PO Box 12363 Jacobs 4026 Durban
UMLAZI KWAZULUNATAL

RFB MUT 23/2024

PROVISION OF EXTERNAL STUDENT ACCOMMODATION FOR CONTRACT PERIOD :24 MONTHS MANGOSUTHU UNIVERSITY OF TECHNOLOGY

ADDENDUM NO.1

Acknowledgement of Receipt – 1 of 2 Pages

_____
COMPANY NAME

_____
AUTHORISED SIGNATURE

_____
DATE

_____
PRINT NAME

ALL TENDERERS ARE TO ACKNOWLEDGE RECEIPT OF THE ADDENDUM. PLEASE SIGN AND EMAIL TO:
mhlungunb@mut.ac.za

<u>Amendments to Bid document</u>

1. Remove of total price on page 42.
2. Attached SOP Residence Security.
3. All Occupational Health and Safety Acts and its relevant Regulations including legislation applicable to Lease properties (**No Attachment needed**)

MUT: SECURITY STANDARD OPERATING PROCEDURES

1**. PURPOSE**

The purpose of these procedures is to assist in enhancing security at Mangosuthu University and its student residences by creating Uniform standards for security personnel. These procedures supplement the duties of security officers as stipulated in the service contracts their employers have entered into with the University.

2**. ROBBERY, ASSAULT AND/OR ABUSE**

- Contact the Control Room and inform the Site Manager and MUT Protection Services as soon as possible.
- Contact the SAPS.
- Do not touch or remove anything unless it is necessary as fingerprints will need to be lifted.
- Render all necessary assistance
- Remain calm, and hand all relevant information to the Emergency Services upon arrival.
- In the event of an armed robbery in progress all exit gates must be locked and security officers must move away from the gates until the police or armed response arrives
- In the event of an armed robbery, when confronted by armed criminals listen to the assailants and follow their instructions take note of as many identifying features as you possibly can.

3. **POWER FAILURE**

- Notify Control Room; inform the Site Manager and **MUT** Management as soon as possible.

- Remain alert.
- Assist with evacuation if necessary
- Security officers must **all** have torches and continue to conduct patrols vigorously in the event of a power failure at night.
- Security must be equipped with cell phones to contact the standby electrician
- Security officers must know where the electricity main switches are situated
  (Security must have basic emergency training certificate)

4**. STRIKE ACTION**

- Site Manager to assess the situation in person.
- A strike diary must be initiated immediately
- In the event of a lawful strike or protest action picketing rules must be agreed upon with the protestors. An area must be identified and demarcated where the protestors can peacefully protest without disturbing University programs
- In the event of an unlawful strike an attempt must still be made to conclude an agreement with the protesting group not to destroy property and to confine their illegal protest within a demarcated area.

- Monitor situation and report to the SAPS, Control & MUT Protection Services.
- Site Manager to Liaise with MUT Protection Services and ensure that the situation is properly controlled.
- Officers are to be on standby at all entrance points and ensure access and exit are properly controlled. And that illegal entry is not gained, Protection Services and your Security Control room need to be advised immediately.

- Access to Main campus residences must be restricted to students residing at the Main campus during a strike

- If lectures have been suspended access to the main campus must be restricted to students residing at the main campus. (Unless the University has taken a decision that such students must vacate as well)

- **U**niversity buses must be directed to stop transporting students from town until the impasse is resolved & upon authority being received from Executive management

- **S**tudents must not be permitted entry into laboratories and other critical areas during a strike as they might damage property.
- Riot security equipment should be purchased by the University & all security should be trained on how to deal with riots
- **MUT** Management will advise on course of action.
- Security Officers to assist with crowd control.
- Use only the minimum force required and only in the event of protecting yourself or another person or University & staff property.

- The public order policing unit of the SAPS must be notified immediately during a strike.

- Executive management must be advised to initiate negotiations immediately with the protesting group

- If the strike persists despite negotiations and there is destruction of property an interdict must be obtained against the protesting groups and it should be recommended that the University be closed until the impasse is resolved.

