

BID FOR: SECURITY SERVICES AT THE PLAYHOUSE COMPANY PREMISES FOR A PERIOD OF THREE (3) YEARS

BID NUMBER: PHC 93/2026

For enquiries Mr. Siya Mangele: accountant2@playhousecompany.com Mrs Kay Khan: KayK@playhousecompany.com Mr. Athaphiwe Xaba: Buyer@playhousecompany.com Tel: (031) 369 9507 / (031) 369 9555	For submission of bids Email: tenders@playhousecompany.com NB: This mailbox will be monitored only on the tender closing date and time. Do not send enquiries to this address. Bids received after the closing time will be disqualified and will not be considered. Bids sent to an enquiry email address instead of the designated submission address will not be considered.
Name of bidder: Tender amount for 3 years (VAT Inclusive): R	

Closing date : 02 November 2026

Time : 11:00 am

Validity period: 90 days from closing date

BIDDERS ARE RESPONSIBLE TO ENSURE THAT THE BID DOCUMENTS ARE COMPLETE AND ALL PAGES ARE SECURELY ATTACHED.

TABLE OF CONTENTS

Section 1	INVITATION TO BID	SBD 1	3
Section 2	SPECIAL INSTRUCTIONS TO SERVICE PROVIDERS		5
Section 3	INFORMATION FOR SERVICE PROVIDERS		7
Section 4	SUPPLIER DATABASE REGISTRATION		10
Section 5	PRICING SCHEDULE	SBD 3.3	13
Section 6	DECLARATION OF INTEREST	SBD 4	15
Section 7	PREFERENCE POINTS CLAIM FORM	SBD 6.1	17
Section 8	CONTRACT FORM	SBD 7.2	21
Section 9	DECLARATION OF SERVICE PROVIDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES	SBD 8	23
Section 10	CERTIFICATION OF INDEPENDENT BID DETERMINATION ACTION		25
Section 11	SITE INSPECTION CERTIFICATE		28
Section 12	EVALUATION CRITERIA		29
Section 13	SCOPE OF WORK		30
Annexure A	GOVERNMENT PROCUREMENT: GENERAL CONDITIONS OF CONTRACT: GC1		

SECTION 1

SBD1

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE PLAYHOUSE COMPANY					
BID NUMBER:	PHC 93/2026	CLOSING DATE:	02 November 2026	CLOSING TIME:	11:00am
DESCRIPTION	SECURITY SERVICES AT THE PLAYHOUSE COMPANY PREMISES FOR A PERIOD OF THREE (3) YEARS				
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Siya Manglele		CONTACT PERSON	Siya Manglele	
TELEPHONE NUMBER	031-369 9507		TELEPHONE NUMBER	031-369 9507	
E-MAIL ADDRESS	Accountant2@playhousecompany.com		E-MAIL ADDRESS	Accountant2@playhousecompany.com	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?		☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				☐ YES ☐ NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				☐ YES ☐ NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				☐ YES ☐ NO	
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:	
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 IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3.	THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4.	THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS	
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 VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3	APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4	BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5	IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6	WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7	NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE:

SECTION 2: SPECIAL INSTRUCTIONS TO BIDDERS

1. RESPONSIVENESS CRITERIA

The Playhouse Company will consider no BID unless it meets the following responsiveness criteria. If a NO response is indicated for any one of the items below, the BID WILL BE DISQUALIFIED:

Mark with an "X"				Failure to complete this section will result to a disqualification
YES		NO		CSD registration report generated within 30 days before the bid closing date, reflecting the bidding legal entity's active registration and tax compliance status..
YES		NO		A detailed pricing schedule and cost build-up in the format required by the tender. Wage and benefit cost build-up demonstrating compliance with applicable collective agreement.
YES		NO		Valid BEE affidavit / SANAS approved certificate.
YES		NO		Valid COIDA / Compensation Fund letter of good standing.
YES		NO		Proof of UIF registration.
YES		NO		Valid company PSIRA registration, proof of PSIRA good standing, and valid PSIRA registration for directors/members and key management personnel where applicable.
YES		NO		Valid CIPC company registration documents or equivalent legal registration documents, including details of directors/members/shareholders where applicable.
YES		NO		Signed resolution, letter of authority, delegation or equivalent evidence confirming that the signatory is authorised to submit and sign the bid on behalf of the bidding legal entity.
YES		NO		Proof of current public liability.
YES		NO		Current registration and letter or certificate of good standing; identification of the collective agreement and wage schedule used in pricing. Current registration and proof of required levies/contributions.
YES		NO		All mandatory tender returnable, declarations and SBD forms applicable to the bid must be fully completed, signed and submitted.
YES		NO		Attended the compulsory site briefing.
YES		NO		Bidder must submit signed audited financial statements for the latest three financial years. Where audited financial statements are not legally required, independently reviewed annual financial statements or accountant-confirmed financial statements must be submitted.
YES		NO		A proposed organogram and the names, qualifications and experience of key contract-management personnel.
YES		NO		Sample fixed complement and flexi time employment contract samples.
YES		NO		An anonymised sample of three consecutive months of payslips for employees in comparable Grade B supervisor and Grade C security guard categories.
YES		NO		A sample duty roster demonstrates continuous lawful staffing of the core posts and separation of the showtime pool.
YES		NO		A mobilization and transition plan, including recruitment or transfer considerations, vetting, training, site induction, equipment installation and service commencement.
YES		NO		An industrial-action and heightened-risk contingency plan, including indicative mobilization times and available specialized resources.
YES		NO		Details of training, quality assurance, site inspections, complaint handling, incident investigation and business continuity.

YES		NO		A safety file or OHS documentation, including an OHS policy, risk assessment, emergency procedures, incident reporting procedure, proof of COIDA compliance and any site-specific health and safety documentation required before commencement.
-----	--	----	--	---

This section is only applicable if you are subcontracting part of the contract.

Mark with an "X"				SUB-CONTRACTING
YES		NO		Are you sub-contracting? If yes.
Name of sub-contractor:				
% percentage sub-contracting				
YES		NO		The subcontractor's CSD registration report was generated within 30 days before the bid closing date and reflects an active registration and compliant tax status.
YES		NO		The sub-contractor will not change throughout the duration of the contract.

