

**Bid Number: RFQ 26/27-NMM-0021**

**APPOINTMENT OF SERVICE PROVIDER TO PROVIDE SECURITY SERVICES AT KWANOBUHLE ONESTOP CENTRE: NELSON MANDELA METRO: FOR THE DEPARTMENT OF SOCIAL DEVELOPMENT, EASTERN CAPE FOR A PERIOD OF SIX (6) MONTHS**

**BIDDER:**

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**CSD NUMBER:**

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**CLOSING DATE: 02 JUNE 2026**

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**CLOSING TIME: 11 :00 AM**

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**ENQUIRIES:**

SCM – NELSON MANDELA METRO  
5<sup>TH</sup> FLOOR, JMM OFFICE COMPLEX, STRUANDALE, PORT ELIZABETH, 6000

**Contact Persons**

(For specification related enquiries)

Ms. Phillips /Ms Nduneni / Ms Monakali

Tel: 0646083146/076 922 1720/060 827 8280

(For completion of bid document)

Ms. Phillips

Tel: 0646083146

**Fraud, Complaints & Tender Abuse Hotline**

**0800 701 701 (toll free number)**

# **PART 1**

## **STANDARD BIDDING FORMS**

PART A

INVITATION TO BID

<b>YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE DEPARTMENT OF SOCIAL DEVELOPMENT</b>					
<b>BID NUMBER:</b>	<b>RFQ 26/27 – NMM - 0021</b>	<b>CLOSING DATE:</b>	<b>2 JUNE 2026</b>	<b>CLOSING TIME:</b>	<b>11H00</b>
<b>DESCRIPTION</b>	<b>APPOINTMENT OF SERVICE PROVIDER TO PROVIDE SECURITY SERVICES AT KWANOBUHLE ONESTOP CENTRE: NELSON MANDELA METRO: FOR THE DEPARTMENT OF SOCIAL DEVELOPMENT, EASTERN CAPE FOR A PERIOD OF SIX (6) MONTHS</b>				
<b>THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).</b>					
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
<b>JUMARTHA MILASE MAJOLA OFFICE COMPLEX, STRUANDALE</b>					
<b>PORT ELIZABETH, 6000</b>					
<b>SUPPLIER INFORMATION</b>					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
	TCS PIN:		OR	CSD No:	
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE [TICK APPLICABLE BOX]	<input type="checkbox"/> Yes		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	<input type="checkbox"/> Yes	
	<input type="checkbox"/> No			<input type="checkbox"/> No	
IF YES, WHO WAS THE CERTIFICATE ISSUED BY?					
<b>[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/SWORN AFFIDAVIT(FOR EMEs&amp; QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]</b>					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	[IF YES ENCLOSE PROOF]			[IF YES ANSWER PART B:3 BELOW ]	
<b>QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS</b>					
IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	
DOES THE BIDDER HAVE A BRANCH IN THE RSA?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	
DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	
DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	
<p><b>IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN, IT IS NOT A REQUIREMENT TO OBTAIN A TAX COMPLIANCE STATUS / TAX COMPLIANCE SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.</b></p>					

## RFQ INVITATION

# APPOINTMENT OF SERVICE PROVIDER TO PROVIDE SECURITY SERVICES AT KWANOBUHLE ONESTOP CENTRE: NELSON MANDELA METRO: FOR THE DEPARTMENT OF SOCIAL DEVELOPMENT, EASTERN CAPE FOR A PERIOD OF SIX (6) MONTHS

Tender documents will be available as from 08H00 on **25 May 2026** from the offices of the Department of Social Development located in the below office at no cost. Documents can also be downloaded from the departmental website [www.ecdsd.gov.za](http://www.ecdsd.gov.za).

District Office/Metro	Address	Enquiries
NELSON MANDELA METRO	JUMARTHA MILASE MAJOLA, STRUANDALE, PORT ELIZABETH 5200	Ms Phillips – <a href="tel:0646083146">0646083146</a> , Ms. Monakali – <a href="tel:0608278280">060 827 8280</a> Email: <a href="mailto:Nomboniso.Phillips@ecdsd.gov.za">Nomboniso.Phillips@ecdsd.gov.za/</a> <a href="mailto:Siyasanga.monakali@ecdsd.gov.za">Siyasanga.monakali@ecdsd.gov.za</a>

Completed bid documents in a sealed envelope endorsed with the relevant bid number, bid description and the closing date, must be deposited in the bid box located in the addresses above not later than **11 H00 on 02 JUNE 2026**.

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**PART B**  
**TERMS AND CONDITIONS FOR BIDDING**

<b>1. BID SUBMISSION:</b>
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED-(NOT TO BE RE-TYPED) OR ONLINE
1.3. BIDDERS, IF NOT REGISTERED, MUST PRIOR TO AWARD REGISTER ON THE CENTRAL SUPPLIER DATABASE (CSD) TO UPLOAD MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS; AND BANKING INFORMATION FOR VERIFICATION PURPOSES). B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.
1.4. WHERE A BIDDER IS NOT REGISTERED ON THE CSD, MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS MAY NOT BE SUBMITTED WITH THE BID DOCUMENTATION. B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.
1.5. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER LEGISLATION OR SPECIAL CONDITIONS OF CONTRACT.
<b>2. TAX COMPLIANCE REQUIREMENTS</b>
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS / PIN / CSD NUMBER.
2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

**NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.**

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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
<b>PRICE</b>	<b>80</b>
<b>SPECIFIC GOALS</b>	<b>20</b>
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

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.

b

- 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 tendered 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. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

### 3.1. POINTS AWARDED FOR PRICE

#### 3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$Ps = 80 \left( 1 - \frac{Pt - Pmin}{Pmin} \right) \quad \text{or} \quad Ps = 90 \left( 1 - \frac{Pt - Pmin}{Pmin} \right)$$

80/20                      or                      90/10

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

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based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
  - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

**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 organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)	Percentage owned
Gender (Women Ownership)	6		
No Franchise	2		
Disability	3		
Locality (Nelson Mandela Metro)	6		
Youth	3		
<b>Total</b>	<b>20</b>		

**DECLARATION WITH REGARD TO COMPANY/FIRM**

4.3. Name of company/firm.....

4.4. Company registration number: .....

4.5. 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]

- 4.6. 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 and 4.2, 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.