- Security officers must capture all incidents of destruction of property and misconduct utilizing Video cameras, ordinary cameras incl cell phone cameras, CCTV Cameras. Perpetrators must be identified immediately and then suspended by the Vice Chancellor s office. If and when perpetrators are suspended by Executive Management, it has always served as a deterrent to other would be offenders and has assisted immensely in ending illegal and destructive protests.

5. **FLOODS**

- Inform Site Manager, MUT Management and your Control office.
- Ascertain the reason for the flood is it as a result of a burst pipe or heavy rains
- Distinguish if it is a domestic pipe that is leaking or if it is the fire supply unit.

- Security officer or **MUT/building** Management to switch off main water supply in the event of a burst pipe. Security must know all the water supply switches and should be in a position to switch them off

- Officers are to assist with evacuation and crowd control if necessary.

6. **HOSTAGE SITUATION**

- Inform SAPS, Site Manager and **MUT Protection Services** Management and your Control office after assessing the situation.

- Cordon off the entire area and maintain crowd control.

- Evacuate all escape routes.

- Monitor all exits.

- Declare radio silence.

- Place all emergency and first aid teams on standby.

- Await further instructions.

7. **EXPLOSION**

- Inform Site Manager, MUT Protection Services Management and your Control office immediately after assessing the situation.

- Advise SAPS and Fire Department immediately.

- **Ensure that access routes are cleared**

- Give full details of location and access for Emergency vehicles.

- Declare radio silence.

- Evacuate explosion area and cordon off.

- Assist with any injuries.

- Assist with crowd control.

- **The site plans must be available for Officials if need be.**

- Await further instructions.

8**. GENERAL EMERGENCY PROCEDURE**

- First identify the emergency.

- Call the emergency unit directly involved in the emergency.

- Call your Security control and MUT Protection Services responsible person.

- Ensure that all entrance routes are accessible for emergency vehicles if possible.

- See if you can be of any assistance to the situation whilst waiting for emergency units to arrive at the scene.

- Make sure that you make an O.B. entry of each event. Follow the emergency procedure as implemented on the site & write the names down of people spoken to.

- Keep the areas clear so that no other person enters except the people handling the situation

- Make sure that a full report of the entire event is handed to MUT Management and that all the details are in this report.

- No press people to be allowed near or on the scene, unless otherwise approved by the police or Management of MUT. Never speak to the press, this will be handled by MUT Management and the Marketing Department.

- Remember to keep calm and manage the emergency

- Security to evacuate students and staff according to the University s emergency evacuation procedures as directed by security management.

9. **FIRE EMERGENCY PROCEDURE**

- The Security Officers are to try and extinguish the fire by using the correct type of Fire Extinguisher.

     For example:

- **Do not use water on electricity fires.**
- **Do not endanger your life.**
- **Do not open doors and windows.**
- **Remove all flammable Materials (where possible)**

- If unable to extinguish the fire, contact the Fire Department. The SA Police must also be contacted.

- Direct firemen to the exact spot where the fire is burning.

- All personnel and people on the premises must be evacuated from the premises. In accordance with MUT procedures. Ensure that staff and public are kept at a safe distance.

- Inform Control and request the Controller to inform Security Management and the responsible person at MUT Protection Services.

- After fire engines arrive, close entrance gates and lock them. No pedestrians or vehicles are to enter the premises. Assist the Fire Department or SAPS when requested to do so.

- The Security Officer must enter a full O.B. entry as soon as possible. An Incident report must also be submitted and all relevant information is to be handed in to the Fire Department, the SAPS, Control and **MUT Management.**

- Stay calm, don't panic and be of assistance to those in need.

10. FIRST AID

- If you are not familiar with applying first aid and you are unable to assist, contact the necessary Emergency Services.

- Inform the Control Room.

11. BOMB THREATS

- Keep calm keep the caller talking and record all the important details about where the bomb is and the identity of the caller.

- Notify control, SAPS and MUT Protection Services immediately.