2. BID PROCEDURES AND INSTRUCTIONS

In the procedures described below, kindly interpret the singular to include the plural. (A list of contact telephone numbers appear at the end of this section and on the cover).

Bidders are asked to:

☐ Yes
 ☐ No
 Review all the documentation as listed above.

☐ Yes
 ☐ No
 Complete the bid documents as indicated. (Use black ball point pen). Any alterations made must be initialed.

☐ Yes
 ☐ No
 Submit the completed bid electronically by email as an attachment or secure download link to tenders@playhousecompany.com on or before the bid closing date and time. Do not send enquiries to this address.

No bids will be accepted after the cut-off time.

Bids submitted will be reviewed in accordance with our SCM Policy, National Treasury Regulations and the PFMA and the PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC)

Acceptance of contract of Agreement shall be simultaneous with the award of the bid to the successful bidder.

There shall be a **public opening** of the Bids received, with the **names of the bidders announced only** and a list of the bids received will be published on The Playhouse Company website. There shall be no discussions with any enterprise until evaluation of the bid has been complete. Any subsequent discussions shall be at the discretion of The Playhouse Company. Unless specifically provided for in the bid document, bids submitted by means of telegram, telex, facsimile or similar means shall not be considered.

SECTION 3: INFORMATION FOR SERVICE PROVIDERS

1. BACKGROUND

The Playhouse Company comprises prime live theatre venues in the Province of KwaZulu Natal (KZN). The Playhouse Company is situated in the heart of Durban Central Business District. It is a multi-venue complex housed within Tudor and Moorish style buildings. The theatres were restored to their former glory and were combined to form KwaZulu Natal's live entertainment complex known as The Playhouse Company which re-opened in 1986. The Playhouse Company employs its resources and facilities for a variety of artistic programs. The objectives of The Playhouse Company are to:

- Empower talented, gifted and previously disadvantaged people of the Province of KwaZulu Natal
- To provide artistic skills through projects and programs.
- To create an environment that will nurture growth, innovation and excellence in all performance art forms and
- Ultimately to contribute towards a vibrant culture in the leisure and entertainment industry that will provide employment to cultural practitioners in the region as well as make a significant contribution to KwaZulu Natal.

The KwaZulu-Natal Performing Arts Company trading as The Playhouse Company was declared a Cultural Institution by the Minister of Arts Culture, Science & Technology in March 2003, in terms of Section 3 (1) of the Cultural Institutions Act 1998 (Act No 119 of 1998)

The Playhouse Company is a Schedule 3 Public Entity classified in terms of the Public Financial Management Act. The Playhouse Company was de-registered for VAT by SARS effective 31/03/2005 as for all such Public Entities.

2. REQUIREMENT OF THE BID

The requirement of this bid is for the provision of services/goods as stated on the cover page.

2.1 TERMS OF ENGAGEMENT

The bid will be for the duration of the services/goods as stated on the cover page. The timelines are as follows:

Placing of advert	09 October 2026
Compulsory site briefing (231 Anton Lembede Street, Durban, 4001)	16 October 2026 at 11:00am
Closing of tender	02 November 2026 at 11:00 a.m.
Tender award to successful bidder	01 February 2027
Contractor commencement	01 May 2027

We do not guarantee that the award date and contract commencement date will materialise as indicated, we reserve the right to change them as and when required.

2.2 CANCELLATION OF TENDER

The Playhouse Company's Accounting Officer (AO) or Accounting Authority (AA) may, before the award of a tender, cancel a tender invitation if:

1. Due to changed circumstances, there is no longer a need for the goods or services specified in the invitation;
2. Funds are no longer available to cover the total envisaged expenditure;
3. No acceptable tender is received;
4. There is a material irregularity in the tender process; or
5. Negotiating a fair market price has failed.

3. REQUIRED BIDDING FORMAT AND CONTENT

The bid should include at least the following information:

1. First / Front page listing clearly:

1. Service Provider's registered name of company and company registration number.
2. Contact details for tender clarifications purposes (person/s name, telephone, cell phone and fax numbers, e-mail address, physical and postal addresses)

2. Description of business:

1. The bidder's business outline (focus area, turnover, profit, structure, shareholding, information technology, staff training etc.)

1.1. Involvement of SMME/s

1.2. Location of Business Base

3. Track Record

- 3.1 ☐ Yes ☐ No Similar contracts performed or currently being performed (experience within the industry). A minimum of five (5) current references for verification purposes.

Company Name	Contact Person	Contact Number	Contract Value
1.			
2.			
3.			
4.			
5.			

- 3.2 ☐ Yes ☐ No Client references to be submitted including individual names and contact telephone numbers.
The bidder's permission is required by The Playhouse Company to pursue references on the Contractors performance

4. Financial bid should provide as much detail as possible.

- 4.1 See section 17 for financial proposal.

5. Proposed Contract Workers

- 5.1 Organogram of management and ownership.
1. Partner/s or Director/s with detailed CV/s.
 2. Summary CV/s (experience, skills, qualifications) of senior supervisory individuals.

6. Commencement of contract

- 6.1 ☐ Yes ☐ No The successful service provider will be required to commence with the services as per the dates detailed under 2.1 Terms of Engagement above.

SECTION 4: REGISTRATION OF SUPPLIERS ON THE PLAYHOUSE COMPANY DATABASE

Suppliers must be registered on the National Treasury's Central Supplier Database (CSD) on www.csd.gov.za.

A CSD Registration report must accompany this document on submission.

CSD Registration Report attached?

Yes

No

1. OWNERSHIP

1.1 Is there equity ownership by BEE? YES / NO

1.2 Is this a joint Venture Entity? YES / NO

1.3 If 1.1 or 1.2 is yes, provide names of Black partners hereunder and % shareholding/ holding company:

	%		%
	%		%

1.4 What is HDI ownership percentage?

2. EXECUTIVE MANAGEMENT & BOARD MEMBERS' INVOLVEMENT

2.1

Full Name	ID Number	SA Citizen before 27/4/94 Yes/No	Capacity: Member/ Partner/ Shareholder/ Trustee/ Beneficiary	% Owner ship/Part nership/ Trust/ Interest	M/F	Disabled Yes/No	HDI Yes/ No	(*) Race W/B/ I/C/ Other	%of Time devoted to the Business

(*) NB: The request for the Race of a person herein is required for STATISTICAL PURPOSES ONLY and is not intended to prejudice any Service Provider in any manner whatsoever.