..... <b>SIGNATURE(S) OF TENDERER(S)</b>	
<b>SURNAME AND NAME:</b>	.....
<b>DATE:</b>	.....
<b>ADDRESS:</b>	..... ..... .....

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**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

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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 interest<sup>1</sup> 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?

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<sup>1</sup> 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.



**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**

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 consortium<sup>2</sup> 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.
- 3.5 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.
- 3.6 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

<sup>2</sup> 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.

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.

- 3.7 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



**Province of The Eastern  
Cape**

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

## **BID SPECIFICATION DOCUMENT**

**APPOINTMENT OF SERVICE PROVIDER TO PROVIDE SECURITY  
SERVICES AT KWANOBUHLE ONESTOP CENTRE: NELSON MANDELA  
METRO: FOR THE DEPARTMENT OF SOCIAL DEVELOPMENT,  
EASTERN CAPE FOR A PERIOD OF SIX (6) MONTHS**

APPOINTMENT OF SERVICE PROVIDER TO PROVIDE SECURITY SERVICES AT KWANOBUHLE ONESTOP  
CENTRE : NELSON MANDELA METRO: FOR THE DEPARTMENT OF SOCIAL DEVELOPMENT, EASTERN  
CAPE FOR A PERIOD OF SIX (6) MONTHS

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## 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 this the Department has established at **KWANOBUHLE ONESTOP CENTRE** in Nelson Mandela Metro where these services are rendered to the community. The Department therefore must create a secure environment at offices to Departmental assets and to prevent any losses. Ensuring 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. 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 security services must be continuous for 24 hours per day, 7 days per week. Any losses (assets) 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 to submit a response to this bid in order to provide a high level of physical security service in terms of the following legislation but not limited :

- a) Control of Access to Public Premises and Vehicles Act, No 53 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) Occupational Health and Safety Act, no 85 of 1994 as amended,
- f) Trespass Act, No 6 of 1959.
- g) Protection Of Personal Information Act, No 4 of 2013

## 3. OVERALL OBJECTIVE

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

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APPOINTMENT OF SERVICE PROVIDER TO PROVIDE SECURITY SERVICES AT KWANOBUHLE ONESTOP CENTRE : NELSON MANDELA METRO: FOR THE DEPARTMENT OF SOCIAL DEVELOPMENT, EASTERN CAPE FOR A PERIOD OF SIX (6) MONTHS

- a) Service providers that meet the requirements of this bid, with a combined (non-concurrent) Two (2) years and more experience in performing guarding and related duties **OR** the minimum of One (1) of its directors to have a minimum of Five (5) years' experience at minimum level of operations manager in a security company, to provide quality physical security services on a contract to the Department for the protection of staff, information, property and service users. That includes the implementation of access/egress control, patrolling, escorting and the prevention of any prohibited items entering or unauthorized items existing on the site.
- b) The emphasis is therefore to appoint a service provider with security officers that have a minimum of three (3) years, for supervisors, and one (1) year, for security guards, experience providing guarding and related services.

#### **4. CONTRACT PERIOD**

4.1. The above services are required for a period of Six (6) months. The commencement date will be negotiated with the successful bidder.

#### **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:

##### **5.1.1.1. Physical Security**

##### **(a) Access control:**

The purpose of access control is to take 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 from accessing or leaving the premises. Access control must be applied at the following areas:

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

The successful bidder must ensure proper screening, and searching of vehicles and pedestrians before issuing identifiable permit cards to visitors, contractors and vehicles to the premises. Proper records must be kept of all vehicles and persons passing the access points.

For effective access control at all entrances, the employees of the bidder/service provider must adhere to the following principles at all times.

- Identification
- Acceptable reason
- Authorization: search: Detection and seizure of prohibited items such as knives, firearms, illegal substances, etc.
- Record
- Conditions
- Accompany/Escort

Security services provided should be non-intrusive, in line with the creation of a human rights culture through the implementation of customer care principles.

The use of available technologies to ensure safety and security of staff (where applicable).

- X-ray Machines.
- Walk Through Metal Detectors.
- CCTV Surveillance cameras.

**(b). Perimeter Surveillance/Patrol Services/Reaction Unit**

Service Provider shall supply and install patrol monitoring system on site to monitor identified security patrols. Patrol monitoring reports shall be available and be submitted to the department monthly or on request.

A fully equipped branded vehicle for patrol services and quick response shall be available 24 hours per day for the period of this contract. Security guards on duty must be equipped with rapid response **panic button/s** to request help during emergencies.

**5.1.1.2. Personnel Security**

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

**5.1.1.3. Property Security**

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

**5.1.2. Tasks**

- a) Be polite towards all persons at all times but do not deviate from fixed procedures.
- b) Ensure the positive identification of any person.
- c) Ensure that the person have a valid or acceptable reason for visit.

- d) Ensure that there is existing authorization for the person to have access.
- e) Record all data necessary in the applicable registers before allowing access / egress.
- f) Ensure that all persons entering the site are in the possession of a valid permit and that it is clearly displayed.
- g) Perform searches on parcels, handbags and people as specified in the Company procedures manual by using appropriate machinery. Perform searches on vehicles as specified in the Departmental Standard Operations Procedures applicable to Access Control.
- h) Open the gate and allow the vehicle through if all requirements have been met.
- i) Issue permits to visitors and contractors after obtaining reason for presence and positive identification.
- j) Ensure that the control point is neat and tidy during shift changes and at all other times.
- k) Inspect and test all equipment and report any defects to the security manager.
- l) Security staff shall be conversant with normal procedures and permits required to enter the point.
- m) Escort contractors/service providers on the premises for deliveries and services.
- n) The Bidder shall return to the Department the completed (full) Occurrence Books.
- o) 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.
- p) Check authorization letters for the removal of goods from the institutions. Copies of the authorizations should be recorded and kept at the security reception.
- q) In the event of any doubt or suspicion, contact the Shift Commander.
- r) If metal detectors or X-ray machines are in operation at the doors, follow the procedures as described in the operation procedures manuals.
- s) Report any irregularity noticed in writing.
- t) Ensure that gates and doors are locked at all times when not in service.
- u) Ensure all safety instructions are adhered to at all times.

