



Province of the
EASTERN CAPE
SOCIAL DEVELOPMENT

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ADVERTISEMENT
RFQ.NMM-24/25-0005

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SECURITY SERVICE AT UITENHAGE SERVICE OFFICE, NELSON MANDELA DISTRICT IN THE DEPARTMENT OF SOCIAL DEVELOPMENT, EASTERN CAPE FOR A PERIOD OF FIVE MONTHS

Issued by:

Province of the Eastern Cape
Department of Social Development

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Name of Company/Bidder: _____

Registration on Central Supplier Database (Provide CSD number): MAAA _____

Vat Reg :No: _____

Company/ Bidder's Tel/Cell: _____

Company email address: _____

**QUOTATIONS MUST BE SUBMITTED BY 11H00 ON THURSDAY, 25 APRIL 2024 IN THE TENDER BOX AT:
DEPARTMENT OF SOCIAL DEVELOPMENT OFFICES, CORNER OF MATI AND STRUANWAY, J.M. MAJOLA
OFFICE, COMPLEX,GQEBERHA(PORT ELIZABETH)**

Closing Date: 25 April 2024

Closing Time: 11H00



**Province Of The Eastern
Cape**

Department of Social
Development
Private Bag X 0039 Bhishe
5605
SOUTH AFRICA

BID SPECIFICATION DOCUMENT

**APPOINTMENT OF SERVICE PROVIDER TO PROVIDE SECURITY SERVICES AT
UITENHAGE SERVICE OFFICE, NELSON MANDELA METROPOLITAN DISTRICT
IN THE DEPARTMENT OF SOCIAL DEVELOPMENT, EASTERN CAPE FOR A
PERIOD OF FIVE (5) MONTHS**

1. BACKGROUND

- 1.1. The Department of Social Development is mandated by Section 27 (1) (C) of the Constitution of the Republic of South Africa to provide for the right of access to appropriate social assistance to those unable to support themselves. In view of the aforementioned the Department has an established **UITENHAGE SERVICE OFFICE**, Nelson Mandela Metropolitan District to service the community. The Department therefore has to create a safe environment to these offices and personnel and to prevent any losses to the Department. In order to ensure that this objective is realized an effective security function must be implemented to achieve these goals.
- 1.2. The Department is being entered daily by employees, visitors, clients, contractors and service providers. The Department has a responsibility to ensure the protection of assets, personnel, clients of the department, equipment and information and to create a safe and secure work environment for officials to operate under. In order to achieve this, it is necessary to control access to the Government premises by appointing suitably qualified service provider to render a physical security service on behalf of the Department.
- 1.3. The Department experienced high levels of crime through break-ins, theft and property damage at this site. This therefore negatively impacts the Department due to the loss of equipment and damage to property to such an extent that staff started to feel threatened by the recurring threat of crime.
- 1.4. The security services must be continuous for 24 hours per day, 7 days per week. Any losses (asset) that occur will be for the account of the successful service provider. The Department reserves the right to claim the full cost of the loss of assets from the service provider.

2. PURPOSE

- 2.1. The purpose of this bid is to invite experienced/prospective bidders who have six (6) months and more experience and capacity to deploy K9's to submit a response to this bid in order to provide a high level of physical security services in terms of the following legislation:
 - a) Control of Access to Government Buildings and Vehicles Act, No 54 of 1985,
 - b) Criminal Procedures Act, No 51 of 1977,
 - c) Firearm Control Act, No 60 of 2000,
 - d) Private Security Industry Regulatory Act, No 56 of 2001,
 - e) Performing Animals Protection Amendment Act, No 4 of 2016,
 - f) Occupational Health and Safety Act, No 85 of 1994 as amended,
 - g) Trespass Act, No 6 of 1959.

3. OVERALL OBJECTIVE

3.1. This bid specifies the requirements of the Eastern Cape Department of Social Development for the appointment of:

- a) Suitably qualified Security Bidders, with six (6) months and more experience in performing duties in a high-risk environment to provide quality physical security services on a firm price contract in an office complex environment for the protection of staff, information and government property. That includes the implementation of access/egress control, patrolling, escorting and the prevention of any prohibited items entering or unauthorized items exiting in the office environment.
- b) The emphasis is therefore to procure a service provider with security officers that have two or more years' experience providing services within a high-risk facility. It is preferred that the bidders have in their employment 50% of the staff compliment required to perform this contract at the time of closure of this bid. Provide a list of security officers, with employee numbers, to be deployed at the site.

4. CONTRACT PERIOD

4.1. The above services are required for a period of **FIVE (05) MONTH** from the date of a signed agreement.

5. SCOPE OF WORK

5.1 Service Categories

5.1.1 Guarding Services:

The Bidder must give an indication of the ability to provide security in terms of the Private Security Regulatory Act, No 56 of 2001 by rendering:

- a) Physical Security
 - Access control – Manual/Automated entrance gates.
 - Perimeter/On-site surveillance.
 - Personnel Security.
 - Property Security.
- b) Search and Seizure
 - Detection and seizure of unauthorized items such as knives, firearms, illegal substances, etc.
 - Implementing searching procedures within site.