LEGEND

(M) – Male (F) – Female (W) – White (B) – Black (I) – Indian (C) – Coloured

2.2 What percentage comprises Black Senior Management?

3. HUMAN RESOURCES

3.1 Is there an Employment Equity plan in your organisation **YES / NO**

3.1.1 If yes, indicate the DOL (Dept of Labour) status with regard to the plan and attach relevant certificate:

3.2 Please complete the following Employment Equity Statistics:

Occupational Levels	MALE				FEMALE				TOTAL
	B	W	C	I	B	W	C	I	
Top Management									
Senior Management									
Professionally qualified experienced specialists and mid management									
Skilled technical and academically qualified workers, junior management, supervisors, superintendents									
Semi-skilled and discretionary decision making									
Unskilled and defined decision making									
TOTAL									

Key: B – Black, W – White, C – Coloured, I – Indian

3.3 Skills development expenditure as a proportion of total payroll:

3.3.1 What is the total payroll per annum **R**

3.3.2 What is the total training expenditure for the past financial year **R**

3.3.3 What percentage of training expenditure was allocated to HDI's _____%

4. **INDIRECT EMPOWERMENT**

4.1 Does your company have a Preferential Procurement Policy? **YES/NO**
And if so do you have a scorecard to measure that?

4.2 What percentage of goods/services were sourced from Black suppliers with a Dept of Trade and Industry weighted average of 20% and above in the past twelve months _____%

4.3 Have you invested or offered business and non-business related support to BEE companies **YES/NO**

If yes, state:

Company	Total Assets	Nature of Investment/Support

5. **SMME STATUS**

Total full-time paid employees	Total annual turnover	Total gross asset value (fixed property excluded)	REMARKS (for office use)

6. **TRADE REFERENCES**

Please provide at least three trade references:

Client	Contact Person	Contact Number	Account Number

I hereby declare the information provided above and contained in the CSD Report is true and correct.

SIGNATURE FOR AND ON BEHALF OF THE APPLICANT COMPANY

DATE

NAME OF SIGNATORY

CAPACITY OF SIGNATORY (POSITION HELD IN COMPANY)

SECTION 5: PRICING SCHEDULE – PROFESSIONAL SERVICES**NOTE: A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED ACCORDING TO THE SCOPE OF WORK**

NAME OF BIDDER:

BID NO.: PHC 93/2026

CLOSING DATE: 02 November 2026

CLOSING TIME 11:00 AM

OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF THE BID.

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY **(ALL APPLICABLE TAXES INCLUDED)	
1.	The accompanying information must be used for the formulation of proposals.		
2.	Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project R.....		
3.	PERSONS WHO WILL BE INVOLVED IN THE PROJECT AND RATES APPLICABLE (CERTIFIED INVOICES MUST BE RENDERED IN TERMS HEREOF)		
4.	PERSON AND POSITION	HOURLY RATE	DAILY RATE
	-----	R-----	-----
	-----	R-----	-----
	-----	R-----	-----
	-----	R-----	-----
	-----	R-----	-----
5.	PHASES ACCORDING TO WHICH THE PROJECT WILL BE COMPLETED, COST PER PHASE AND MAN-DAYS TO BE SPENT		
	-----	R-----	----- days
	-----	R-----	----- days
	-----	R-----	----- days
	-----	R-----	----- days

- 5.1 Travel expenses (specify, for example rate/km and total km, class of air travel, etc.). Only actual costs are recoverable. Proof of the expenses incurred must accompany certified invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
.....		R.....	R.....
.....		R.....	R.....
.....		R.....	R.....
.....		R.....	R.....
TOTAL: R.....			

** "all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

- 5.2 Other expenses, for example accommodation (specify, eg. Three star hotel, bed and breakfast, telephone cost, reproduction cost, etc.). On basis of these particulars, certified invoices will be checked for correctness. Proof of the expenses must accompany invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
.....	R		R.....
.....	R		R.....
.....	R		R.....
.....	R		R.....
TOTAL: R.....			

6. Period required for commencement with project after acceptance of bid.....
7. Estimated man-days for completion of project.....
8. Are the rates quoted firm for the full period of contract? *YES/NO
9. If not firm for the full period, provide details of the basis on which adjustments will be applied for, for example consumer price index.....
-
-
-

*[DELETE IF NOT APPLICABLE]

1. PURPOSE OF THE FORM

- 1.1 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, 1996 (Constitution), and further expressed in the various applicable legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.
- 1.2 If a person is 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. DECLARATION ON EMPLOYMENT BY ORGAN OF STATE

- 2.1 Is the bidder, or any of the directors / trustees / shareholders / members / partners of the bidder employed by an organ of state, as defined in section 239 of the Constitution? **YES/NO**
- 2.2 If YES, furnish particulars of the names, individual identity numbers, in the table below:

Full Name	Identity Number	Name of organ of state

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

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

- 2.3.1 If so, furnish particulars:

.....

- 2.4 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**

2.4.1 If so, indicate all companies registered in the CSD in the table below:

Supplier registration number (MAAA)	Status (active/inactive/deleted)

Failure to disclose all CSD-registered active companies linked to all Directors will lead to disqualification.

3 GENERAL DECLARATION

I,, the undersigned, 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 to be false.
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor.
- 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 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, 1998 (Act No. 89 of 1998) and or may be referred to law enforcement agencies for criminal investigation and or may be restricted from conducting business with the state for a period not exceeding 10 years in terms of the Prevention and Combating of Corrupt Activities Act, 2004 (Act No. 12 of 2004) or any other applicable legislation.

I CERTIFY THAT THE ABOVE IS CORRECT.

I ACCEPT THAT THE PROCURING INSTITUTION MAY REJECT THE BID OR TAKE APPROPRIATE ACTION AGAINST ME IF THIS DECLARATION IS FALSE.

.....
Signature

.....
Date

.....
Designation

.....
Name of bidder

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 all bids:

- the 80/20 system for requirements with a Rand value of up to R 50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2. The value of this bid is estimated to not exceed R50 000 000 (all applicable taxes included) and therefore the 80/10 system shall be applicable.

1.3. Preference points for this bid shall be awarded for:

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

1.4. 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 Playhouse Company reserves the right to request the 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. The Playhouse Company reserves the right to negotiate the price with the bidder scoring the highest points.