## 6. SECURITY PERSONNEL REQUIREMENTS:

- 6.1. Security services must be provided in terms of the Private Security Industry Regulatory Authority (PSIRA) and both the Bidder and employees must be registered with the mentioned authority.
- 6.2. Shift Supervisors shall possess (Grade B), and Security Guards (Grade C).
- 6.3. Security shift supervisor shall have a minimum qualification of Grade 12/Matric or equivalent and security officers shall have a minimum qualification of Grade 10 school report indicating promotion to Grade 11 or equivalent and must have completed and passed formal security training as required by PSIRA. Security officers to be deployed with a minimum experience of Three (3) years' experience for shift supervisors and One (1) year for security officers respectively working in guarding related environment.
- 6.4. At all times security personnel shall present an acceptable appearance which implies, inter alia, that they may not publicly sit, lounge about, smoke, eat or drink, use cellphones while attending to people.
- 6.5. Security personnel 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

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APPOINTMENT OF SERVICE PROVIDER TO PROVIDE SECURITY SERVICES AT KWANOBUHLE ONESTOP CENTRE : NELSON MANDELA METRO: FOR THE DEPARTMENT OF SOCIAL DEVELOPMENT, EASTERN CAPE FOR A PERIOD OF SIX (6) MONTHS

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visitors/staff or discourteous behavior towards them.

- 6.6. Security personnel shall be physically healthy and medically fit for the execution of their duties.
- 6.7. Security personnel 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.
- 6.8. Security personnel shall refrain from any action which might be to the detriment of the Department.
- 6.9. Security personnel are prohibited from reading office documents or rummaging through records.
- 6.10. 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.

## 7. SECURITY STAFF UNIFORM AND EQUIPMENT

The Bidder undertakes to ensure that each member of his/her security staff will be fully equipped in respect of:

- 7.1. Two (2) sets of neat and clearly identifiable uniform from the Bidder, which uniform will include one (1) matching raincoat and overcoat for rainy and cold conditions respectively, per security officer.
- 7.2. Be in full uniform at all times when on duty.
- 7.3. A clear identification card from the Bidder, with the member's name and surname, colour photo and PSIRA numbers on it, worn conspicuously on his/her person at all times.
- 7.4. Service aids to be available at all times/worn on the body at all times, such as:

Type of Equipment	Quantity
Whistle	One per guard (no sharing)
Pocket Book	One per guard
Pen (black and red)	One black, one red per guard
Torch (at night)	One per guard
Hand cuffs	One per guard
Metal Detector (handheld)	Two per site
Radio (portable)	One per guard
Pepper spray	One per guard
Baton	One per guard

## 8. TRAINING 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 extensive knowledge with regards to the implementation of the following enabling acts:**
  - a) Control of Access to Public Premises and Vehicles Act, 53 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.
- g) Protection Of Personal Information Act, 04 of 2013

## 9. SECURITY REGISTERS

- Security registers to be provided during the contract must comply with the mentioned specification per category.
- All registers, when full, must be handed back to the Department for record and investigation purposes.
- All registers must be kept in good order.

### 9.1. Occurrence Book

Size	A4 (297.0 x 210.0mm Portrait)
Cover	Quarter bound (long side)
Inner	Printed in black and white
Artwork	Design and layout provided (Supplier to standardize printing format, align tables and proofread)
Finishing	To be cut and perfect bound
Paper	Black printed in bold on outside - OB Content 80 g/qm F/endleave 180 g/qm Back/endleave 180 g/qm
Number of pages (Excl Cover pages)	304 numbered pages right and left corner

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.

- a) 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.
- b) All occurrences, however, slight or unusual, shall be recorded with reference made to the correct time and relevant actions taken.
- c) All security staff activities, especially deviations in respect of the duty list, specifying particulars of the staff and relevant times.
- d) The issue and/or receipt of operational required keys during shift change, specifying the time and by whom they were received or delivered.
- e) The unlocking or locking of main doors or gates, specifying the time and by who locked or

unlocked.

- f) 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.
- g) After the taking over of shifts, the first level supervisor shall make an entry declaring that he has read the Occurrence Book to acquaint himself with events that occurred during the previous shift.
- h) 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.
- i) The Occurrence Book/s must be available for audit purposes as and when deemed necessary by the Department.

## 9.2. Visitors Registers

Size	A4 (297.0 x 210.0mm Landscape)
Cover	Quarter bound (short side)
Inner	Printed in black and white carbon paper (original) – perforated 3 per page. Printed in black and white on colour paper (copy)
Artwork	Design and layout provided (Supplier to standardize printing format, align tables and proofread)
Finishing	To be cut and perfect bound
Paper	Black printed in bold on outside – Visitors Register Content 80 g/qm F/endleave 180 g/qm Back/endleave 180 g/qm
Number of pages (Excl Cover pages)	256 excl copy

The purpose of the visitor register is to have information available at all times 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.

- a) This register/form shall be comprehensively and legibly completed by the security officer on duty and shall make provision for the following:
  - i. Date
  - ii. Time in
  - iii. Initials and Surname of the visitor
  - iv. Contact details of the visitor
  - v. Identification number of the visitor
  - vi. Reason for the visit

- vii. Vehicle Registration Number
- viii. Signature of the visitor to comply with conditions
- ix. Card number issued to the visitor
- x. Time out
- xi. Signature by the security official

### 9.3. Staff Vehicle Register

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 in
- b) Time in
- c) Surname and initials of driver.
- d) Persal Number.
- e) Purpose of entry
- f) Registration number of the vehicle.
- g) Signature of the driver in
- h) Date out
- i) Time out
- j) Brand, Serial No and number of laptop(s)/ in the vehicle (if any).
- k) Signature of driver out.