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- c) Communication methods to be employed by security personnel.
 - Provision of ICASA approved two-way radio's and base station for communication with the off-site control room.
 - Security services provided should be non-intrusive, in line with the creation of a human rights culture through the implementation of customer care principles.
 - Security services must be provided in terms of the Private Security Industry Regulatory Authority (PSIRA) and both the Bidder and employee must be registered with the mentioned authority.
- d) The use of available technologies to ensure safety and security of staff and residents (when applicable).
 - a) X-ray Machines.
 - b) Walk Through Metal Detectors.
 - c) Surveillance Control Room Equipment.
- e) Access Control

The purpose of access control is to take such steps that may be considered necessary for the safeguarding of the premises, vehicles and their contents as well as the protection of the people there in or there on. Further to prevent any unauthorized objects or content to access or leave the premises.

Access control must be applied at the following point/s:

 - Main vehicle/pedestrian entrance.
 - Administration/Admissions block.
 - All properties on site

5.1.2 Access Control at Vehicular/Pedestrian entrances and exits

The successful bidder must ensure proper screening, search and examination of vehicles and pedestrians before issuing identifiable permit cards to staff, visitor's, contractors and vehicles to the premises. Proper records must be kept of all vehicles and persons passing the access points.

❖ Tasks

- a) Ensure the positive identification of any person.
- b) Ensure that the person have a valid or acceptable reason for visit.
- c) Ensure that there is existing authorization for the person to have access.
- d) Ensure that the control point is neat and tidy during shift changes and at all other times.
- e) Inspect and test all equipment and report any defects to the security manager.
- f) Security staff shall be conversant with normal procedures and permits required to enter the point.
- g) Ensure that all persons entering the door are in the possession of a valid permit and that it is clearly displayed.
- h) Be polite towards all persons at all times but do not deviate from fixed procedures.
- i) Perform searches on parcels, handbags and people as specified in the Company procedures manual by using appropriate machinery.

- j) Ensure that the driver and passengers are in the possession of valid permits.
- k) Issue permits to visitors and contractors after obtaining reason for presence and positive identification.
- l) Escort contractors/service providers on the premises for deliveries and services.
- m) Perform random searches on vehicles as specified in the Company (Bidder) operations procedures.
- n) Open the gate and allow the vehicle through if all requirements have been met.
- o) The Bidder shall store the completed full registers forms for a period of months. After five months (and/or when this contract is terminated) these documents must be given to the Department for archiving.
- p) All employees shall be fully conversant with emergency plans and procedures on site and shall give their full support in the event of an emergency.
- q) Check authorization letters for the removal of goods from the institutions. Copies of the authorizations should be recorded and kept by the bidder.
- r) In the event of any doubt or suspicion, contact the Shift Commander.
- s) If metal detectors or X-ray machines are in operation at the doors, follow the procedures as described in the Company procedures manuals.
- t) Report any irregularity noticed at the door, in writing.
- u) Ensure that gates and doors are always locked when not in service.
- v) Ensure all safety instructions are always adhered to.

5.1.3 Personnel Security

- a) These services relate to creation of a secure environment for personnel to operate within.
- b) Patrolling of parameters at residences on the property.
- c) Escorting of all visitors, service providers and clients on site.

5.1.4 Property Security

- a) Prevention of damage to the property at the center.
- b) Identifying and investigating culprits when damage to property has occurred.
- c) Preventing theft of any government property.

5.1.5 Registers

5.1.5.1 Occurrence Book

- a) The purpose of the occurrence book is to give an overall picture of activities, inspections by supervisors, and all other relevant occurrences at the site.
- b) The Bidder's security staff on duty shall make the following entries in the occurrence book: all listed routine procedures such as patrols undertaken, handing over of shifts, etc, mentioning the procedures followed, by whom and the time of commencement. These entries shall be made clearly legible, in blue/black ink in English.
- c) All occurrences, however, slight or unusual, shall be recorded with reference made to the correct time and relevant actions taken.

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- d) All security staff activities, especially deviations in respect of the duty list, specifying particulars of the staff and relevant times.
- e) The issue and/or receipt of keys, specifying the time and by whom they were received or delivered.
- f) The unlocking or locking of doors or gates, specifying the time and by who locked or unlocked.
- g) The handing over of shifts, mentioning all names of all shift staff and accompanying equipment and aids. In this case, staff taking over as well as staff handing over shall sign the entry/entries.
- h) After the taking over of shifts, the first level supervisor shall make an entry declaring that he has read the Occurrence Book in order to acquaint himself with events that occurred during the previous shift.
- i) All visits by second level supervisors and top management these entries shall be done in red ink.
Note: Under no circumstances may an entry in the occurrence book be erased, painted out with correction fluid or totally deleted. It shall only be crossed out by a single line and initialed on the side.
- j) The Bidder shall store the completed (full) Occurrence Books during the THREE (3) MONTHS contract period and return all the above-mentioned documents at the end of the contract to the Department.
- k) The Occurrence Book/s must be available for audit purposes as and when deemed necessary by the Department.

5.1.5.2 Visitors Registers/Forms

The purpose of the admission control forms is always to have information available regarding persons and vehicles admitted to the site within a specific period, in case an occurrence, or occurrences, should take place which might lead to a judicial enquiry.