- Do not inform or alarm anybody except your controller and the Site Manager, who will inform the rest of the relevant parties.

- Conduct a search for foreign objects but do not touch any suspicious articles.

- On arrival of the Emergency Services offer them all the available and relevant information and assist only when called upon to do so.

12. RESIDENCE MAIN ENTRANCE OPERATING PROCEDURES

- Ensure all students produce their students' cards.
- All bags to be searched to ensure no substances and weapons enter the residences.
- Students register their laptops in and out the gate.

- All students & visitors (body search) must be searched for weapons & other prohibited substances
- Firearms and other weapons are strictly prohibited from the residences
- Non MUT student visitors must not be allowed into residences after 18:00.
- All visitors must produce and leave their proof of identity with security personnel
- All visitors must be collected by the persons they are visiting at the entrance gate
- The particulars of the visitor and the person being visited must be entered in the visitors register
- Security officers must check the visitors register for all visitors that have not signed out and ensure that all visitors that have not signed out vacate the premises after visiting hours have expired.

UNIVERSITY ENTRANCE GATES FOR VEHICLES AND PEDESTRIANS

- Ensure that all staff vehicles that enter the site are authorised to do so.
- Staff vehicles with a vehicle disc should be permitted entry after being subjected to a search
- Students from **Pre-tech** must be issued with temporal identity permits
- **Staff vehicles without a disc must be requested to produce a staff card before being granted access**
- Natural Sciences main gate must be installed with biometric access system
- Ensure that all students that enter the premises with vehicles are authorised to do so. Check that the students are in possession of a valid MUT student card.**All students must utilise the parking at the University Rugby field.** If a student does not have a valid student card, they are to be directed to the main campus IT Department to obtain a valid student card.
- Ensure that all pedestrians use the turnstile. No pedestrian will be allowed to walk through the boom gate. Ensure that pedestrians with valid cards for the turnstile only swipe it once and that is to gain access individually. Ensure that cards are not passed back and forth for unauthorised persons to also gain access.
- **All visitors are to be confirmed with the department or person being visited before access is granted. Ensure that the access control register is completed properly always. Departments and staff members expecting visitors must be requested to notify PSD prior to the visit.**
- Deliveries are to be confirmed before access is granted. The access control register is to be completed properly.
- **Contractors that arrive on site are to be confirmed before access is granted. Access control register is to be completed**. A list of the contractor s labourers must be furnished to PSD by the Department that has engaged them. **A temporal access permit or card must be issued to all contracted service providers by the IT Department**. Contractors are to be restricted to the area that they are working in. Contractors that are found in areas that are not part of the work they are doing should be reported to their supervisor and removed from site.
- (A communique must be sent to staff to declare all the property that must be declared to security personnel i.e. computer monitors, printers,keyboards,computer mouses,microwaves and all other items that are owned & available inside the University etc. and firearms & weapons and that)
- Property not declared to security personnel upon entry will not be allowed to exit the premises until authorisation from PSD has been received

- Staff vehicles are to be subjected to random searches.
- Student vehicles should be subjected to random searches.
- All contractors and contractor's vehicles should be searched thoroughly upon entry before being allowed to leave the site.
- **Delivery vehicles are to be searched upon entry & before being allowed to leave the site.**
- All pedestrians are to have their bags checked upon entry and before being allowed to leave the premises.
- Call the site Supervisor for assistance when not sure about anything.

- All persons entering University premises must be searched for weapons and other prohibited substances.
- Firearms and weapons are not permitted on campus unless authorized by University management.
- Lawful possessed firearms must be declared and kept at the University security control office
- **No staff member may possess a firearm on campus without the authorization of the Vice Chancellor in writing**
- **List of prohibited items must be displayed at or outside gate**

