**TENDER SPECIFICATION**

**SECURITY SERVICES FOR WATERBERG TVET COLLEGE FOR A CONTRACT PERIOD OF THREE YEARS**

1. **BACKGROUND**

Waterberg Technical and Vocational Education and Training (TVET) College requires a security company to provide security services through guards, access and exit control. The security service company will be required to provide guards 24 hours a day, 365 days a year. The college starts its operations at 06:00 am until 21:00 in the evening.

1. **INVITATION TO TENDER**

Bidders are hereby invited to submit their proposals for security services for a contract period of three (3) years for Waterberg TVET College

Tender processes will be-coordinated by Waterberg TVET College Supply Chain Management (SCM) Section and PURCO SA at the following address:

Waterberg TVET College

Cnr Totius and Hooge street

Mokopane

0600

1. **GENERAL TERMS**

All documents submitted in the response to this tender shall be written in English completed with a black pen. Bid documents completed with a pencil will be disqualified. All corrections and scratching must be initialled. The use of correction pen (Tippex) will automatically invalidate your bid. All required documents must be attached behind the specified divider to allow for convenient checking during evaluation. Each tender shall be valid for a period of three months (90 days) calculated from the closing date of the tender.

Any enquiries in connection to this tender shall be submitted in writing to:

For any technical information the following persons could be contacted:

1. **MANDATORY REQUIREMENTS**

Tenders must include the following documentation **(Failure to submit this required documentation will lead to disqualification)**

1. **Proof of Company Registration Certificate** (Company/CC/Trust/ Partnership)
2. **Certified ID copies** of all Members/ Partners/ Directors. If Members/Partners/ Directors are employed by the state, proof that they are allowed to conduct business outside remunerative work should be provided.
3. The **company’s private security industry regulatory authority** (PSIRA) registration certificate as security service provider. Such registration must be valid during the period of a contract.
4. 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 a contract.
5. **Company profile**
6. A certified copy of **Liability insurance cover** for the company and the amount available per claim.
7. A copy of the company’s **unemployment insurance fund (UIF) registration.**
8. **A relevant letter of good standing** from the office of the compensation commissioner and a certified copy of compensation for Occupational Injuries and Diseases Act (COIDA) **registration certificate** indicating security services or related services **as nature of business.**
9. **Provident fund registration certificate.** Such registration must be valid during the period of a contract
10. A detailed **Pricing or quotation**
11. Proof of **Central supplier database** (CSD) registration
12. **Proof of bank account** (Cancelled Cheque or original letter from the bank confirming banking details)
13. Proof of purchase of a tender document **(a copy of receipt)**
14. **OTHER REQUIRED DOCUMENTS**

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

1. A copy of the latest **Audited Financial Statement.**
2. Proof of **Business address.** Statement of water and lights not more than three months or lease agreement for the company.
3. **Company information and profile**: Mission statement and policies with an indication of management, communication and supervision structure. Include a section on how you intend managing your staff members on this campus for the service required.
4. **The services your company is capable of providing:** The availability of control room/s and other equipment to fulfil duties as per specification.
5. **Track record/traceable references for verification purposes:** Provide the names and contact details of current or previous clients you have provided similar security services to, and details of similar projects completed in the past and those still running. (Please provide testimonial letters)
6. A current **broad-based black economic empowerment (B-BBEE) status level certificate**.
7. **RESPONSIBILITIES**

Responsibility of the service provider:

1. The service provider will be liable for its staff on site
2. 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.
3. The service provider will be responsible for all his/her staff’s physical safety, disciplinary and other requirements
4. Guards must always be in uniform and look presentable to the public
5. Guards must always be customer service-focused, value and treat college visitors with respect
6. The service provider shall supervise and exercise proper control over all personnel employed by him/her, and shall not hold Waterberg TVET college responsible for any injury caused to the said personnel
7. **DISCLAIMER**

Waterberg TVET College serves the right:

1. To verify any information supplied in the tender documents
2. Not to appoint any service providers;
3. To cancel or withdraw this tender at any time without attracting any penalties or liabilities;
4. To appoint one or more service providers, depending on the outcome, to separate or jointly be responsible for the provision of security services on the campus;
5. To have the final say in the appointment and that this will be binding;
6. To disqualify a tender or cancel any subsequent contract should it be found that information disclosed was factual inaccurate and/or that a misrepresentation of facts may have occurred.
7. **CONFIDENTIALITY**

Any or all information made available to the service provider by Waterberg TVET College shall be regarded as confidential and shall not be made available to third parties without the prior written consent of the college.