### 9.4. Government Property Register

Size	A4 (297.0 x 210.0mm Portrait)
Cover	Quarter bound (long side)
Inner	Printed in black and white paper
Artwork	Design and layout provided (Supplier to standardize printing format, align tables and proof read)
Finishing	To be cut and perfect bound
Paper	Black printed in bold on outside – Government Property Register Content 80 g/qm F/endleave 180 g/qm Back/endleave 180 g/qm
Number of pages (Excl Cover pages)	256 numbered pages right and left corner

- a) The purpose of the prescribed register is to execute effective checking and control at the site in respect of all Government property. The control of movement of all Government property must be recorded to enable the Department to identify property that has been removed from site.
- b) The completion and keeping of such prescribed register is not solely for the recording of

laptops but all Government property. 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 in
- b) Time in
- c) Initials and Surname
- d) ID/Persal Number
- e) Description.
- f) Make
- g) Model
- h) Serial Number/Bar Code
- i) Signature date out
- j) Time out
- k) Signature out.

#### 9.5. Pocketbook

Size	A6 (148.0 x 105.0mm Portrait)
Cover	Full colour double sided on gloss (Dept Design)
Inner	Printed in black and white
Artwork	Design and layout provided (Supplier to standardize printing format, align tables and proof read)
Finishing	To be cut and perfect bound
Paper	Coloured cover 200 g/qm Content 80 g/qm F/endleave 180 g/qm Back/endleave 180 g/qm Colored back 200 g/qm
Number of pages (Excl Cover pages)	80 numbered pages right and left corner

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

During their shift all security staff shall carry a pocketbook.

The following information shall be noted down in the pocketbook: 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.

### 9.6. Prohibited Items Register

Size	A4 (210.0mm x 297.0mm Landscape)
Cover	Quarter bound (short side)
Inner	Printed in black and white paper
Artwork	Design and layout provided (Supplier to standardize printing format, align tables and proof read)
Finishing	To be cut and perfect bound
Paper	Black printed in bold on outside – Prohibited Items Register Content 80 g/qm F/endleave 180 g/qm Back/endleave 180 g/qm
Number of pages (Excl Cover pages)	256 numbered pages right and left corner

The purpose of the register is to capture all items that are 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 Fire- Arms Control Act. Should any illegal items be surrendered for safekeeping it is the responsibility of the security officer to contact the local SAPS in order to address the matter, and it should not be returned to the owner.

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

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

### 9.7. After Hours Register

The purpose of this register is to keep record of all personnel that gains access to Departmental

sites outside working hours (18:00 – 06:00), including Saturdays, Sundays and Public Holidays. Access to Departmental sites outside working hours may only be granted to officials when an approval can be produced as per Departmental Circular 1 of 2021.

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

- a) Date.
- b) Time in
- c) Initial & Surname
- d) Persal Nr;
- e) Vehicle Registration Number
- f) Contact Nr;
- g) Purpose
- h) Office nr;
- i) Signature in of the official.
- j) Time out
- k) Signature out (of the official)
- l) Signature by security officer.

#### **9.8. Duty Roster**

- The purpose of the duty roster 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 roster of all security staff on duty shall be drawn up by the Bidder and **displayed at the guard house** of each site and be kept in the security control office of each Site where such service is rendered.
- Any change to the duty roster shall be crossed out by a single line, installed, dated and noted in the occurrence book.

### **10. COMMUNICATION AND REPORTING**

The successful bidder will be required to be available and in contact with the Office Manager and Security Manager with regards to the execution of the terms of reference set out in this bid document. Company Director/s or General/Operations Manager (who can take decisions on the spot) visit the site once a month and the said person/s must record his/her visit and sign for it.

The mobile supervisor must visit the site every shift and he/she must sign his/her visit on the OB.

The company must submit security site reports and payroll monthly, which is to be attached to the monthly invoices. The monthly security site report must be signed by the District Security Manager. Monthly meeting/s will be held to discuss all the issues arising during the month and the Security Manager may call a meeting at any time when need arises. The Security Manager must be consulted regarding the rotation/removal of security guards from sites.

Employees of the successful bidder must uphold confidentiality.

Immediate reporting of all breaches of security or attempts to conduct such to the Security Manager.



## 11. SECURITY CONTROL CENTRE AND SECURITY OFFICE

- a) The bidder must ensure that an offsite, fully established, operational security control centre in the District of operation shall be available to render backup support and reaction force for all emergency situations and be in radio contact with all security staff at the Site and with the Supervisor on standby and telephonically with the Security Manager of the Department.
- b) The control room of the successful bidder will be visited at random to ensure it is properly operational.
- c) The control centre shall be fully equipped and manned for the period of this contract to provide 24/7 support to all security officers deployed under this contract
- d) A response vehicle must be available to assist the guards on duty requesting assistance for any emergency within five (5) minutes. Security guards on duty must be equipped with rapid response **panic button/s** to request help during emergencies.
- e) In the case where these services (Control Room and Reaction/Response) are subcontracted/outsourced, a written agreement or Memorandum of Understanding between the two parties must be submitted to the department.
- f) The Service Provider shall maintain and operate, within the province, a fully equipped and furnished security office for administrative matters of the company.
- g) The Department may visit the security office randomly (without notifying the service provider).

## 12. SUB-CONTRACTING

12.1. The Department supports the development of emerging suppliers qualifying in terms of section 9(1) of the Broad Based Black Economic Empowerment Act and cooperatives that have been registered in terms of section 7 of the Cooperatives Act, Act 14 of 2005. Therefore, EME's and QSE's and cooperatives that meet the requirements of this bid are encouraged to participate.