1.8. The Playhouse Company may in writing request clarification of the tender offer or additional information, after the tender had closed and during the evaluation of tenders. No change in the competitive position of the tenderer or substance of the tender offer is sought, offered, or permitted.

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) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“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 points is allocated for price on the following basis:

80/20

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where

P_s = Points scored for price of tender under consideration

P_t = Price of tender under consideration

P_{min} = Price of lowest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2) and 6(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:

4.2. **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)	Percentage owned (To be completed by the Tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer) *Number of points multiplied by Percentage owned
Owned by Black people	6		
Owned by Women	6		
Owned by Youth	2		
Owned by Disabled people	2		
Owned by SMME'S- QSE and EME	4		
Total Points	20		

****Means of Verification is a valid B-BBEE Certificate or affidavit. Failure to submit such will result in zero points being awarded.**

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.

.....	
SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:	
DATE:	
ADDRESS:	
	
	
	

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

1. I hereby undertake to render services described in the attached bidding documents to (name of the institution)..... in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number..... at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid .
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
 - (i) Bidding documents, viz
 - Invitation to bid;
 - Proof of tax compliance status;
 - Pricing schedule(s);
 - Filled in task directive/proposal;
 - Preference claim form for Preferential Procurement in terms of the Preferential Procurement Regulations;
 - Bidder's Disclosure form;
 - Special Conditions of Contract;
 - (ii) General Conditions of Contract; and
 - (iii) Other (specify)
3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.
5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
6. I confirm that I am duly authorised to sign this contract.

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

DATE

WITNESSES

1

.....

2

CONTRACT FORM - RENDERING OF SERVICES

PART 2 (TO BE FILLED IN BY THE PURCHASER)

1. I..... in my capacity as.....
accept your bid under reference numberdated.....for the rendering of services indicated hereunder and/or further specified in the annexure(s).
2. An official order indicating service delivery instructions is forthcoming.
3. I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	PRICE (ALL APPLICABLE TAXES INCLUDED)	COMPLETION DATE	TOTAL PREFERENCE POINTS CLAIMED	POINTS CLAIMED FOR EACH SPECIFIC GOAL

4. I confirm that I am duly authorised to sign this contract.

SIGNED ATON.....

NAME (PRINT)

SIGNATURE

OFFICIAL STAMP

--

WITNESSES

1
....

2

SECTION 9: DECLARATION OF SERVICE PROVIDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES SBD 8

1. This Standard Bidding Document must form part of all bids invited.
2. It serves as a declaration to be used by institutions in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
3. The bid of any bidder may be disregarded if that bidder, or any of its directors have-
 - a. abused the institution's supply chain management system;
 - b. committed fraud or any other improper conduct in relation to such system; or
 - c. failed to perform on any previous contract.
4. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

Item	Question	Yes	No
4.1	Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector? (Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied) The Database of Restricted Suppliers now resides on the National Treasury's website(www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.	Yes	No
4.1.1	If so, furnish particulars:		
4.2	Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? The Register for Tender Defaulters can be accessed on the National Treasury's website (www.treasury.gov.za) by clicking on its link at the bottom of the home page.	Yes	No
4.2.1	If so, furnish particulars:		
4.3	Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?	Yes	No

4.3.1	If so, furnish particulars:		
4.4	Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes	No
4.4.1	If so, furnish particulars:		

CERTIFICATION

I, THE UNDERSIGNED (FULL NAME).....

CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS TRUE AND CORRECT.

I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

SECTION 10: CERTIFICATE OF INDEPENDENT BID DETERMINATION

SBD 9

- 1 This Standard Bidding Document (SBD) must form part of all bids¹ invited.
- 2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).² Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.
- 3 Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
 - a. disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
 - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
4. This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
5. In order to give effect to the above, the attached Certificate of Bid Determination (SBD 9) must be completed and submitted with the bid:

¹ Includes price quotations, advertised competitive bids, limited bids and proposals.

² Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:

(Bid Number and Description)

in response to the invitation for the bid made by:

(Name of Institution)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: _____ that:

(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) has been requested to submit a bid in response to this bid invitation;
 - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder
6. 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 consortium³ will not be construed as collusive bidding.

7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices;
 - (b) geographical area where product or service will be rendered (market allocation)
 - (c) methods, factors or formulas used to calculate prices;
 - (d) the intention or decision to submit or not to submit, a bid;
 - (e) the submission of a bid which does not meet the specifications and conditions of the bid; or
 - (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. 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 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.

10. 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.

.....

Signature

.....

Date

.....

Position

.....

Name of Bidder

SECTION 11: SITE INSPECTION CERTIFICATE

NB: THIS FORM IS ONLY TO BE INCLUDED AND COMPLETED WHEN APPLICABLE TO THE BID.

Site/building/institution involved:.....

Bid no:.....

Service:.....

THIS IS TO CERTIFY THAT (NAME).....

ON BEHALF OF.....

VISITED AND INSPECTED THE SITE ON (DATE).....

AND IS THEREFORE FAMILIAR WITH THE CIRCUMSTANCES AND THE SCOPE OF THE SERVICE TO BE RENDERED.

.....
SIGNATURE OF SERVICE PROVIDER OR AUTHORISED REPRESENTATIVE

DATE:.....

.....
SIGNATURE OF DEPARTMENTAL REPRESENTATIVE

.....
DEPARTMENTAL STAMP
(OPTIONAL)

DATE:.....

SECTION 12: EVALUATION CRITERIA

Evaluation of the bid responses will be done in 4 phases (referred to as gate 0, gate I, gate II and gate III) and is based on predetermined weightings.

GATE 0: Prequalification gate

Please note: Failure to submit the mandatory documentation and information stated above will result to the bid failing the PPPFMA Evaluation

GATE I: Technical Evaluation

- a) Only bids with all information supplied in GATE 0 as requested will be evaluated in Gate I (Technical).
- b) Bids that pass through gate 0 will be evaluated for financial stability, capability and ability to execute the contract.
- c) A minimum of **75%** on the Gate I Technical Evaluation is required for bids to be considered for Gate II evaluation.

