidays</td>
<td>1</td>
<td>R</td>
</tr>
<tr>
<td>Visitor Parking (Exit-Imbila)</td>
<td>D</td>
<td>Weekends and Public holidays</td>
<td>1</td>
<td>R</td>
</tr>
<tr>
<td>Aloe Lodge Complex gate</td>
<td>D</td>
<td>Day and Night</td>
<td>2</td>
<td>R</td>
</tr>
<tr>
<td>Herbarium Building</td>
<td>D</td>
<td>Night</td>
<td>1</td>
<td>R</td>
</tr>
<tr>
<td>Ticket office</td>
<td></td>
<td>Day (weekdays and weekends)</td>
<td>1</td>
<td>R</td>
</tr>
<tr>
<td>Site Supervisor (Armed reaction)</td>
<td>C</td>
<td>Day and night</td>
<td>2</td>
<td>R</td>
</tr>
<tr>
<td>Assistant to site Supervisor</td>
<td>D</td>
<td>Day and Night</td>
<td>2</td>
<td>R</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td></td>
<td></td>
<td></td>
<td>R</td>
</tr>
</tbody>
</table>
## Year 3 (Use Year 1 salary rates)

<table>
<thead>
<tr>
<th>Duty Point</th>
<th>Position or Grade</th>
<th>Shifts</th>
<th>Quantity</th>
<th>Estimated total cost to SANBI excluding VAT (including salaries and overheads)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boom Gate Vehicle Entrance</td>
<td>D</td>
<td>Day and Night (7 days a week)</td>
<td>2</td>
<td>R</td>
</tr>
<tr>
<td>Stanza Bopape Turnstile Gate</td>
<td>D</td>
<td>Day (week days)</td>
<td>1</td>
<td>R</td>
</tr>
<tr>
<td>Visitor Parking Area Gate</td>
<td>D</td>
<td>Day and Night</td>
<td>2</td>
<td>R</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Weekends and Public holidays</td>
<td>1</td>
<td>R</td>
</tr>
<tr>
<td>Visitor Parking (Exit-Imbila)</td>
<td>D</td>
<td>Weekend and Public holidays</td>
<td>1</td>
<td>R</td>
</tr>
<tr>
<td>Aloe Lodge Complex gate</td>
<td>D</td>
<td>Day and Night</td>
<td>2</td>
<td>R</td>
</tr>
<tr>
<td>Herbarium Building</td>
<td>D</td>
<td>Night</td>
<td>1</td>
<td>R</td>
</tr>
<tr>
<td>Ticket office</td>
<td></td>
<td>Day (weekdays and weekends)</td>
<td>1</td>
<td>R</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Day (weekends and public holiday only)</td>
<td>1</td>
<td>R</td>
</tr>
<tr>
<td>Site Supervisor (Armed reaction)</td>
<td>C</td>
<td>Day and night</td>
<td>2</td>
<td>R</td>
</tr>
<tr>
<td>Assistant to site Supervisor</td>
<td>D</td>
<td>Day and Night</td>
<td>2</td>
<td>R</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td></td>
<td></td>
<td></td>
<td>R</td>
</tr>
</tbody>
</table>
Once off site establishment costs

<table>
<thead>
<tr>
<th>Items or equipment</th>
<th>Quantity</th>
<th>Once off cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cell phones</td>
<td>3</td>
<td>R</td>
</tr>
<tr>
<td>Two way Radios</td>
<td>12</td>
<td>R</td>
</tr>
<tr>
<td>Patrol batons and clocking tags</td>
<td>7 and 18</td>
<td>R</td>
</tr>
<tr>
<td>Rechargeable torches</td>
<td>9</td>
<td>R</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td>R</td>
</tr>
</tbody>
</table>

Onsite armed reaction vehicle costs

<table>
<thead>
<tr>
<th>Items or equipments</th>
<th>Quantity</th>
<th>Year 1 cost excluding VAT</th>
<th>Year 2 cost excluding VAT</th>
<th>Year 3 cost excluding VAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Armed reaction vehicle on site</td>
<td>1</td>
<td>R</td>
<td>R</td>
<td>R</td>
</tr>
<tr>
<td><strong>TOTAL Excluding VAT</strong></td>
<td></td>
<td>R</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Once off site establishment costs excluding VAT: R_______________________
2. Onsite armed reaction vehicle costs excluding VAT:______________________
3. Year 1 fixed costs excluding VAT: R___________________________________
4. Year 2 fixed costs excluding VAT: R___________________________________
5. Year 3 fixed costs excluding VAT: R___________________________________
6. Total excluding VAT: R_______________________________________________
7. VAT: R________________________________________________________________
8. Total including VAT: R_______________________________________________