13   SECURITY STANDING ORDERS

- All security staff members that are on duty must be fit to fulfil their duties. They must be in full uniform and sober. It is an offence to report on duty whilst under the influence of alcohol and or drugs or to consume either whilst on duty.
- All the guards must report for duty punctually.
- No post must be left unattended. Private business (like buying cigarettes or food) must be done before reporting on duty.
- Security Officers are to wait for their relievers before leaving their post.
- Prior arrangements must be made for a reliever.
- Reporting late will not be tolerated.
- Regular feedback must be given to Security Control on the situation on site.
- No Security Officer is permitted to lean against the walls/fence whilst on duty.
- All equipment must be in working order. Report defaults to control.
- Radio procedures must be correct always – English Only.
- Lunch is to be taken in the guard house. Or designated security area
- All officers to be dressed in full uniform, clean and neatly presented.
- No swearing or threatening of Clients or visitors will be tolerated.
- Instructions from Management are to be executed immediately and feedback to Management must be prompt.
- No personal friends or visitors will be permitted on to site whilst on duty.
- All security officers must be Psira registered & must always display their Psira registration cards whilst on duty.
- All security companies performing security duties at University premises must be Psira registered & will be expected to furnish proof of their registration before they commence duties at all University owned & leased premises.

14.   DOCUMENTATION CONTROL

OCCURRENCE BOOK

Security personnel must enter occurrences every hour in the O.B. Book.
However, incidents will be reported daily.

- An O.B. will be maintained always and the following security instructions, regarding the O.B., to be strictly adhered to.
- Every entry in the O.B. will be numbered consecutively from midnight on the first day of the month to midnight on the last day of each month.
- Every entry in the O.B. will have the time it is made recorded in the appropriate column, late entries will be headed as such, and the body of the entry showing the time it should have been made, i.e**. the time of the report or occurrence.**
- If corrections are necessary, a new entry will be made **NO** erasures or alterations will be permitted. **No tippex.**
- The O.B. is the daily diary and **ALL EVENTS**, without exceptions will be recorded there - patrols, instructions, and reports of any criminal incidents, fires, alarm activation and defects relating to security.
- All serious incidents must be reported to MUT Management immediately. An O.B. number from your security Control must be obtained and entered into the O.B. for cross-reference.
- The Senior Security Officer will ensure that all Security visits (Management or Supervisors) are recorded in the O.B. in red ink.
- The officer must report himself on duty in the O.B.

15. MANAGEMENT VISITS

- Security Supervisors/Managers visits must all be entered in the O.B. in red ink.

16. INCIDENT REPORT BOOK

- The responsible security company will provide such a book and if an incident occurs, the incident report must be forwarded to Mangosuthu University Protection Services.
- All incidents must be reported to Site Manager as soon as possible after the incident occurred, to inform the Mangosuthu University Protection Services immediately.

17. ACCESS CONTROL AFTER HOURS

- An after-hours register must be completed by all staff members entering the University after hours including weekends
- Staff members entering the University after hours must be searched upon entry and departure.
- The time of departure of all staff members entering the University after hours must be captured in the register
- Staff members must not exit with University property without valid authorizations

DEALING WITH MENTALLY ILL STUDENTS

- Inform the site manager and MUT Protection immediately & SAPS
- Notify student counselling unit
- The student s next of kin must be notified
- The student must be transported to the nearest hospital & handed over to hospital staff
- A fellow student must accompany the mentally ill student if possible

ANNEXURE L:

PRICING SCHEDULE

PROVIDE DETAILED BREAK DOWN OF PRICING PER STUDENT PER MONTH AND PER YEAR (INCLUSIVE OF VAT) IN THE PRICING TABLES BELOW.

ACCOMMODATION – MUT			
Item	Notes	Payable by Service Provider (in Rand, inclusive of VAT)	Total cost payable by MUT per student PER YEAR (in Rand value)
Basic cost per bed		R	R
Water		R	R
Electricity		R	R
Property rates, sewage, refuse removal and other municipal costs		R	R
Maintenance		R	R
Cleaning		R	R
Servicing of ablutions (including sanitary bins and toilet paper)		R	R
Laundry		R	R
Landscaping		R	R
Security		R	R
Wi-Fi (internet connectivity)		R	R