- i. This register/form shall be comprehensively and legibly completed by the security officer on duty and shall make provision for the following:
 - a. Date and time of entry
 - b. Full particulars of the visitor
 - c. Contact details of the visitor
 - d. Identification number of the visitor
 - e. Reason for visit
 - f. Signature of the visitor to comply with conditions
 - g. Card number issued to the visitor
 - h. Time of egress by the visitor
 - i. Signature by the security official

5.1.5.3 Vehicle Register/Forms

This register/form shall be correctly and legibly completed by the security guard/officer on duty and shall make provision for the following:

- a) Date of visit.
- b) Admission and exit time of visitor/vehicle to and from the site.
- c) Surname and initials of driver.
- d) ID Number.
- e) Home or Work address of the driver.
- f) Registration number of the vehicle.
- g) Name of person to be visited.
- h) Purpose of visit.
- i) Number of passengers.
- j) Brand, Serial No and number of laptop(s)/firearm(s) in the vehicle (if any).
- k) Signature of driver.

5.1.5.4 Government Property Register/Forms

- a) The purpose of the prescribed register/forms is to execute effective checking and control at the site in respect of Government property.
- b) The completion and keeping of a prescribed register/form at a site may be required from the Bidder by the Sub-directorate of Security Management.

❖ Tasks

- a) Ensure the positive identification of any person.
- b) Ensure that the person have a valid or acceptable reason for visit.
- c) Ensure that there is existing authorization for the person to have access.
- d) Ensure that the control point is neat and tidy during shift changes.
- e) Inspect and test all facilities and equipment and report any defects to the security manager.
- f) Keep a list of all vehicles issued with permit cards.
- g) Security staff shall be conversant with normal procedures and permits required to enter the point.
- h) Stop all vehicles and ensure that it displays valid authorities.
- i) Ensure that the driver and passengers are in the possession of valid id cards.
- j) Issue permits to visitors and contractors, supplied by the Department, after obtaining reason for presence and positive identification.
- k) Accompany contractors/service providers on the premises for deliveries and services.
- l) Be polite towards all persons at all times but do not deviate from fixed procedures.
- m) Perform random searches on vehicles as specified in the Company (Bidder) operations procedures.
- n) In the event of any doubt or suspicion, contact the Shift Commander.
- o) Open the gate and allow the vehicle through if all requirements have been met.
- p) Report any irregularity noticed at the gate, in writing.
- q) Assist the driver to enter or exit the car park.
- r) All employees shall be fully conversant with emergency plans and procedures on site and shall

- give their full support in the event of an emergency.
- s) Check authorization letters for the removal of goods from the institutions. Copies of the authorizations should be recorded and kept by the bidder.

5.1.5.5 Pedestrian Register/Admission Control Forms (Where applicable)

This register/forms shall be correctly and legibly completed by the security guard/officer on duty and shall make provision for the following:

- a) Date and time of visit.
- b) Admission and exit times of the visitor to and from the site.
- c) Surname and initials of the visitor.
- d) Home or Work address of the visitor.
- e) Official Identity/Passport Number of visitors.
- f) Name of person to be visited.
- g) Purpose of visit.
- h) Brand, Serial nr. and number of laptop(s)/firearm(s) in visitor's possession (if any).
- i) Signature of the visitor.

5.1.5.6 Notebook/Pocketbook

The purpose of the notebook is to note down all incidents occurring, or observations made by a security guard during their shift, for later reference.

During their shift all security staff shall carry a notebook/pocketbook.

The following information shall be noted down in the notebooks/pocketbooks: All occurrences/events however, slight or unusual, referring to the following:

- a) Reporting on and off duty.
- b) Time of occurrence or event.
- c) Extent of occurrence or event.
- d) Relevant occurrence book number with due allowance for paragraph below.
- e) Follow up actions taken in respect of occurrence or event.
- f) All relevant information noted down in notebook/pocketbook shall immediately or directly after return from a patrol, be copied into the occurrence book.
- g) The Bidder shall store the completed (full) notebooks/pocketbooks for a period of five months. After five months these documents must be given to the Department for archiving.

5.1.5.7 Prohibited Items Register

The purpose of the register is to capture all items that is considered prohibited from entering the site. Items will be surrendered by the owner into the custody of the security officer who will capture the particulars of both the owner and the item in the register. Any firearm that is surrendered must be dealt with in terms of the Firearms Control Act. Should any illegal items be surrendered for safekeeping it is the responsibility for the security officer to contact the local SAPS in order to address the matter and should it not be returned to the owner. The successful bidder is required to supply and install a fire-arm safe, pigeonhole type – 9 compartments and

keys, once-off, to become the property of the Department on completion of the contract

The information shall be recorded in the register under the following headings:

- a) Date
- b) Time
- c) Of the owner
 - i. Name
 - ii. ID nr.
 - iii. Contact details
 - iv. Signature
- d) Of the Item
 - i. Description
 - ii. Make
 - iii. Model
 - iv. Serial nr.
- e) Received by
 - i. Name
 - ii. Signature

5.1.5.8 After Hours Register

The purpose of this register is to keep record of all personnel that gains access to the Departmental sites after normal working hours (16:40 – 08:00).

This register/form shall be comprehensively and legibly completed by the security officer on duty and shall make provision for the following:

- a) Date and time of entry;
- b) Particulars of the official;
- c) Persal Nr;
- d) Contact Nr;
- e) Office nr;
- f) Signature of the official;
- g) Time of exit;
- h) Signature by security officer.