Ad hoc guards costing per shift

<table>
<thead>
<tr>
<th>Grade</th>
<th>Daily rate excluding VAT for Year 1</th>
<th>Daily rate including VAT for Year 2</th>
<th>Daily rate including VAT for Year 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grade D</td>
<td>R</td>
<td>R</td>
<td>R</td>
</tr>
<tr>
<td>Grade C</td>
<td>R</td>
<td>R</td>
<td>R</td>
</tr>
</tbody>
</table>
Pretoria National Botanical Garden
This Garden is for everyone!

This national botanical garden, which is also a provincial heritage site, grows, protects and displays a diverse collection of indigenous plants of South Africa for the purpose of research, conservation, education and recreation for the benefit of all people.

Please obey the following rules:

**NO**
- Ball games
- Tricycles / push bikes
- Cycling
- Pets
- Swimming / sunbathing
- Fire arms
- Camping
- Fires (not in designated braai area)
- Music
- Picking of plants / collecting of seeds
- Graffiti
- Feeding of animals or poaching
- Braai / cooking
- Climbing of trees / damaging of property

**YES**
- Exercising / walking / running
- Visit the restaurants
- Picnic
- Hiking
- Enjoy nature
- Birdwatching
- Take pictures
- Bring family & friends
- Reading & learning
- Guide dogs
- Paint or sketch

**PLEASE NOTE**
This is a conservation area and all plants and animals in the garden are protected. The catching and collecting of any animals, plants or seeds are strictly prohibited.

You enter the Pretoria National Botanical Garden at your own risk and the South African National Biodiversity Institute (SANBI) will not be responsible for any claims of any nature whatsoever for loss, damage or injury sustained on its premises by any persons or damage to or loss of property from any cause whatsoever.

Right of admission is reserved
ANNEXURE E- Draft Service Level Agreement

<table>
<thead>
<tr>
<th>TECHNICAL</th>
<th>FREQUENCY</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Timesheet register done at the beginning of each shift</td>
<td>Daily</td>
<td>Service Provider</td>
</tr>
<tr>
<td>2. Nights guards to clock on the patrol batons every 15 minutes</td>
<td>Daily</td>
<td>Service Provider</td>
</tr>
<tr>
<td>3. Site Supervisor to clock on dedicated patrol batons every 30 minutes</td>
<td>Daily</td>
<td>Service Provider</td>
</tr>
<tr>
<td>4. Any security breach to be recorded using red pen in the OB</td>
<td>Always</td>
<td>Service Provider</td>
</tr>
<tr>
<td>5. Night shift Guards monitoring by control room Guard to be done and recorded on OB</td>
<td>Always</td>
<td>Service Provider</td>
</tr>
<tr>
<td>6. Correct access card issued to public visitors</td>
<td>Always</td>
<td>Service Provider</td>
</tr>
<tr>
<td>7. Official SANBI visitor slips issued and redeemed</td>
<td>Always</td>
<td>Service Provider</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ADMINISTRATION</th>
<th>Frequency</th>
<th>RESPONSIBILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>8. Submission of attendance register to Security Officer</td>
<td>Daily before 10am</td>
<td>Service Provider</td>
</tr>
<tr>
<td>9. Submission of the night OB book to Security Officer</td>
<td>Daily before 10am</td>
<td>Service Provider</td>
</tr>
<tr>
<td>10. Submission of Clocking tags for downloading night shift guards patrol records to Security Officer</td>
<td>Daily before 10am</td>
<td>Service Provider</td>
</tr>
<tr>
<td>11. Weekly meeting every Friday with Security Officer and Site Supervisor</td>
<td>Every Friday</td>
<td>Service Provider and SANBI</td>
</tr>
<tr>
<td>12. Monthly meeting with Curator, Security Officer, Site Supervisor and Security Manager</td>
<td>Monthly</td>
<td>Service Provider and SANBI</td>
</tr>
<tr>
<td>13. SLA compliance meetings with the Curator, Director of Gardens and Owner of Security Company</td>
<td>Quarterly</td>
<td>Service Provider and SANBI</td>
</tr>
<tr>
<td>14. Investigation reports</td>
<td>10 days after the incident</td>
<td>Service Provider</td>
</tr>
</tbody>
</table>