GATE II: PPPFMA 80/20 Evaluation

- a) Only bids achieving the minimum GATE I technical evaluation pass rate will be considered for Gate II evaluation.
- b) The Gate II evaluation will be conducted according to PPPFMA treasury act rules.
 - Price 80 points
 - Specific Goals 20 points

GATE III: OBJECTIVE CRITERIA

In line with the PPPFA, the tender must be awarded to the bidder who scores the highest points, unless objective criteria in addition to those contemplated in the specific goals justify the award to another bidder. After price and specific goal evaluation, the Bids must be checked to determine compliance with prescribed objective criteria.

SECTION 13

PREQUALIFYING CRITERIA:

CSD registration report	CSD registration report generated within 30 days before the bid closing date, reflecting the bidding legal entity's active registration and tax compliance status..
Detailed pricing schedule and cost build-up	A detailed pricing schedule and cost build-up in the format required by the tender. Wage and benefit cost build-up demonstrating compliance with applicable collective agreement.
B-BBEE	Valid BEE affidavit / SANAS approved certificate.
Compensation Fund	Valid COIDA / Compensation Fund letter of good standing.
UIF	Proof of UIF registration.
PSIRA registration	Valid company PSIRA registration, proof of PSIRA good standing, and valid PSIRA registration for directors/members and key management personnel where applicable.
Company registration	Valid CIPC company registration documents or equivalent legal registration documents, including details of directors/members/shareholders where applicable.
Authority to submit the bid	Signed resolution, letter of authority, delegation or equivalent evidence confirming that the signatory is authorised to submit and sign the bid on behalf of the bidding legal entity.
Insurance cover	Proof of current public liability.
Bargaining council	Current registration and letter or certificate of good standing; identification of the collective agreement and wage schedule used in pricing. Current registration and proof of required levies/contributions.
Mandatory declarations and SBD forms	All mandatory tender returnable, declarations and SBD forms applicable to the bid must be fully completed, signed and submitted.
Site briefing	Attended the compulsory site briefing.
Financial capacity and sustainability	Bidder must submit signed audited financial statements for the latest three financial years. Where audited financial statements are not legally required, independently reviewed annual financial statements or accountant-confirmed financial statements must be submitted.
Organogram and key personnel	A proposed organogram and the names, qualifications and experience of key contract-management personnel.
Sample of contracts	Sample fixed complement and flexi time employment contract samples.
Payroll compliance	An anonymised sample of three consecutive months of payslips for employees in comparable Grade B supervisor and Grade C security guard categories.
Sample duty roster	A sample duty roster demonstrates continuous lawful staffing of the core posts and separation of the showtime pool.
Mobilisation and transition plan	A mobilization and transition plan, including recruitment or transfer considerations, vetting, training, site induction, equipment installation and service commencement.
Industrial-action and heightened-risk plan	An industrial-action and heightened-risk contingency plan, including indicative mobilization times and available specialized resources.
Training, quality assurance and business continuity	Details of training, quality assurance, site inspections, complaint handling, incident investigation and business continuity.
Safety file / OHS documentation	A safety file or OHS documentation, including an OHS policy, risk assessment, emergency procedures, incident reporting procedure, proof of COIDA compliance and any site-specific health and safety documentation required before commencement.

Failure to submit mandatory evidence will render the bid non-responsive.

SCOPE OF WORK FOR SECURITY SERVICES

Provide Security Services at The Playhouse Company on a three (3) year contract, 01 May 2027 – 31 April 2030:

- Theatre Building - 231 Anton Lembede Street, Durban.
- Head Office - 29 Acutt Street, Durban.

1. Purpose and service objective

- 1.1 The Playhouse Company requires suitably qualified and compliant security service providers to provide continuous guarding and related security services at its Durban premises.
- 1.2 The service must protect employees, patrons, performers, tenants, contractors, visitors, information and assets while supporting the operational requirements of a performing arts entity that presents productions and events during the day, in the evening, on weekends and on public holidays.
- 1.3 The required service comprises a fixed core contingent deployed Monday to Sunday, a separate pool of showtime guards engaged by the service provider on lawful flexi-time contracts, relief personnel, and the capability to provide specialised guarding services during industrial action or other heightened-risk situations.

2. Service locations

Site	Address	Coverage
Theatre Complex	231 Anton Lembede Street, Durban	Stage Door, control room, internal and external areas, entrances, foyers, theatres, backstage and other designated posts
Head Office	29 Acutt Street, Durban	Access control, reception-facing security, patrols and other designated posts

3. Operating model

- 3.1 The core contingent must provide uninterrupted coverage every day of the year, Monday to Sunday, including public holidays.
- 3.2 The bidder must propose a lawful shift roster that provides the coverage below and complies with applicable working-time, rest-period, overtime, night-work and sectoral requirements.
- 3.3 The normal operating model is a day shift and an evening or night shift. The final shift times will be agreed before commencement and may be adjusted by The Playhouse Company following consultation where operationally required.

Post	Day shift (6am-6pm)	Evening or night shift (6pm-6am)	Minimum grade or competence
Shift Supervisor	1 per shift	1 per shift	PSIRA Grade B or higher; supervisory experience
Control Room Operator	1 per shift	1 per shift	Appropriately trained; competent in CCTV, radio and incident logging; fluent in English and isiZulu
Stage Door Security	2 per shift	2 per shift	PSIRA Grade C or higher; access-control and customer-service competence
Head Office Guard	1 per shift	1 per shift	PSIRA Grade C or higher; access-control and patrol competence
Front Of House	2	2	PSIRA Grade C or higher; access-control and patrol competence

3.4 The table specifies posts that must be occupied on each shift. The bidder remains responsible for calculating and providing the total headcount needed to staff these posts lawfully and continuously, including weekly rest, leave, training and predictable absences.

3.5 Each shift must have at least one guard with SHE Rep, First Aider and Fire fighter certification.

3.6 Relief personnel are additional to the personnel occupying the scheduled posts.

3.6.1 Showtime guard pool

3.6.1.1 Maintain a sufficiently sized pool of trained guards who can be deployed for productions, rehearsals, functions and special events at any time, including normal business hours, evenings, nights, weekends and public holidays.

3.6.1.2 Employ showtime guards on written flexi-time contracts that clearly regulate variable deployment, notice arrangements, minimum statutory and collective-agreement entitlements, hours, overtime, night work, Sunday and public-holiday work, transport where applicable, and payment for hours worked.

3.6.1.3 Do not use showtime guards to reduce or replace the required core contingent. A person may not be rostered simultaneously to a core post and a showtime post.