5.1.6 Security Control Centre

- The bidder must ensure that an offsite fully established operational security control centre in the town of operation shall be in radio contact with all security staff at the Site and with the Duty Officer on standby and the Security Manager of the Department. The control room of the successful bidder will be visited at random in order to ensure it is properly operational.
- The control centre shall be fully equipped and manned 24 hours unless otherwise agreed with

the Department.

5.1.7 Patrol Services

- Fully equipped vehicles for patrol services and rapid response shall be available 24 hours. All trips shall be logged with full particulars of the reasons to the satisfaction of the Department. The logbook shall always be available for inspection by the Representative of the Department.

5.1.8 Patrol of Sites

- a) Keep proper record of patrols. The successful bidder will be required to supply and install a patrol monitoring system on site to monitor identified security patrols. Patrol monitoring reports must be available monthly or on request.
- b) Complete the patrol and perform all duties as specified in the Company procedures manual including inspection of the sites, attending to all suspicious persons and investigation of suspicious objects, checking of permits, etc.
- c) Parameter patrols to identify any tampering or damaging of fence parameter.
- d) Report all incidents by radio to the Shift Commander and subsequently in writing.
 - ❖ **Minimum equipment required**
 - i. Dedicated vehicle for patrol services and rapid reaction.
 - ii. Flashlights.
 - iii. Protective gear.
 - iv. Radio communication with Shift Commander.
 - 1 x base station radio.
 - One portable radio per guard with chargers.
 - v. Pepper spray.
 - vi. Handheld metal detector.
 - vii. Belly Scope.
 - viii. Firearm safe (pigeon hole type for at least 9 fire arms). Provide SABS standard as a once off and installation to a permanent wall in the guard room.

5.2 Reaction Force

Reaction force must be well equipped to:

- Assist the guards on duty requesting assistance for any emergency within 10 minutes for emergency situations. Emergency response to be executed by patrol services to any emergency call from security staff at the site. This could include but are not limited to break-ins, fire, protests, robbery, etc.
- Ready to react immediately.

❖ Minimum Equipment Required

- Dedicated vehicle for rapid reaction.
- Flashlights.
- Protective gear.

- Radio communication with Shift Commander/control room.

5.3 Guard Services

- a) Personnel Security
 - i. These services relate to creation of a secure environment for personnel to operate within.
 - ii. Assistance to personnel to contain children/service users to be handled with according to center procedures.
 - iii. Patrolling of parameters at residences on the property.
- b) Property Security
 - i. Prevention of damage to the property at the center.
 - ii. Identifying and investigating culprits when damage to property has occurred.
 - iii. Prevention of theft of Government property.

5.4 Communication and Reporting

The prospective bidder must assign a Project Manager for this project. The Project Manager will report to the Institution Manager with regards to the execution of the terms of reference set out in this bid document. The Project Manager must submit security site report monthly, which is to be attached to the monthly invoices. The monthly security site report must be signed off by the Security Manager of the Department. Monthly meeting/s will be held to discuss all issues arising during the course of the month.

- Employees of the successful bidder must uphold confidentiality of service users.
- Immediate reporting of all illegal activity or attempts to conduct such to the Security Manager.

6 SECURITY PERSONNEL REQUIREMENTS:

Shift Security Guards (Grade C)

- 6.1 Supervisors and security guards shall have undergone and passed formal security training as required by PSIRA.
- 6.2 At all times supervisors and security guards shall present an acceptable image/appearance which implies, inter alia, that they may not publicly sit, lounge about, smoke, eat or drink while attending to people.
- 6.3 Supervisors and security guards shall at all times present a dedicated attitude/approach to security, which attitude/approach shall imply, inter alia, that there shall be no unnecessary arguments with visitors/staff or discourteous behavior towards them.
- 6.4 Supervisors and security guards shall be physically healthy and medically fit for the execution of their duties, taking into consideration that this is a high-risk site.
- 6.5 Supervisors and security guards shall be registered as security officers/guards, as required by Private Security Industry Regulatory Act, act 57 of 2001 and will carry their registration cards at all times.
- 6.6 Supervisors and security guards shall sign an undertaking in which they declare that they will refrain from any action which might be to the detriment of the Department.
- 6.7 Supervisors and security guards are prohibited from reading office documents or rummaging through

records.

- 6.8 No information concerning Departments activities may be furnished to the public or news media or to any other by the Bidder or his employees and therefore all security officers performing duties on site shall be required to sign an Oath of Secrecy.

Duty List

- The purpose of the duty list is to serve as proof, at all reasonable times, that all staff who should be on duty per shift, are indeed on duty.
- Daily, weekly or monthly duty lists of all security staff on duty shall be drawn up by the Bidder and kept in the security control office of each Site where such service is rendered.
- Any change to the duty list shall be crossed out by a single line, installed, dated and noted in the occurrence book.

Duty Sheet

- The purpose of a duty sheet is to ensure that all security staff on duty is familiar with the duties as required in this agreement.
- The Bidder shall have available at the site a fully expounded duty sheet per duty point.