1. **PREPARATION OF PROPOSAL**

Waterberg TVET College shall not be liable for any costs 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.

1. **CONTRACT PERIOD**

It is a 3 years (36 Months) contract which will be reviewed, based on performed, every twelve (12) month from the date of commencement with a probation period of 3 months. Waterberg TVET College will conduct a due diligent before final appointment.

1. **PRICING**

Service providers are requested to give a specific pricing breakdown for the 3 year contract (please include the prices of all accessories or other items charged for in the breakdown). Salaries must meet the minimum levels set by PSIRA. Bids indicating salary levels below the minimum level set by PSIRA will be disqualified. Year one pricing should be firm. Clearly specify proposed annual increase 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 requirement.

1. **COMPLIANCE REPORTS AND MEETINGS**

Both the service provider and Waterberg TVET College will enter into a service level agreement (SLA) for monitoring and compliance purposes. The SLA will be monitored through compliance meetings which will be held quarterly. The service provider will also meet the delegated Waterberg TVET College representative as and when deemed necessary.

1. **EVALUATION CRITERIA**

This bid will be evaluated on functionality. Bidders must score a minimum of 70 points on functionality to qualify for further evaluation. 80/20 preference point system in line with Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000) regulation 2017 will be applicable. Sufficient information must be provided to allow the evaluation panel to score bids against all these criteria.

|  |  |
| --- | --- |
| **CRITERIA FOR EVALUATING FUNCTIONALITY** | **WEIGHT** |
| **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 current and previously undertaken work related to security services. (A brief description of the scope and scale of current and past projects undertaken, including traceable references and testimonial letters)   * Contactable reference **10** * Testimonial letters of previous projects **20**   5+ Letters 20  3+ letters 15  2+Letters 10  1+Letter 5 | **40** |
| **Team capacity:**  The tenderer should demonstrate the capacity of his/her team to carry out 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 the tender | **30** |
| **Structure and capability of the company:**  Existing resources for carrying out the guarding monitoring duties within the college, method 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 and communication. The college will conduct the physical verification of the control rooms. | **30** |
| **TOTAL** | **100** |

The next 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 policy framework Act (No. 5 of 2000), the 80/20 point system will be applied in evaluating proposals that qualify for further consideration, where price constitutes 80 points and a maximum of 20 points will be awarded based on the bidders B-BBEE status level contribution or a sworn affidavit. In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

|  |  |
| --- | --- |
| **B-BBEE status level of contributor** | **80/20** |
| 1 | 20 |
| 2 | 18 |
| 3 | 14 |
| 4 | 12 |
| 5 | 8 |
| 6 | 6 |
| 7 | 4 |
| 8 | 2 |
| Non-complaint contributor | 0 |

**TENDER SPECIFICATION**

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Waterberg Technical and vocational education and training (TVET) College requires a security company to provide security services through guards, access and exit control. The security service company will be required to provide guards 24 hours a day, 365 days a year. The college starts its operations at 06:00 am until 21:00 in the evening.

1. **INDUCTION AND PLACEMENT**

The service provider’s staff members will have to undergo induction training regarding the site and the emergency plan for the campus. The induction is compulsory and must be attended by Security Company’s supervisor and all guards. Any new employee must first be inducted before placement on this site, especially for duty within the Waterberg TVET College after hours, on weekends and public holidays.

1. **RESPONSE**
2. The service provider will at all times respond to panic, fence intrusion alarms and forced entry signals to the buildings at the college.
3. The response time from the control room should be within a reasonable time. Internal responses from guards should be immediately.
4. The guards on duty must instantly respond to the Provider’s control room and initiate the necessary emergency response should a problem be detected.
5. The guards will work closely with law enforcement services/ agencies like SAPS, Fire Department should a fire be detected and cooperate with the campus Emergency coordinator.
6. **SECURITY OPERATION MANAGEMENT EXCELLENCE**
7. The service provider should ensure that guards are always on site at any specific station to ensure continued control.
8. **ACCESS CONTROL**

The guards at the control gates must:

* Scan all the vehicles going in and out of the college using a car scanner.
* Obtain clearance for all pedestrian’s visitors without access cards or student cards or proof of registration and direct them to the relevant buildings. Visitors should be in a possession of their ID book/card or driver’s license.
* Obtain clearance for any college property leaving the premises at any given time. (Gate pass to be obtained from asset office)
* 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 personnel is appointed
* Assets that are leaving the college are being checked against an authorised gate pass for assets.
* The access gates are closed and opened as per site instructions
* Gates are locked/unlocked at designated times, or as required according to specific instructions from appropriate college staff

Guards will be required to enforce the Waterberg TVET College internal rules, this includes:

* Providing directions to the buildings and offices in the college or referring patrons to college personnel who may be able to assist.
* Providing assistance to the college management on site as it may pertain to enforcement of college rules, security or emergency procedures.
* Not allowing pets, fire arms, loud music/ sound amplification devises, fire or braai (only in designated braai areas), picking of plants/ collecting of seeds, graffiti and climbing of trees/ damaging of property.
* Not allowing alcohol and drugs.