3.6.1.4 Deploy only personnel who have been vetted, trained, registered and approved for the site. Casual, informal or off-the-books deployment is prohibited.

3.6.1.5 Provide showtime personnel in the numbers, grades, times and posts stated in a written call-off instruction issued by an authorised representative of The Playhouse Company.

3.6.1.6 Include in the bid the ordinary hourly rate, applicable premium rates and any minimum call-out charge for showtime guards. Only hours duly ordered and verified will be payable.

3.6.2 Relief and replacement personnel

3.6.2.1 The service provider must maintain an adequate, trained relief pool to replace absent personnel without leaving any post vacant and without routine dependence on overtime. Replacement personnel must meet the same grade, registration, vetting, training and approval requirements as the person replaced. The service provider must notify the designated Company representative of a replacement before deployment, except in a genuine emergency, when notification must follow immediately.

3.6.3 Industrial action and heightened risk

3.6.3.1 The bidder must demonstrate the capacity to provide specialised guarding services during strikes, protest action, picketing, civil disturbance, threats, major events or other heightened-risk periods. This capability must include a written contingency plan, an escalation and command structure, rapid mobilisation, lawful crowd and access management, liaison with SAPS and emergency services, and access to appropriately trained and equipped personnel. The service must be delivered lawfully, proportionately and in accordance with Company instructions. No weapon, coercive equipment or armed service may be deployed without prior written authorisation and full legal compliance.

3.7 Scope of security duties

3.7.1 Control access and egress, verify authorisation, issue and recover visitor credentials, manage contractors and deliveries, and maintain accurate access records.

3.7.2 Operate the Stage Door and Head Office security posts and ensure that no designated post is left unattended.

3.7.3 Monitor CCTV, alarms, radios and other control-room systems continuously; record, escalate and preserve relevant information and footage in accordance with Company procedures.

- 3.7.4 Conduct regular, visible internal and external patrols of the Theatre Complex, Head Office, foyers, theatres, backstage areas, offices, parking and other designated areas, using the guard-monitoring system where provided.
 - 3.7.5 Protect Company assets; monitor the movement of equipment and property; and enforce approved asset-removal procedures without signing delivery notes on behalf of the Company.
 - 3.7.6 Respond promptly to alarms, medical incidents, fire, bomb threats, unlawful entry, disorder, theft, vandalism and other emergencies, and summon the appropriate emergency service.
 - 3.7.7 Apply lawful search, detention and arrest procedures. The service provider remains accountable for unlawful conduct by its personnel.
 - 3.7.8 Support safe audience entry and exit, queue management, backstage control, artist and VIP movements, emergency evacuation, and production-specific security instructions.
 - 3.7.9 Maintain confidentiality and refer all media or third-party enquiries to the Company. Security personnel may not disclose incidents, personal information, security arrangements or Company information without authority.
 - 3.7.10 Perform all duties in accordance with the approved site security manual, post instructions, emergency procedures and lawful instructions issued by an authorised Company representative.
 - 3.7.11 The guards will not allow any contractor into any plant rooms, without the permission of the site security manager.
 - 3.7.12 The Service Provider shall ensure that all suspect persons loitering on the site as well as suspect moves and acts are reported and dealt with appropriately.
 - 3.7.13 The Service Provider shall ensure that the contractors park in the allocated areas only.
 - 3.7.14 Perform all duties in accordance with the approved site security manual, post instructions, emergency procedures and lawful instructions issued by the authorized Company representative.
- 3.8 **Supervision and contract management**
- 3.8.1 The Shift Supervisor is accountable for all deployed personnel and posts during the shift and reports to the Company official responsible for security.
 - 3.8.2 The service provider must appoint a contract manager with authority to resolve operational, staffing, payroll and compliance matters.
 - 3.8.3 The contract manager or operations manager must conduct at least one documented site visit each week and attend scheduled performance meetings.
 - 3.8.4 Each shift handover must include verification of personnel, posts, equipment, keys, registers, outstanding incidents and instructions.
 - 3.8.5 The Company may interview proposed personnel, refuse deployment on reasonable security or suitability grounds, and require the replacement of unsuitable personnel, subject to applicable law.
 - 3.8.6 Corrective actions must be recorded, allocated, monitored and closed within agreed timeframes.
 - 3.8.7 Other contractors and/or the employees of The Playhouse Company may be working on the site and the contractor may be in such cases be required to work in close co-operation therewith
- 3.9 **Personnel standards**
- 3.9.1 All personnel must be fit for duty, sober, alert, courteous, service-oriented and able to communicate effectively with a diverse public.
 - 3.9.2 All security officers must hold valid PSIRA registration at the grade required for their post. Certified proof must be supplied before deployment and whenever renewed.
 - 3.9.3 Personnel must be appropriately vetted and trained for the assigned role, including access control, incident reporting, emergency response, fire awareness, first aid appropriate to the role, customer service and site induction.