12.2. To support emerging suppliers the successful bidder can, if services are required, subcontract the following services to be performed by a third party, if the bidder does not offer the required service in-house in the District where the service is required:

- a) Control Room
- b) Deployment of Reaction Unit/Response Team

## 13. LOCAL ECONOMIC DEVELOPMENT.

13.1. Bidders must provide 50% of the security guards and other operational personnel from the municipality where the office(s) is situated. Unless the current service provider withdraws the entire deployment for redeployment to another site, the successful bidder is encouraged to retain at least 50% of security officers from the current staff compliment deployed on site for continuity. The successful bidder is encouraged to comply with this condition for the duration of this contract.

13.2. The successful bidder is encouraged to procure all security-related equipment including protective clothing and gear for the performance of this contract, from suppliers within the Eastern Cape. The 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

department encourages the successful bidder to support Non-Profit Organisations and Cooperatives funded by the department to be used for the sourcing of uniforms.

#### 14. DOCUMENTS TO BE SUBMITTED

14.1.. The following documents must be submitted together with the bid documents -:

- 14.1.1. Valid PSIRA Registration certificate for the company
- 14.1.2. Valid PSIRA confirmation of registration certificates for all Directors performing executive or management functions within the company. If the company has more than one Director an abbreviated company profile must be submitted indicating the structure of the executive and the roles and responsibilities of each Director, unless all Directors submit valid PSIRA registration certificates
- 14.1.3. Valid letter of good standing from PSIRA at the time of closure of the bid.
- 14.1.4. Valid Letter of Good Standing issued by the National Bargaining Council for Private Security Sector (NBCPSS) at the closure of the bid.
- 14.1.5. Proof of 2-year non-concurrent experience, or more, in the Security field for the bidder or proof of Five (5) years' experience at minimum operations manager level in managing a security service for minimum One (1) of the bidders Directors at the closure of the bid.
- 14.1.6. Certified copies of registration papers of company vehicles used to perform functions related to this bid.
- 14.1.7. The successful bidder must submit:
  - a. A list of all personnel recruited for deployment and valid PSIRA certificates as well as SAPS clearance certificates within fourteen (14) days of acceptance of the award.
  - b. Proof of registration with relevant provident fund within fourteen (14) days of acceptance of the award for all newly appointed security officers.
  - c. Abbreviated CV including certified copy of Grade 12/Matric or equivalent certificates of all shift supervisors and Grade 10 school report indicating promotion to Grade 11 or equivalent for security officers to be deployed indicating minimum experience of Three (3) year's experience for shift supervisors and One (1) year for security officers respectively working in guarding related environment (copies to be submitted 14 Days after accepting the award).
  - d. A Letter of good standing and proof of declaration of employees from the Department of Employment and Labour confirming that the Bidder is registered for COID within thirty (30) days of acceptance of the award.
  - e. A letter of good standing or proof of registration and a proof of declaration of employees from the Department of Labour confirming that the bidder is registered with the Unemployment Insurance Fund within thirty (30) days of acceptance of the award.
  - f. If the successful bidder is outsourcing Control Room and Reaction/Response services, a Service Level Agreement/Memorandum Of Understanding between the two parties must be submitted within fourteen (14) days of acceptance of the contract.

**N.B Failure to submit these documents may result in disqualification of the bid or cancellation of the contract.**

**14.2. 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.

**15. CONDITIONS OF THIS BID**

- 15.1. The General Conditions of Contract issued by the National Treasury to provide services to government are applicable.
- 15.2. The Department reserves the right to verify the information provided by the Bidder with Private Security Industry Regulatory Authority (PSIRA) and any other 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.
- 15.3. The bidder must provide 24-hour services.
- 15.4. 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.
- 15.5. 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.
- 15.6. Bidders must be registered with
  - a) Private Security Regulatory Authority.
  - b) National Bargaining Council for Private Security Sector
  - c) Compensation Fund (COID)
  - d) Unemployment Insurance Fund (UIF)
  - e) Private Security Sector Provident Fund
  - f) Hospital Cover/Medical Aid as prescribed by NBCPSS
- 15.7. Completion of the bid documents including all annexures.
- 15.8. The bidder must establish communication linkage with the local police and other emergency services.
- 15.9. 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 and submission of company questionnaire within 7 days post award – the relevant form will be issued to successful bidder).
- 15.10. The bidder must submit security/police clearances of all guards to be deployed at identified sites, within fourteen (14) days of acceptance of the contract.

- 15.11. 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.
- 15.12. Should the staff not possess the necessary training mentioned in par 8 supra this will be obtained within 2 months of the bid award. Certification issued for completing the course must be submitted as proof that the employee was found competent in the content of the course.
- 15.13. 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. The 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.
- 15.14. The successful bidder is encouraged to employ 50% 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 is encouraged to retain at least 50% of qualifying security officers from the current staff compliment deployed in the office, for continuity. Provide a list of security officers, with employee numbers, to be deployed at the site. This condition must be complied with for the duration of this contract.
- 15.15. The bidder is expected to have 100% of the required equipment to perform this contract at the time of closure of this Bid (refer to annexure A). Excluding uniform which needs to be available within fifteen (15) days of commencement of the contract.
- 15.16. The successful bidder must, at his/her own expense, take out sufficient liability insurance against any claims, costs, loss and/or damage ensuing from his/her obligations and shall ensure that such insurance remains operative for the duration of this agreement. A copy of such insurance contract must be handed to the Department representative on commencement of the service as per the specification.
- 15.17. The successful bidder will be required to ensure that all compliance matters related to PSIRA, NBCPSS, COID, UIF, PSSPF are complied with throughout the duration of the contract and updated/valid documents must be submitted to the department within 7 days of expiry/renewal of each document.