1. **SECURITY STAFF REQUIREMENTS FOR THIS CONTRACT**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Office/Campus** | **Duty points** | **Grade** | **Number of guards** | **Job purpose** | **Job requirements** | **Other security Aids** |
| **Central Office** | **Main entrance**  **(Open 6:00 am to 21:00 pm)** | Grade C | 4 guards (2 for day shift and 2 for night shift) | * Access control for all vehicles and pedestrians * Be a central information point for official visitors to Waterberg TVET College * Control vehicle access in the college * Be central emergency response control point for emergency response (SAPS, Fire services and fence alarm system) * Checking all assets that are leaving the college against an authorised gate pass. * Monitor the movement of College vehicles. (Register all college vehicles going in and out) * 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 * Deploy security personnel at various duty points; and manage/supervise all security company staff deployed on the premises. * Assist in emergency response * 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 for criminal activities * Monitor illegal access to the college * Monitor suspicious persons entering the college. | * No criminal offence * South African citizen * Able to read and write * PSIRA grade C * Positive security clearance * Able to speak English * Service excellence | * Two way radio * Torch * Pockets book and pen * Occurrence book (OB) * Cell phone * Handcuffs * Baton * Pepper spray * Car scanners |
|  | **Roaming/Patrolling guards** | Grade C | 2 guard (1 for during the day and 1 for during the night) | * Patrol the whole college area and administration blocks * Monitoring of activities in and around the college * Safeguarding of students bags and belongings during test time. * Reporting of incidents * Patrolling guards must always be visible | * No criminal offence * South African citizen * Able to read and write * PSIRA grade C * Positive security clearance * Able to speak English   Service excellence | * Two way radio * Torch * Pockets book and pen * Cell phone * Handcuffs * Baton |
| **Hotel school** | **Main Entrance**  **(Open 6:00 am to 21:00 pm)** | Grade C | 2 guards (1 for day shift and 1 for night shift) | * Access control for all vehicles and pedestrians * Be a central information point for official visitors to Waterberg TVET College * Control vehicle access in the college * Be central emergency response control point for emergency response (SAPS, Fire services and fence alarm system) * Checking all assets that are leaving the college against an authorised gate pass. * Monitor the movement of College vehicles. (Register all college vehicles going in and out) * 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 * Deploy security personnel at various duty points; and manage/supervise all security company staff deployed on the premises. * Assist in emergency response * 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 for criminal activities * Monitor illegal access to the college * Monitor suspicious persons entering the college. | * No criminal offence * South African citizen * Able to read and write * PSIRA grade C * Positive security clearance * Able to speak English * Service excellence | * Two way radio * Torch * Pockets book and pen * Occurrence book (OB) * Cell phone * Handcuffs * Baton * Pepper spray * Car scanners |
|  | **Roaming/ Patrolling Guards** | Grade C | 1 guard (1 for during the night) | * Patrol the whole college area and administration blocks * Monitoring of activities in and around the college * Safeguarding of students bags and belongings during test time. * Reporting of incidents * Patrolling guards must always be visible | * No criminal offence * South African citizen * Able to read and write * PSIRA grade C * Positive security clearance * Able to speak English * Service excellence | * Two way radio * Torch * Pockets book and pen * Cell phone * Handcuffs * Baton |
| **Business studies Campus** | **Main entrance**  **(Open 6:00 am to 21:00 pm)** | Grade C | 4 guards (2 for day shift and 2 for night shift) | * Access control for all vehicles and pedestrians * Be a central information point for official visitors to Waterberg TVET College * Control vehicle access in the college * Be central emergency response control point for emergency response (SAPS, Fire services and fence alarm system) * Checking all assets that are leaving the college against an authorised gate pass. * Monitor the movement of College vehicles. (Register all college vehicles going in and out) * 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 * Deploy security personnel at various duty points; and manage/supervise all security company staff deployed on the premises. * Assist in emergency response * 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 for criminal activities * Monitor illegal access to the college * Monitor suspicious persons entering the college. | * No criminal offence * South African citizen * Able to read and write * PSIRA grade C * Positive security clearance * Able to speak English * Service excellence | * Two way radio * Torch * Pockets book and pen * Occurrence book (OB) * Cell phone * Handcuffs * Baton * Pepper spray * Car Scanners |