7 SECURITY STAFF EQUIPMENT

The Bidder undertakes to ensure that each member of his/her security staff will at all times when on duty be fully equipped in respect of:

- 7.1 A neat and clearly identifiable uniform from the Bidder, which uniform will include matching raincoats and overcoats for rainy and cold conditions respectively.
- 7.2 A clear identification card from the Bidder, with the member's name and surname, color photo and PSIRA numbers on it, worn conspicuously on his/her person at all times.
- 7.3 Alternatively: A clear identification card from the Bidder with the member's identity and file numbers on it, accompanied by his/her official Identity Document, worn on his/her person at all times.
- 7.4 Service aids to be worn on the body at all times, such as:

Type of Equipment	Quantity
Whistle	One per guard
Pocket Book	One per guard
Pen (black and red)	Two per site
Torch (at night)	One per guard
Hand cuffs	One per guard
Metal Detector (hand held)	Two per site
Radio (portable)	One per guard
Pepper spray	One per guard

8 TRAINING OF PERSONNEL

8.1 The successful bidder must ensure the training of all security officers employed to handle any emergency situation relating to the site.

8.2 Guards should have Basic training in firefighting using fire extinguishers and fire hose reels in case of emergency.

8.3 Guards should have Basic training on crowd control to stabilize crowd uproar within the site.

8.4 Guards should have extensive knowledge with regards to the implementation of the following enabling acts:

- a) Control of Access to Public Premises and Vehicles Act, 54 of 1985
- b) Criminal Procedure Act, 51 of 1977
- c) Firearm Control Act, 60 of 2000
- d) Occupational Health and Safety Act, 85 of 1994
- e) Drug and Drug Trafficking Act, 140 of 1992
- f) Trespass Act, 6 of 1959.

9 DOCUMENTS TO BE SUBMITTED

9.1 Only bidders who fully comply with all the provisions of Section 20 (1) (a) of the Private Security Industry Regulation Act, Act No. 56 of 2001 and subsequent regulations will be considered. The following documents must be submitted together with the bid documents -:

9.1.1 Certified copy of the company's registration – PSIRA certificate. (Certification not older than 3 months at closure of the tender).

9.1.2 Certified copy of each of the Director/s / Owner – PSIRA certificate. (Certification not older than 3 months at closure of the tender).

9.1.3 Letter of good standing from PSIRA valid at the time of closure.

9.1.4 Certified copy of company's firearm certificate.

9.1.5 Proof of 6 months and more experience in the Security field.

9.1.6 Copies of registration papers of dedicated vehicles used to perform functions mentioned in par. 5.2 and 5.4.

9.1.7 Failure to submit these documents may result in disqualification.

9.2 The format of the bid document is to be submitted in the following sequence:

- a. Cover page with name of bidder;
- b. SBD forms;
- c. Compliance documents;
- d. Reference of previous operational experience;
- e. Any other documents.

10 CONDITIONS OF THIS BID

- 10.1 Registration on the Central Supplier Database (Provide CSD number)
- 10.2 The Department reserves the right to verify the information provided by the Bidder with Private Security Industry Regulatory Authority (PSIRA) and any regulatory bodies / relevant entity. Any information received from the regulatory body which does not reflect the one provided by the Bidder will render the bid null and void.
- 10.3 The Department reserves the right not to appoint a service provider with one or more similar contracts running concurrently within the Department.
- 10.4 The bidder must provide 24 -hour services.
- 10.5 Employees must not work for more than 12-hour shifts. The successful bidder must comply fully with the Basic Conditions of Employment Act, 75 of 1997.
- 10.6 The Bidder must employ security personnel that are capable of communicating with the staff and clients in English and in the language dominant in the area and must be able to read and write.
- 10.7 The successful bidder must submit:
 - a) A list of security personnel employed, proof of their registration with PSIRA
 - b) A letter of Good Standing to confirm that the bidder is registered for the Workmen's Compensation within two weeks of acceptance of this bid or Courtesy letter from Department of Labour confirming that the Bidder has applied for registration within fourteen (14) days of acceptance of this bid.
 - c) A letter of good standing from Department of Labour to confirm that the bidder is paying the Unemployment Insurance Fund within fourteen days of acceptance of this bid or Courtesy letter from Department of Labour confirming that the Bidder has applied for registration within fourteen (14) days of acceptance of this bid.
- 10.8 Full completion of the bid documents including all annexures.
- 10.9 The bidder must establish communication linkage with the police and other emergency services.
- 10.10 Acceptance of this tender is subject to the condition that both the contracting firm and its personnel providing the service must be cleared by the appropriate authorities to the level of CONFIDENTIAL/SECRET/TOP SECRET. Obtaining a positive recommendation is the responsibility of the contracting firm concerned. If the principal contractor appoints a subcontractor, the same provisions and measures will apply to the subcontractor. Acceptance of the tender is also subject to the condition that the contractor will implement all such security measures as the safe performance of the contract may require (full completion of company questionnaire annexure F).
- 10.11 The service provider must submit a criminal record clearance of all guards that will be deployed as the identified sites within 07 days of appointment.
- 10.12 The Department will ascertain from respective bodies whether security staff in the bidder's service possesses clearances and that none of the staff has been registered on the database for committing crimes as per the sexual offences register.
- 10.13 The security officer must have knowledge and the skills required for security.
- 10.14 That procurement, after award of the bid, of all protective clothing and gear for the performance of this contract is to be procured from suppliers within the Eastern Cape. Provincial Treasury (PT) and Department of Economic Development, Environmental Affairs and Tourism (DEDEAT) will maintain and provide a list of locally manufactured goods/ commodities. The bidder will be

expected to provide proof as and when required by the Department. Failure to adhere, will lead to the review and termination of the contract.