## 16. PRICE

- 16.1. Price must be per grade per month (VAT inclusive) according to the schedule attached (Annexure D and E). Provision must be made for escalation of costs based on the guided escalation as guided by NBCPSS applicable to the latest Main Collective Agreement as the Department will not consider any adjustment during the period of the contract.
- 16.2. Price must include supervision of guards, administration costs and other overheads. (All cost to be clearly tabulated as indicated in Annexure E)
- 16.3. The Regional prices as per the specified salaries and benefits captured in National Bargaining Council for Private Security Sector Main Collective Agreement issued by Department of Labour will be used in the evaluation of this bid.
- 16.4. Prices must be included in VAT. If not confirmed, the Department will assume that the price quoted**

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is inclusive of VAT. The Department does not pay VAT to service providers that are not registered with SARS as VAT vendors. Bidders must take note of the prescribed threshold for compulsory registration for VAT. The department will not be liable for VAT payment which was not included in the original quotation.

## **17. PAYMENT**

- 17.1. The successful bidder is to submit monthly invoice within three working days of the following month, after the services have been rendered satisfactory, to the Service Office manager for processing.
- 17.2. The monthly invoice must indicate the month and year of the service.
- 17.3. Attached to the monthly invoice must be the:
  - a) monthly security site report by the service provider which is verified by the Office Manager/Security Manager,
  - b) a copy of the payroll and Bank Notification of Payment dated the same month of the invoice as proof that the bidder's employees have been paid.
  - c) Failure to submit the above documents, the invoice for that month will not be paid.
- 17.4. The successful bidder will be paid within thirty (30) days after the submission of invoice with relevant attachments/documents.
- 17.5. Payment of sick leave and Family Responsibility leave with only be paid on submission of legitimate proof (sick/death certificate).
- 17.6. Security guards must be paid on time, every month and according to the relevant legislation.
- 17.7. Guards must be provided with legitimate pay slips detailing all benefits and deductions in terms of the Main Collective Agreement.

## **18. PENALTIES**

- 18.1. The Department shall without prejudice to any of its rights be entitled to impose penalties on the service provider in the following circumstances:
  - 18.1.1. 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 be 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 G. Anything in excess of 20% will be rolled over to the following month.
  - 18.1.2. In the event where a security officer is not on duty, posted late or found sleeping on duty annexure G (2) will be applicable.
  - 18.1.3. Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the Service Level Agreement.

## **19. FINANCIAL CAPACITY**

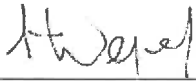
- 19.1. The Department pays after services are rendered within thirty (30) days after submission of an invoice, it is therefore essential for the Prospective Bidder to have funds to start the project and ensure that there are sufficient funds for the salaries of the employees, uniforms, provision of equipment and consumables. Please note that salaries and benefits of the employees must be equal to or in excess of the National Bargaining Council for Private Security Sector Main Collective

Agreement issued by the Department of Employment and 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.

- 19.2. The department reserves the right to test financial capacity of the short-listed bidder prior award of the contract. The Department may require the short-listed bidder/s to provide a current bank statement or a letter from a registered financial institution confirming available funds to the value of 6% of the contract amount within a particular period as shall be determined by the department.

## 20. ANNEXURE

- 20.1. Annexure A: Equipment and vehicles available to perform work
- 20.2. Annexure B: List of references.
- 20.1. Annexure C: List of Office/Institutions and security Guards required.
- 20.2. Annexure D: Pricing Schedule.
- 20.3. Annexure E: Payment breakdown / detail per guard
- 20.4. Annexure F: Local Economic Development.
- 20.5. Annexure G: List of penalty items.
- 20.6. Annexure H: Abbreviated CV.



**Mr H Weyers**  
**Acting District Director :NMM**

18 May 2026

**Date**

## 21. EVALUATION

### 21.1.PRE-EVALUATION CRITERIA

- 21.1.1. Copy of signed agreement in the case of Joint Venture / Consortium in accordance with conditions stipulated in paragraph 20.1.
- 21.1.2. Completed and signed SBD4 .
- 21.1.3. PSIRA Registration certificate for the company valid at the time of the bid.
- 21.1.4. PSIRA confirmation of registration certificates for all Directors performing executive or management functions within the company. If the company has more than one Director an abbreviated company profile must be submitted indicating the structure of the executive and the roles and responsibilities of each Director, unless all Directors submit valid PSIRA registration certificates
- 21.1.5. Letter of good standing from PSIRA valid at the time of closure of the Bid.
- 21.1.6. Letter Of Good Standing issued by the National Bargaining Council for Private Security Sector (NBCPSS) valid at the time of closure of the bid.
- 21.1.7. Completed and signed Annexure A,B,D,E and H Indicate "N/A" when information is not provided.
- 21.1.8. Compliance relating to the Basic Conditions of Employment Act as contained in the latest published National Bargaining Council for Private Security Sector Main Collective Agreement as issued by the Department of Employment and Labour will be considered in the evaluation of this bid.
- 21.1.9. Proof of a combined (non-concurrent) 2 year experience in the Security field on a contractual basis (order/ copy of signed award letter/ copy of signed contract AND accompanying letter, on letter head, from a previous client, organ of state / private business entity) indicating that security services were satisfactorily rendered **OR** Five (5) years experience at minimum operations manager level in a security company for minimum One (1) of the Bidders Directors (Letter(s) from company(s)/institution(s) confirming experience in managing security services.)

### 21.2. EVALUATION AS PER PPPFA

*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.*

#### **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.	▪ No franchise (black ownership)	2

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6	▪ Disability	3
7	▪ Locality ( Nelson Mandela Metro )	6
8	▪ Youth	3
	<b>TOTAL POINTS FOR PRICE &amp; SPECIFIC GOALS</b>	<b>100</b>

- *In order to obtain preference points for specific goals, bidders must complete SBD 6.1.*
- *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 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 councilor'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 that 50% interests in the JV,*
- *In order to be awarded points for disability, a medical report confirming permanent disability must be submitted together with this bid.*
- *In order to be awarded points for no franchise (black ownership), the bidder must have had no franchise prior to the introduction of the 1983 and 1993 Constitutions.*

## 22. 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:

- 22.1. Bidders claiming preference points are required to complete and sign the Preference Points Claim Form (i.e. SBD 6.1) in order to be considered for the allocation of preference points.
- 22.2. The Department may, before a bid is adjudicated or at any time during the bidding process or contract period, 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.
- 22.3. A contract may, on reasonable and justifiable grounds, be awarded to a bidder that did not score the highest number of points.
- 22.4. 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.
- 22.5. Bids submitted through facsimile or e-mails will not be accepted.