|  | **Roaming/patrolling Guard** | Grade C | 2 guard (1 for during the day and 1 for during the night) | * Patrol the whole college area and administration blocks * Monitoring of activities in and around the college * Safeguarding of students bags and belongings during test time. * Reporting of incidents * Patrolling guards must always be visible | * No criminal offence * South African citizen * Able to read and write * PSIRA grade C * Positive security clearance * Able to speak English * Service excellence | * Two way radio * Torch * Pockets book and pen * Cell phone * Handcuffs * Baton |
| **IT centre** | **Main entrance**  **(Open 6:00 am to 21:00 pm)** | Grade C | 4 guards (2 for day shift and 2 for night shift) | * Access control for all vehicles and pedestrians * Be a central information point for official visitors to Waterberg TVET College * Control vehicle access in the college * Be central emergency response control point for emergency response (SAPS, Fire services and fence alarm system) * Checking all assets that are leaving the college against an authorised gate pass. * Monitor the movement of College vehicles. (Register all college vehicles going in and out) * 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 * Deploy security personnel at various duty points; and manage/supervise all security company staff deployed on the premises. * Assist in emergency response * 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 for criminal activities * Monitor illegal access to the college * Monitor suspicious persons entering the college. | * No criminal offence * South African citizen * Able to read and write * PSIRA grade C * Positive security clearance * Able to speak English * Service excellence | * Two way radio * Torch * Pockets book and pen * Occurrence book (OB) * Cell phone * Handcuffs * Baton * Pepper spray * Car scanners |
|  | **Roaming/patrolling guard** | Grade C | 2 guards (1 for during the day and 1 for during the night ) | * Patrol the whole college area and administration blocks * Monitoring of activities in and around the college * Safeguarding of students bags and belongings during test time. * Reporting of incidents * Patrolling guards must always be visible | * No criminal offence * South African citizen * Able to read and write * PSIRA grade C * Positive security clearance * Able to speak English * Service excellence | * Two way radio * Torch * Pockets book and pen * Cell phone * Handcuffs * Baton |
| **Lebowakgomo Campus** | **Main entrance**  **(Open 6:00 am to 21:00 pm)** | Grade C | 4 guards (2 for day shift and 2 for night shift) | * Access control for all vehicles and pedestrians * Be a central information point for official visitors to Waterberg TVET College * Control vehicle access in the college * Be central emergency response control point for emergency response (SAPS, Fire services and fence alarm system) * Checking all assets that are leaving the college against an authorised gate pass. * Monitor the movement of College vehicles. (Register all college vehicles going in and out) * 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 * Deploy security personnel at various duty points; and manage/supervise all security company staff deployed on the premises. * Assist in emergency response * 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 for criminal activities * Monitor illegal access to the college * Monitor suspicious persons entering the college. | * No criminal offence * South African citizen * Able to read and write * PSIRA grade C * Positive security clearance * Able to speak English * Service excellence | * Two way radio * Torch * Pockets book and pen * Occurrence book (OB) * Cell phone * Handcuffs * Baton * Pepper spray * Car scanners |
|  | **Roaming/patrolling guard** | Grade C | 2 guards (1 for during the day and 1 for during the night ) | * Patrol the whole college area and administration blocks * Monitoring of activities in and around the college * Safeguarding of students bags and belongings during test time. * Reporting of incidents * Patrolling guards must always be visible | * No criminal offence * South African citizen * Able to read and write * PSIRA grade C * Positive security clearance * Able to speak English * Service excellence | * Two way radio * Torch * Pockets book and pen * Cell phone * Handcuffs * Baton |
| **Thabazimbi Campus** | **Main entrance**  **(Open 6:00 am to 21:00 pm)** | Grade C | 4 guards (2 for day shift and 2 for night shift) | * Access control for all vehicles and pedestrians * Be a central information point for official visitors to Waterberg TVET College * Control vehicle access in the college * Be central emergency response control point for emergency response (SAPS, Fire services and fence alarm system) * Checking all assets that are leaving the college against an authorised gate pass. * Monitor the movement of College vehicles. (Register all college vehicles going in and out) * 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 * Deploy security personnel at various duty points; and manage/supervise all security company staff deployed on the premises. * Assist in emergency response * 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 for criminal activities * Monitor illegal access to the college * Monitor suspicious persons entering the college. | * No criminal offence * South African citizen * Able to read and write * PSIRA grade C * Positive security clearance * Able to speak English * Service excellence | * Two way radio * Torch * Pockets book and pen * Occurrence book (OB) * Cell phone * Handcuffs * Baton * Pepper spray * Car scanner |