- 10.15 The successful bidder is expected to employ 50% of the security guards within the ward where the Uitenhage Service Office is situated. This condition must be complied with for the duration of this contract.
- 10.16 The successful bidder is expected to employ 100% of the security guards within the local municipality where the office is situated. Unless the current service provider withdraws the entire deployment for redeployment to another site the successful Bidder must retain at least 50% of security officers from the current staff compliment deployed in the centre. Provide a list of security officers, with employee numbers, to be deployed at the site.
- 10.17 The bidder is expected to have at least 100% of the required equipment to perform this contract at the time of closure of this Bid (refer to annexure A).

11 PRICE

- 11.1 Price must be per grade per month (VAT inclusive) according to the schedule attached (Annexure C and D)
- 11.2 Price must include supervision of guards, administration costs and other overheads. (All cost to be clearly tabulated as indicated in Annexure C and D)
- 11.3 The Regional prices per guard as per the specified by Department of Labour will be used in the evaluation of this bid.
- 11.4 Prices must be inclusive of VAT. If not confirmed, the Department will assume that the price quoted is inclusive of VAT. The Department does not pay VAT to service providers that are not registered with SARS as VAT vendors. It is compulsory for bidders with taxable supplies exceeding R1,000,000.00 (excluding VAT) in a 12 -month period to register for VAT.

12 PAYMENT

- 12.1 The successful bidder will be paid 30 days of submission of an invoice.
- 12.2 The monthly invoice must indicate the month and year of the service.
- 12.3 Attached to the monthly invoice must be that month security site report signed by the Office Manager and copy of payroll dated, the same month of the invoice that the bidder's employees have been paid. Failure to submit these two reports, the invoice for that month will not be paid.
- 12.4 The monthly invoice is to be submitted by the third working day of each month to the Office Manager for processing of the monthly invoice.

13 PENALTIES

- 13.1 The Department shall without prejudice to any of its rights be entitled to impose penalties on the service provider in the following circumstances:
- 13.2 Any non-performance or under-performance; Five (5) percent of the monthly invoice will be deducted for every item that constitutes non-compliance. This will up to a maximum of 20% of a monthly invoice where the items are more than one (1). Refer to item list as per annexure H.
- 13.3 A pro rata amount of the price per guard per month where a guard was not on duty for a day or

16

more.

13.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the Service Level Agreement.

14 FINANCIAL CAPACITY

14.1 The Department pays after services are rendered within thirty (30) days after submission of an invoice, it is therefore essential for the Prospective Bidder to have funds to start the project and ensure that there are sufficient funds for the salaries of the employees, provision of equipment and consumables. Please note that salaries of the employees must be equal to or in excess of the determinations on Minimum Wage issued annually by the Department of Labour. In the event that the successful bidder fails to honor its obligations in terms of the contract due to unavailability of funds, the Department reserves the right to cancel the contract.

15 LOCAL ECONOMIC DEVELOPMENT

15.1 The procurement of all security related equipment including protective clothing and gear for the security personnel from suppliers within the Eastern Cape. Provincial Treasury (PT) and the Department of Economic Development, Environmental Affairs and Tourism (DEDEAT) will maintain and provide a list of locally manufactured goods/commodities. The bidder will be expected to provide proof as and when required by the Department in terms of this clause. Failure to adhere, could lead to review and termination of the contract.

16 CONSORTIUM/JOINT VENTURE

It is recognized that bidders may wish to form consortia to provide the Services. A bid, in response to this invitation to bid, by a consortium must comply with the following requirements:

16.1 Copy of agreement signed by all the members must be submitted. One of the members must be nominated as authorized to be the lead member and this authorization shall be included in the agreement entered into between the consortium members. The lead member must be the only authorized party to make legal statements, communicate with the Department and receive instructions for and on behalf of any and all member of the Consortium.

16.2 All parties must be registered on the Central Supplier Database (CSD)

17 DISCLAIMER

17.1 Whilst all due care has been taken in connection with the preparation of this Bid, the Department makes no representations or warranties that the content in this Bid or any information communicated to or to bidders during the bidding process is, or will be, accurate, current or complete. The Department, and its officers, employees and advisors will not be liable with respect to any information communicated which is not accurate, current or complete.

17.2 If a bidder finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in the Bid or any other information provided by the Department (other than minor clerical matters), the bidder must promptly notify the Department in writing of such discrepancy, ambiguity, error or inconsistency in order to give the Department an opportunity to consider what corrective action is necessary (if any)

18. ANNEXURE

- 18.1 Annexure A List of references.
- 18.2 Annexure B List of Office/Institutions and security Guards required.
- 18.3 Annexure C Pricing Schedule.
- 18.4 Annexure D Payment Breakdown / Detail.