NON COMPLIANCE AND MITIGATION MEASURES

<table>
<thead>
<tr>
<th>item</th>
<th>Non-compliance</th>
<th>1st Offence</th>
<th>2nd Offence</th>
<th>3rd Offence</th>
<th>comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Guards not posted on duty as agreed (incomplete number of security guards per shift)</td>
<td>A. Replacement made within one (1) hour</td>
<td>A. Replacement made within one (1) hour</td>
<td>A. Final written notice of non-compliance</td>
<td>Depending on the severity of the case, a contract may be terminated even if it is the first offence. Apart of warning and penalties, the Service Provider must rectify the deficiency within a day of notification</td>
</tr>
<tr>
<td></td>
<td>B. If replacement is not done within one (1) hour – the Service Provider would not be paid for the whole shift</td>
<td>B. If replacement is not done within one (1) hour – the Service Provider would not be paid for the whole shift</td>
<td>B. If replacement is not done within one (1) hour – the Service Provider would not be paid for the whole shift</td>
<td>B. If replacement is not done within one (1) hour – the Service Provider would not be paid for the whole shift</td>
<td></td>
</tr>
<tr>
<td></td>
<td>C. Verbal notice (confirmed in writing)</td>
<td>C. Verbal notice (confirmed in writing)</td>
<td>C. Meeting with the Curator</td>
<td>C. Meeting with the Curator</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Guards</td>
<td>A. Service Provider</td>
<td>A. Service Provider</td>
<td>A. Service Provider</td>
<td>If this practise continues, the</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| **Intoxicated or under the influence of alcohol/drugs** | must replace the security the guard within an hour  
B. If not able to replace within one hour – no payment for the whole shift | must replace the security the guard within an hour  
B. If not able to replace within one hour – no payment for the whole shift |
| **Refusal to comply with lawful instructions** | A. Service Provider must remove the guard immediately, and replace him/her within one hour  
B. If not able to replace will constitute no payment for the entire shift | A. Service Provider must remove the guard immediately, and replace him/her within one hour  
B. If not able to replace will constitute no payment for the entire shift |
| **Guard(s) unable to carry out duties effectively** | A. Written notice for non-compliance and rectification within agreed timeframe | A. Written notice for non-compliance and rectification within agreed timeframe |
| **Loss of SANBI property or Theft of SANBI or Staff or guests property** | A. A joint investigation will be conducted.  
B. Decision on liability will be determined by such an investigation.  
C. If there is evidence of negligence, the Service Provider will be held liable for replacement or repairs | A. A joint investigation will be conducted.  
B. Decision on liability will be determined by such an investigation.  
C. If there is evidence of negligence, the Service Provider will be held liable for replacement or repairs |
| **Damage to SANBI property or staff or guest property** | A. A joint investigation will be conducted.  
B. Decision on liability will be determined by such an investigation.  
C. If there is evidence of negligence, the Service Provider will be held liable for replacement or repairs | A. A joint investigation will be conducted.  
B. Decision on liability will be determined by such an investigation.  
C. If there is evidence of negligence, the Service Provider will be held liable for replacement or repairs |

**Curator will call a meeting with the Service Provider and final written notice of failure to manage own employees will be issued**

**If this practises continues, the Curator must call for a meeting with the security Service Provider owners.**

**The Service Provider must rectify the deficiency within a day of notification.**

**The liability will be determined by the outcome of the internal investigation.**

**The liability will be determined by the outcome of the internal investigation.**
| 8 | Non-compliance with regards to patrol clocking. | Failure to clock must be recorded in the pocket book and in the OB and giving reasons for failure to clock. | Missing more than 5 clocking times per night shift will lead to non-payment of that security guard shift. | Should there be a breakage or burglary and there was no clocking or clocking discrepancies; the Service Provider will be liable for repairs and the replacement of lost items. | The Service Provider will be liable for repairs and replacement. |
| 9 | Vandalism of patrolling clocking points | A. The Service Provider will be liable for replacement within two days. | A. The Service Provider will be liable for replacement within two days. | A. The Service Provider will be liable for replacement within two days. |
| 10 | Breach of contract | - Written notice of non-compliance | - Second written notice of non-compliance | - Final written notice of non-compliance | - Final written notice of non-compliance - if no change after the Final written warning a contract will be terminated in line with the termination clause of the contract. |