|  | **Roaming/patrolling guard** | Grade C | 2 guards (1 for during the day and 1 for during the night ) | * Patrol the whole college area and administration blocks * Monitoring of activities in and around the college * Safeguarding of students bags and belongings during test time. * Reporting of incidents * Patrolling guards must always be visible | * No criminal offence * South African citizen * Able to read and write * PSIRA grade C * Positive security clearance * Able to speak English * Service excellence | * Two way radio * Torch * Pockets book and pen * Cell phone * Handcuffs * Baton |
| **College Farm** | **Main entrance**  **(Open 6:00 am to 21:00 pm)** | Grade C | 2 guards (1 for day shift and 1 for night shift) | * Access control for all vehicles and pedestrians * Be a central information point for official visitors to Waterberg TVET College * Control vehicle access in the college * Be central emergency response control point for emergency response (SAPS, Fire services and fence alarm system) * Checking all assets that are leaving the college against an authorised gate pass. * Monitor the movement of College vehicles. (Register all college vehicles going in and out) * 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 * Deploy security personnel at various duty points; and manage/supervise all security company staff deployed on the premises. * Assist in emergency response * 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 for criminal activities * Monitor illegal access to the college * Monitor suspicious persons entering the college. | * No criminal offence * South African citizen * Able to read and write * PSIRA grade C * Positive security clearance * Able to speak English * Service excellence | * Two way radio * Torch * Pockets book and pen * Occurrence book (OB) * Cell phone * Handcuffs * Baton * Pepper spray * Car scanner |
|  | **Roaming/patrolling guard** | Grade C | 3 guards (1 for during the day and 2 for during the night ) | * Patrol the whole college area and administration blocks * Monitoring of activities in and around the college * Safeguarding of students bags and belongings during test time. * Reporting of incidents * Patrolling guards must always be visible | * No criminal offence * South African citizen * Able to read and write * PSIRA grade C * Positive security clearance * Able to speak English * Service excellence | * Two way radio * Torch * Pockets book and pen * Cell phone * Handcuffs * Baton |
| **Old Central office Building** | **Main entrance** | Grade C | 2 guards (1 for day shift and 1 for night shift) | * Access control for all vehicles and pedestrians * Be a central information point for official visitors to Waterberg TVET College * Control vehicle access in the college * Be central emergency response control point for emergency response (SAPS, Fire services and fence alarm system) * Checking all assets that are leaving the college against an authorised gate pass. * Monitor the movement of College vehicles. (Register all college vehicles going in and out) * 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 * Deploy security personnel at various duty points; and manage/supervise all security company staff deployed on the premises. * Assist in emergency response * 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 for criminal activities * Monitor illegal access to the college * Monitor suspicious persons entering the college. | * No criminal offence * South African citizen * Able to read and write * PSIRA grade C * Positive security clearance * Able to speak English * Service excellence | * Two way radio * Torch * Pockets book and pen * Occurrence book (OB) * Cell phone * Handcuffs * Baton * Pepper spray * Car scanner |

**Summary:**

* Number of security guards during the day: 20 (Grade C)
* Number of security guards during the night: 21 (Grade C)

Note: *The number of security guards may be reviewed as and when required such will be communicated to the service provider in order to amend their monthly invoices in line with the actual number of security guards at on site*

1. **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 and write and communicate effectively in English.

1. **SUPERVISION OF WORK**

The service provider will supervise and exercise proper control over its personnel and shall not hold Waterberg TVET College liable for any loss or injury cause 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 law).

1. **RESPONSIBILITIES**

**The service provider will provide and take responsibility for the following:**

* Security guards
* Access control books and Occurrence Books (OB books)
* All security aids

**Waterberg TVET College will take responsibility for:**

* Provision,
* upkeep and maintenance of the guard house and toilet facility
* Provision, upkeep and maintenance of all access gates
* Provision, upkeep and maintenance of necessary keys and padlock
* Provision of weekends instructions
* Provision of operational procedures and requirements.