- 3.9.4 Uniforms must be clean, professional and readily distinguishable. Each officer must display an identification card or name badge. Combat-style attire is prohibited unless specifically approved for a lawful specialised deployment.
- 3.9.5 Private visitors, sleeping, intoxication, unauthorised use of Company facilities, harassment, discrimination, solicitation and unauthorised photography or recording are prohibited.
- 3.9.6 The service provider must manage continuity and limit unnecessary staff turnover. No officer may be changed routinely without notice and operational justification.
- 3.9.7 The Service Provider shall ensure that their staff have full knowledge of the site as well as services/facilities available at the site, are able to pass the relevant information on to the visitors or tenants whenever requested to do so.
- 3.9.8 The Service Provider shall in conjunction with The Playhouse Company draft the emergency procedures and shall implement and maintain such procedures and practice such procedures on an ongoing basis.
- 3.9.9 The Service Provider shall ensure that all personnel involved in the provision of the security services receive regular emergency and reaction response drill training to familiarize themselves with emergency procedures.
- 3.9.10 The evacuation must be practiced not less than once every 6 months.
- 3.9.11 The Service Provider shall ensure that all personnel involved in the provision of the services undergo customer services training as specified by The Playhouse Company from time to time to ensure no complaints are received from visitors or tenants relating to the way the personnel act towards such visitors or tenants.
- 3.9.12 The Service Provider shall ensure that all personnel involved in the provision of the security services undergo emergency first aid training and senior personnel are trained in advanced first aid.
- 3.10 **Statutory and bargaining council compliance**
- 3.10.1 The successful bidder must, throughout the contract, comply with every law, regulation, collective agreement and regulatory requirement applicable to the private security sector and to its personnel. This includes, without limitation, PSIRA requirements, labour legislation, occupational health and safety requirements, compensation for occupational injuries and diseases, unemployment insurance, employment equity where applicable, immigration requirements, tax obligations, and the requirements of the bargaining council having jurisdiction over the private security sector.
- 3.10.2 The bidder and successful service provider must comply with all binding collective agreements, levies, wage schedules, allowances, working-time provisions, benefits, provident-fund or other prescribed contributions, and enforcement requirements of the relevant bargaining council. Tendered rates must be sufficient to fund full compliance. No under-pricing, unlawful deduction, disguised casualisation, or transfer of statutory employment costs to security personnel will be accepted.
- 3.10.3 The service provider must provide the following with its bid and thereafter on request or at agreed intervals:
 - 3.10.3.1 valid company and director registration with PSIRA, and proof of good standing;
 - 3.10.3.2 proof of registration and good standing with the applicable bargaining council, together with current proof of payment of all required levies and contributions;
 - 3.10.3.3 proof of COIDA registration and good standing, UIF registration, tax compliance and applicable insurance;
 - 3.10.3.4 a current wage and benefits cost build-up for each category of personnel, showing compliance with the applicable collective agreement;
 - 3.10.3.5 sample anonymised payslips and, after award, payroll and proof-of-payment records reasonably required to verify compliance; and
 - 3.10.3.6 written flexi-time contract terms proposed for the showtime guard pool.

- 3.10.4 A failure to maintain statutory, PSIRA or bargaining council compliance is a material breach and may result in withholding of affected payments, a corrective-action instruction, removal of personnel, application of contractual remedies or termination, subject to the contract and applicable law.

3.11 Equipment and records

- 3.11.1 The service provider must include all equipment necessary to perform the service safely and effectively, except equipment expressly identified as Company-supplied. Equipment must be maintained, tested and replaced promptly when defective. Minimum

Communication	Base and handheld radios sufficient for supervisors, control room and operational posts; direct communication with the service provider control room; charged spare units.
Records	Occurrence book, duty roster, attendance register, radio register, key register, contractor register, access registers, incident register, lost-and-found register and any additional Company register. Registers shall be kept for random inspection/physical/operational checks. The Service Provider shall inspect all equipment to ensure the above responsibilities are complied with.
Patrol control	Guard-monitoring equipment or use of the Company system where installed, with downloadable reports.
Personal equipment	Torches, notebooks, rainwear and other lawful role-appropriate equipment.
Control room support	A 24-hour service-provider control room and escalation contact details.

3.12 Reporting requirements

- 3.12.1 Record every material occurrence contemporaneously in the occurrence book and notify the designated Company representative immediately where the incident is urgent.
- 3.12.2 Submit a clear written incident report within 12 hours, or sooner when instructed, including actions taken, witnesses, evidence preserved, police or emergency reference numbers and recommended follow-up.
- 3.12.3 Submit a monthly report covering staffing and vacancies, patrol compliance, incidents and trends, equipment status, training, complaints, corrective actions, statutory compliance and showtime deployments.
- 3.12.4 Report immediately any actual or suspected breach of security, loss, misconduct, regulatory non-compliance or inability to fill a required post.
- 3.12.5 Retain records securely for the period prescribed by law or the contract and make them available for audit, subject to lawful personal-information safeguards.
- 3.12.6 The Service Provider shall ensure that all security related incidents must be logged at The Playhouse Company help desk.
- 3.12.7 A detailed, typed incident report will be submitted within 12 hours of occurrence (inclusive of any police case numbers and The Playhouse Company help desk reference number).

3.13 Pricing requirements

- 3.13.1 The financial proposal must distinguish the fixed monthly core service from variable call-off services. Prices must be fully costed and must not rely on non-compliance with wages, benefits, levies or working-time requirements.

Pricing component	Bidder must state
Core contingent	Monthly price including VAT and including all headcount, relief, supervision, management, uniforms, equipment, statutory costs and overheads required to maintain every core post.

Showtime guards	Ordinary hourly rate by grade, premium or overtime rates where applicable, minimum call-out if any, transport charge or inclusion, and cancellation terms.
Specialised industrial-action service	Hourly or daily rates by role, mobilisation charge if any, equipment charges, minimum deployment, response time and assumptions.
Ad hoc services	Rates for any approved special-event, armed-response, investigation or other optional service, clearly separated from the evaluated core price.
Cost build-up	Direct remuneration, statutory and bargaining council costs, relief factor, equipment, administration, overhead and profit or mark-up.
Escalation	Firm first-year pricing Including VAT and the proposed basis for subsequent lawful escalation, linked where appropriate to binding sector wage adjustments.

3.13.2 Overtime may not be built into the fixed monthly price as a routine staffing method. Variable work will be payable only where ordered in writing and verified. The bidder must state whether safe transport home is included for personnel whose authorised showtime duty ends after normal public transport is reasonably available.

3.13.3 **Company oversight and change control**

17.10.3.1 The Playhouse Company will issue or approve site instructions, identify authorised representatives, verify attendance and performance, and communicate showtime requirements. Operational instructions may refine post duties but may not change the commercial scope or price unless authorised through the contract change-control process. The service provider remains the employer of its personnel and is solely responsible for recruitment, remuneration, discipline, scheduling, statutory compliance and labour relations.

3.14 **Service commencement and contract period**

3.14.1 The commencement date, contract term and any extension options will be stated in the bid invitation and final contract. Before commencement, the successful bidder must complete mobilization, obtain written approval of deployed personnel, submit the final roster and post instructions, and demonstrate that all equipment, registrations, training and contingency arrangements are in place.

3.15 **Acceptance of scope**

3.15.1 By submitting a bid, the bidder confirms that it has examined this scope, allowed for the operational nature of a performing arts environment, and priced sufficient resources to meet every requirement lawfully. Any qualification or proposed deviation must be stated clearly in the bid and is subject to acceptance by The Playhouse Company.

3.16 **Performance Standards And Service Level Requirements**

3.16.1 The Service Provider shall provide the services continuously, professionally, lawfully and in accordance with this Scope of Work, approved site procedures and lawful instructions issued by The Playhouse Company.