MR. H WEYERS
ACTING DISTRICT DIRECTOR: NMM

04 April 2024
DATE

19 EVALUATION CRITERIA

The evaluation of the Bid will be done in a two- stage process which is as follows:

- Pre-qualification
- Application of the PPPFA point system

19.1 PRE-EVALUATION CRITERIA

- 19.1.1 Copy of signed agreement in the case of Joint Venture / Consortium in accordance with conditions stipulated in paragraph 20.1.
- 19.1.2 Completed and signed SBD4
- 19.1.3 Correction fluid of any kind MUST NOT be used. In cases where corrections are necessary; these can be made by drawing a line across the incorrect statement, writing in the correct details above the same, and subsequently endorsing the entry with the bidder's signature.
- 19.1.4 Certified copies of PSIRA certificate for the company and Directors (Paragraph 9.1.1 and 9.1.2 of the specification). Not older than Three months from date of closure of tender.
- 19.1.5 Submission of documents as per clause 9.
- 19.1.6 Fully completed and signed of all annexure (A, C and D). Indicate "N/A" when information is not provided.
- 19.1.7 Payment per guards must comply with the minimum Wage Act and Basic Conditions of the Employment Act as contained in Collective Agreement dated December 2022 as issued by the Department of Labour.
- 19.1.8 Proof of 6 months and more experience in the Security field (copy of signed award letter/copy of signed contract, copy of orders AND accompanying letter from the company/department indicating that security services were satisfactory rendered).

19.2 EVALUATION AS PER PPPFA

- Price (80 points)
- Preference Points (20points)

Bid proposals will be evaluated in accordance with the 80/20-preference point system, as contemplated in the Preferential Procurement Policy Framework Act (Act 5 of 2000). Bids will be evaluated on price and specific goals. Bidders who have not complete ECBD 6.1 will not qualify for preference points.

Matrix for evaluation

NO.	Criteria	Points
1.	Price	80
2.	Specific Goals	20
3.	Specific Goal	NUMBER OF POINTS
4.	▪ Gender (women ownership)	6
5.	▪ Race (black ownership)	2
6.	▪ Disability	3
7.	▪ Locality (Nelson Mandela Metro)	6
8.	▪ Youth	3
	TOTAL POINTS FOR PRICE & SPECIFIC GOALS	100

NOTE: SBD 6.1 ATTACHED IN ORDER TO CLAIM PREFERENCE POINTS. Bidders who have not completed SBD 6.1 will not qualify for preference points.

1. In order to obtain preference points for specific goals, bidders must complete ECBD 6.1.
2. Locality will be confirmed as follows:
 - a. The preferred address on CSD is the only address to be considered provided the address was updated on CSD on date prior to the invitation to bid was published.
 - b. If the preferred address on CSD was updated on a date after publication of the invitation to bid, then the address registered on CIPC will be used as the only address to consider for awarding of locality points.
 - c. A lease agreement where offices are leased together with evidence (Bank statement) that rental has been paid for at least 3 months prior to the invitation to bid was published.
 - d. Copy of water and lights account from the municipality (Municipal Account, not a councillor's letter) or Eskom statement. The proof of address must be in the name of the company.
 - e. In case of a joint venture, the preferred address on CSD will be considered provided the JV partner has more than 30% interests in the JV.
3. In order to be awarded points for disability, a medical report confirming permanent disability must be submitted together with this bid.

20 BID POLICIES, PROCEDURES, TERMS AND CONDITIONS-

In addition to those stipulated in any other sections of the bid documents, bidders must be especially aware of the following terms and conditions:

20.1 Bidders claiming preference points are required to complete and sign the Preference Points Claim Form (i.e. ECBD 6.1) in order to be considered for the allocation of preference points.

20.2 The Department may, before a bid is adjudicated or at any time during the bidding process, oblige a bidder to substantiate any claims it may have made in its bid documents or to call for any additional documents or to make presentation to it.

- 20.3. A contract may, on reasonable and justifiable grounds, be awarded to a bidder that did not score the highest number of points.
- 20.4. The Department reserves the right to negotiate with the shortlisted Bidders prior to award and with the successful Bidder/s post award based on market conditions.
- 20.5. Bids submitted through facsimile, telegrams or e-mails will not be accepted.
- 20.6. No bids will be considered if submitted after closing time.
- 20.7. The Department reserves the right to award the bid to more than one bidder, or not to award it at all.
- 20.8. The department will not award a contract to a bidder whose tax affairs are not in order.
- 20.9. Bidders must be registered in the Central Supplier Database (CSD). If not registered, bidders must ensure that they are registered before submitting their bids. Supplier registration may be performed online at the National Treasury's website, www.treasury.gov.za. The Department will not award a bid to a bidder that is not registered on the CSD.
- 20.10. The Department reserves the right not to appoint a Service Provider with one (1) or more similar contracts running concurrently within the Department.
- 20.11. The Department will not award a contract to a bidder whose tax matters are not in order.
- 20.12. This bid is subject to the Preferential Procurement Policy Framework Act 2000 and the Preferential Procurement Regulations 2022, the General Conditions of Contract (GCC) and, if applicable, any other legislation or special conditions of contract.