- 22.6. No bids will be considered if submitted after closing time.
- 22.7. The Department reserves the right to award the bid to more than one bidder, or not to award it at all.
- 22.8. The department will not award a contract to a bidder whose tax affairs are not in order.
- 22.9. 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](http://www.treasury.gov.za). The Department will not award a bid to a bidder that is not registered on the CSD.
- 22.10. 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 condition of contract.

### 23. 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: -

- 23.1. Copy of agreement signed by all the members must be submitted. One of the members must be nominated by the others 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 the members of the Consortium.
- 23.2. All parties must be registered on Central Supplier Database (CSD).

### 24. DISCLAIMER

24.1. 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 provided 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.

24.2. 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 Department in writing of such discrepancy, ambiguity, error or inconsistency in order to afford the Department an opportunity to consider what corrective action is necessary (if any).

  
\_\_\_\_\_  
**MS DIAPENG PHAMOTSE**  
**ACTING DIRECTOR: SUPPLY CHAIN MANAGEMENT**  
**DATE:** 21/05/2026

**ANNEXURE A: SCHEDULE OF EQUIPMENT AND VEHICLES AVAILABLE TO PERFORM WORK**

**1. EQUIPMENT**

TYPE	QUANTITY		CONDITION OF EQUIPMENT REQUIRED
	REQUIRED	NUMBER AVAILABLE	
Control Room/Office	1		
Base Radio/Press-To-Talk Radio	1		
Computers/Laptop	1		
Telephones/Cellphone	1		
Communication Facilities (i.e. email)	1		
Handheld Radios	6		
Torches	6		
Batons	6		
Hand Cuffs	6		
Pepper spray	6		
Whistles	6		
Handheld Metal Detectors	2		

**2. COMPANY BRANDED VEHICLES**

TYPE	CAPACITY	REG. NO.

**Bidder's name** \_\_\_\_\_

**Sign:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

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**ANNEXURE B:**

**LIST OF REFERENCES:**

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

**Bidder's name** \_\_\_\_\_

**Sign:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**ANNEXURE C: INSTITUTION AND NUMBER OF SECURITY GUARDS**

Office	Description	No. of Guards		Total No. of Guards
		Day Shift	Night Shift	
<b>KWANOBUHLE ONESTOP CENTRE</b>	<b>Grade C (1 Armed Guard Day &amp; Night)</b>	2	2	<b>4</b>
	<b>Grade B</b>	<b>1</b>	<b>1</b>	<b>2</b>
<b>Total Number of Guards</b>		<b>3</b>	<b>3</b>	<b>6</b>

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**ANNEXURE D: PRICING SCHEDULE**

Name of Facility	Grade	No of Guards Day shift (A)	No of Guards Night shift (B)	Total Number of Guards in A&B (C)	Cost per guard per month Day shift (D)	Cost per guard per month Night Shift (E)	Total cost per month for all guards (F)	Total cost of all guards for (6) months (G)
KWANOBUHLE ONESTOP CENTRE	Grade C	2	2	4	R .....	R .....	R .....	R .....
	Grade B	1	1	2	R .....	R .....	R .....	R .....
	<b>ARMED RESPOSE</b>				R .....	R .....	R .....	R .....
<b>SUB TOTAL 1: TOTAL DIRECT COST</b>					R .....	R .....	R .....	R .....
<b>SUB TOTAL 2: MARK – UP, OVERHEADS INCLUDING IN RAND VALUE CALCULATED AS A PERCENTAGE OF TOTAL DIRECT LABOUR COSTS (Mark – up and Overheads must not be less than 10% of Total Direct Labour Costs)</b>								
<b>SUB TOTAL 3: TOTAL COSTS PLUS MARK-UP AND OVERHEADS</b>					R .....	R .....	R .....	R .....
<b>VAT @15%</b>					R .....	R .....	R .....	R .....
<b>GRAND TOTAL</b>					R .....	R .....	R .....	R .....

Bidder's name: \_\_\_\_\_

Sign: \_\_\_\_\_

Date: \_\_\_\_\_

Designation: \_\_\_\_\_



**ANNEXURE E: PAYMENT BREAKDOWN / DETAIL**

Note:- Bidders must submit a complete breakdown of all costs included in the pricing considering the requirements of the NBCPSS Main Collective Agreement which is to be provided during this period of contract. In case where service providers consider providing the service at no charge R 0 must be captured in the pricing next to the applicable description:

Item	Description	Grade B Price Per Month	Grade C Price Per Month	Priced for this contract Yes / No	If no, please give reason	
Costs included in the pricing per guard (Please specify)	1 Monthly Salary – Primary Sec Officer					
	2 Monthly Salary – Relief Sec Officer					
	3 Sunday pay premium					
	4 Night shift allowance					
	5 Cleaning allowance					
	6 Full set of uniform					
	1 Public holiday premium					
	2 Annual leave provision					
	3 Sick leave					
	4 Family responsibility leave					
	5 Statutory annual bonuses					
	1 UIF					
	2 Hospital cover					
	3 Provident fund					
	4 COID / WCA					
	5 Bargaining Council Levy					
	6 PSIRA fee					
	7 Training (Skills development levy)					
	<b>PRICE PER GUARD PER MONTH</b>		Grade B	Grade C		
	<b>TOTAL FOR REQUIRED NUMBER OF GUARDS PER MONTH</b>		Grade B x _____	Grade C x _____		
<b>TOTAL FOR 6 MONTHS</b>		Grade B x _____	Grade C x _____			
<b>MARK – UP AND OVERHEADS IN RAND VALUE</b>						
<b>VALUE ADDED TAX (VAT) @ 15%</b>						
<b>TOTAL BID PRICE FOR 6 MONTHS</b>						