MR.V. DLOVA
DIRECTOR: SUPPLY CHAIN MANAGEMENT

11/04/24

DATE



ANNEXURE A:

List of References: (These should include all successful contracts for the past three years, starting with the current ones)

Name	Location	Value	Start	End	No.of Guards	Contact No.	Contact Person

Bidder's name _____

Sign: _____

Date: _____

Designation: _____

ANNEXURE B: INSTITUTION AND NUMBER OF SECURITY GUARDS

Centre/Office	Description	No. of Guards		Total No. of Guards
		Day Shift	Night Shift	
Uitenhage Service Office	Grade B (Security Officer Day & Night)	-	-	8
	Grade C (Security Officer Day & Night)	4	4	
Totals of Deployment	Guards	4	4	

ANNEXURE C: PRICING SCHEDULE-SECURITY SERVICES

NAME OF THE BUILDINGS	GUARDS PER SITE	PRICE GUARD GRADE MONTH	PER PER PER	TOTAL PRICE FOR GUARDS GRADE MONTH	PRICE ALL PER PER	TOTAL PRICE FOR ALL GUARDS GRADE FOR 5 MONTHS
UITENHAGE SERVICE OFFICE						
	8X GRADE C (DAY AND NIGHT SHIFT)					
SUB TOTAL 1:						R
MARK – UP AND OVERHEADS IN RAND VALUE CALCULATED AT A MINIMUM OF (10%) TEN PERCENT OF TOTAL DIRECT COSTS			OVERHEADS PER MONTH	PER MONTH		R.....
SUB TOTAL 2: (SUBTOTAL 1 COSTS PLUS OVERHEADS AND PROFITS)						R
VAT 15%						R
GRAND TOTAL						R

M

BIDDER'S NAME _____

SIGN: _____

DATE: _____

DESIGNATION: _____

ANNEXURE D: PAYMENT OF SECURITY GUARDS

NOTE: BIDDERS MUST SUBMIT A COMPLETE BREAKDOWN OF ALL COSTS INCLUDING ALL STATUTORY COSTS AS PRESCRIBED BY THE REGULATIONS AND COLLECTIVE AGREEMENTS

ITEM	DESCRIPTION	GRADE A PRICE MONTH	PER	GRADE B PRICE MONTH	PER	GRADE C PRICE PER MONTH
SALARIES	WAGE AS PER THE MINIMUM WAGE ACT/COLLECTIVE AGREEMENT					
OTHER COSTS (PLEASE SPECIFY)	1					
	2					
	3					
	4					
	5					
	6					
	7					
	8					
	9					
	10					
	11					
	12					
	13					
	14					
	15					
	16					
	17					
	18					
	19					
	20					
PRICE PER GUARD PER MONTH		GRADE A		GRADE B		GRADE C
TOTAL PER MONTH		GRADE A X _____		GRADE B X _____		GRADE C X _____
TOTAL FOR _____ MONTHS		GRADE A X _____		GRADE B X _____		GRADE C X _____
MARK - UP AND OVERHEADS IN RAND VALUE						
VALUE ADDED TAX (VAT)						
TOTAL BID PRICE FOR _____ MONTHS						

BIDDER'S NAME: _____

SIGN: _____

DATE: _____

DESIGNATION: _____

APPOINTMENT OF SERVICE PROVIDER TO PROVIDE SECURITY SERVICES AT UITENHAGE SERVICE OFFICE , NELSON MANDELA DISTRICT IN THE DEPARTMENT OF SOCIAL DEVELOPMENT, EASTERN CAPE FOR A PERIOD OF FIVE (05) MONTHS

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BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state?

YES/NO

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2

Do you, or any

person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract?

YES/NO

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

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2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

..... Signature Date
..... Position Name of bidder

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

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PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and

1.2 **To be completed by the organ of state**

a) The applicable preference point system for this tender is the **80/20** preference point system.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

1.7 A tenderer must submit, together with its tender, a copy of CIPC Registration document. In the case of sole propriety, copy of the applicable legal registration documentation must be submitted.

1.8 The annexure detailing names of all directors and the percentage share in the enterprise must be completed and submitted together with this claim form.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAR FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 PREFERENCE POINT SYSTEM

A maximum of 80 points is allocated for price on the following basis:

$$Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmin = Price of lowest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

	The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the procurement clerk)	Number of points claimed (80/20 system) (To be completed by the tenderer)	Percentage owned
HDI Goals	Gender (women ownership)	6		
	Race (Black ownership)	2		
	Disability	3		
Other specific goals (RDP)	Locality (Nelson Mandela Metro)	6		
	Youth	3		
	Total	20		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.2. Name of company/firm.....

4.3. Company registration number:

4.4. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
 One-person business/sole propriety
 Close corporation
 Public Company
 Personal Liability Company
 (Pty) Limited
 Non-Profit Company
 State Owned Company

[TICK APPLICABLE BOX]

4.5. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)
.....

SURNAME AND NAME:

DATE:

ADDRESS:

.....

.....

Eastern Cape Dept of Social Development

ANNEXURE TO DSD 80/20 SBD 6.1 FORM

List all Shareholders by Name, Position, Identity Number, Citizenship, HDI status and ownership, as relevant. Information to be used to calculate the points claimed in Table 1.

	Name	Date/Position occupied in Enterprise	ID Number	Date that South African Citizenship was obtained	* HDI Status			% of business / enterprise owned
					No franchise prior to elections	Women	Disabled	
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								

*Indicate YES or NO