Bidder's name: \_\_\_\_\_

Sign: \_\_\_\_\_

Date: \_\_\_\_\_

Designation: \_\_\_\_\_

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Province of the  
**EASTERN CAPE**  
SOCIAL DEVELOPMENT

**ANNEXURE F**

**LOCAL ECONOMIC DEVELOPMENT PROCUREMENT FRAMEWORK DECLARATION FORM**

The Honourable Premier in his State of the Province address in 2014 made a pronouncement to the effect that 50% of Provincial procurement should be spent on goods and services which are manufactured and supplied by SMMEs and Co-operatives from within the Province.

In order for the Province to achieve the above, the successful service providers must source the required goods/services with the Eastern Cape Province as per Local Economic Development Procurement Framework.

The details of the manufacturers of these goods are:

<b>NAME OF MANUFACTURER/SERVICE PROVIDER</b> (e.g. Siyazama Co- orp)	<b>COMMODITY/SERVICE</b> (e.g. Uniform)	<b>LOCATION</b> (e.g. Gqeberha)

I, the undersigned (Bidder's representative)

.....commit to procuring/sourcing the required goods from local manufacturers/distributors within the Eastern Cape Province where available and that 50% of the employees will be from the Local Municipality where the site is situated.

I accept that the Department of Social Development may invoke penalties as per General Conditions of Contract should I be misrepresenting the content contained herein this declaration.

.....  
**Signature**

.....  
**Date**

.....  
**Name of bidder**

.....  
**Position**

## ANNEXURE G – PENALTIES

Where applicable the following penalties shall apply:

DESCRIPTION	REFERENCE
Cases where a security officer is not on duty	Implementation of clause 18.1 relating to penalties, and Recovery of that shift's salary.
Cases where a security officer is posted late or found sleeping on duty	Implementation of clause 18.1 relating to penalties.
Cases where security officers are on duty without proper communication tool provided by the company	Implementation of clause 18.1 relating to penalties.
Cases where security is on duty without pocketbook and pen	Implementation of clause 18.1 relating to penalties.
Pocketbook and Occurrence book not written hourly	Implementation of clause 18.1 relating to penalties.
Cases where a security guard is not in full uniform while on duty.	Implementation of clause 18.1 relating to penalties.
Cases where the security officer is on duty without a company issued identity card or PSIRA card	Implementation of clause 18.1 relating to penalties.
Cases where security officer is on duty without means or instrument to determine time	Implementation of clause 18.1 relating to penalties.
Cases where security is without a torch in working order	Implementation of clause 18.1 relating to penalties.
Unavailability of base/PTT radios where medium of communication is a radio	Implementation of clause 18.1 relating to penalties.



Cases where the security service provider has no monitoring vehicle as required in terms of the SLA	Implementation of clause 18.1 relating to penalties.
No Parade and inspection	Implementation of clause 18.1 relating to penalties.
Post desertion by security officer	Implementation of clause 18.1 relating to penalties.
Illegal gathering/meeting by security officers at client's property	Implementation of clause 18.1 relating to penalties and written warning (1 <sup>st</sup> incident)  Implementation of clause 18.1 relating to penalties and final written warning (2 <sup>nd</sup> incident)  Immediate termination of contract( 3 <sup>rd</sup> incident)
Non provision of standby security officers within two hours during industrial action by contractors' employees.	Implementation of clause 18.1 relating to penalties and written warning (1st incident)  Implementation of clause 18.1 relating to penalties and final written warning (2nd incident)  Immediate termination of contract( 3rd incident)
Total withdrawal of security officers from site/building for a period exceeding 12 hours	Immediate termination of contract
Under-payment, late Payment and Nonpayment of security officer salaries by security service provider	Implementation of clause 18.1 relating to penalties and written warning (1 <sup>st</sup> incident)  Implementation of clause 18.1 relating to penalties and final written warning (2 <sup>nd</sup> incident)  Immediate Termination of contract (3 <sup>rd</sup> incident)
Late or non-submission of monthly site reports.	Implementation of clause 18.1 relating to penalties
Unavailability of and non-submission or late submission of relevant compliance documentation	Implementation of clause 18.1 relating to penalties

Failure to report incident and submit incident report within 24 hours of occurrence	Implementation of clause 18.1 relating to penalties
Non-availability of all relevant registers as per contract	Implementation of clause 18.1 relating to penalties
Use of security guards who are not registered with PSIRA/registration suspended/terminated.	Immediate termination of contract and recovery of any losses incurred.
Use of security guards with expired/not renewed PSIRA registration certificates	Implementation of clause 18.1 relating to penalties per incident, per guard (1 <sup>st</sup> Occurrence)  Termination of contract(2 <sup>nd</sup> occurrence)
Shortage of/use of non-functional security equipment	Implementation of clause 18.1 relating to penalties
Non wearing of complete security equipment on person at site	Implementation of clause 18.1 relating to penalties
Non-compliance with health and safety regulations relating to dog kennels	Implementation of clause 18.1 relating to penalties and written warning (1st incident)  Implementation of clause 18.1 relating to penalties, reporting to relevant authorities and final written warning (2nd incident)  Immediate removal of dogs from provided kennels for duration of contract (3rd incident)
Use of Departmental assets/resources (e.g vehicles, copiers, printers, telephones, etc) without permission	Implementation of clause 18.1 relating to penalties. Registering of criminal case for investigation. Removal of security officer from site.
Submission of forged documents	Immediate Termination of contract Reporting of the incident to police and relevant authorities (e.g Treasury)
Loss of departmental assets OR damage to property caused by negligence of service provider	The service provider shall be liable for replacement of items or assets OR fixing damage caused.