3.16.2 The Service Provider shall ensure that all required posts are staffed by appropriately registered, graded, vetted and trained personnel; prescribed patrols and security duties are performed; required equipment remains operational; incidents are appropriately reported; and statutory and contractual compliance is maintained throughout the contract period.

3.16.3 The successful bidder will be required to enter into a Service Level Agreement with The Playhouse Company regulating the detailed performance standards applicable to the contract, including performance

indicators, reporting requirements, response and rectification times, performance monitoring, corrective action, service failures, escalation procedures and applicable contractual remedies.

- 3.16.4 The Service Level Agreement shall give operational effect to, and shall not materially reduce or alter, the obligations contained in this Scope of Work and the successful bidder's accepted tender.

ANNEXURE A: SECURITY PROPOSAL QUESTIONNAIRE

To provide a security and guarding service at The Playhouse Complex, 231 Anton Lembede Street, Durban, and Head Office Building, 29 Acutt Street, Durban.

1. General

1.1 This questionnaire is to be completed in full by any security services company wishing to provide The Playhouse Company with a security / guarding service together with their tender submissions. All questions must be answered and where a question is not applicable, please enter N/A.

1.2 Failure to complete the questionnaire or giving false information will disqualify you from the tendering process.

2. Your organisation will be expected to provide the following:

	Detail	YES	NO	N/A
a	Continuous guarding and access control at the Theatre Complex and Head Office, Monday to Sunday, including public holidays.			
b	Core contingent posts staffed on every shift in accordance with the revised scope, including shift supervisor, control room operator, Stage Door security and Head Office guard.			
c	A separate lawful showtime guard pool for productions, rehearsals, functions and special events, without replacing or reducing the core contingent.			
d	Relief personnel to ensure that no required post is left vacant and that the service does not routinely depend on overtime.			
e	Capability to provide specialised guarding services during strikes, protest action, civil disturbance, threats, major events or other heightened-risk periods.			
Further questions and additional conditions may accompany the actual tender document.				

3. Corporate Structure — Please provide the following information.

	Detail	YES	NO	N/A
a	An organogram of the organisation's structure, done to branch level			
b	List of all branch locations			
c	The names and ID numbers of all the directors and senior managers down to branch level.			
d	A list of all shareholders and the name of the parent/controlling company if applicable.			
e	Details of the person with signing authority for the security contract.			
f	The organisation's status (CC, Partnership, or PTY(Ltd)) and registration number.			
g	Name of affiliated organisations or subsidiaries and their main line of business.			

h	Income tax and VAT numbers			
i	Date of establishment of the organisation and any changes in name since establishment.			
j	The name of companies you currently service, and contact persons for the top 5 contracts.			
k	Your organisation's mission statement.			
l	A list of all clients that have used your company in the past 3 years, including contracts terminated.			

4. Finance — Please provide the following.

	Detail	YES	NO	N/A
a	A copy of your latest audited balance sheet, or annual report if you are a listed company.			
b	Details of any current or pending Court actions against your organisation for finance, tax or insurance matters.			
c	Details of insurance cover, to cover public liability and employees' fidelity or negligence.			
d	Detail of client's compensation for losses incurred through negligence or improper conduct of your employees over the last 2 years. Please supply details of the conditions and provisions covering this compensation.			

5. Human Resources — Please provide the following.

	Detail	YES	NO	N/A
a	Your organisations PSIRA registration number			
b	A list of your internal training currently registered with the PSIRA and/or the name of the institution carrying out external training on your behalf.			
c	Confirmation that all your staff are registered with PSIRA. Only fully trained, qualified and paid up PSIRA members will be permitted to provide security service at The Playhouse Company.			
d	Details as to the level to which your in-house instructors are licensed to train.			
e	The percentage staff turnover for the last three years.			
f	Proof of workman's compensation cover.			
g	Proof of UIF coverage.			
h	List of unions with which your organisation has recognition agreements in place.			
i	Details of retirement funding and medical aid provision at guard level.			

j	General remuneration details at guard and supervisory level.			
k	General detail of your affirmative action program.			
l	A breakdown of the minimum level of education accepted for each level to site supervisor.			
m	Details of pre-employment medical examination done on guards.			
n	A copy of your disciplinary code to which your organisation is committed.			
o	A breakdown of incentive bonuses paid to your staff up to the level of site supervisor.			

6. Memberships — Please provide all security related organisation membership details.

7. Quality Control

	Detail	YES	NO	N/A
a	Do you have a quality control system in place? Please provide details.			
b	Do you have an internal quality auditor?			
c	Please provide details of your site-auditing program.			
d	Are your guards subjected to polygraph testing, if necessary? How often and by whom?			

8. General

	Detail	YES	NO	N/A
a	Are your guards trained in firefighting safety and first aid, and by whom?			
b	Do you have a control room that is manned on a 24 hour basis and where is it situated? Provide contact number?			
c	Please give details of the equipment provided by your organisation, which is at the disposal of the site guards.			
d	Please give details of the communication equipment at your control room.			
e	Does your organisation provide an armed response service?			
f	Please give details of your investigations service, if any.			
g	Please give details of your confidential tip off service, if any.			
h	Please detail all alternative services that your company can provide e.g., medical response, armed response etc.			
i	Does your site supervisor have a company cellular phone? Provide contact number?			

9. Core Requirements

	Detail	YES	NO	N/A
a	All security guards must be registered with PSIRA and trained according to the standards laid down by PSIRA prior to commencing duties at The Playhouse Company. Copies of all certificates must be provided for all			

	guards performing duties at The Playhouse Company, including the site supervisor.			
b	The use of casual staff will not be accepted.			
c	The Playhouse Company will interview all security staff prior to them being posted at The Playhouse Company and reserves the right to select the candidates most suited to The Playhouse Company's needs. This includes all replacement staff.			
d	The Playhouse Company requires that the security service must be maintained at all times through any disruption such as strike and industrial action.			
e	The replacement of absence vacancies by overtime is unacceptable. Provision must be made for relief guards where reasonably practicable.			
f	All guards must be in full uniform at all times whilst on duty (corporate dress for women and collar, tie, blazer for men). Combat dress is not acceptable.			
g	The security service provider will be held liable for any direct or indirect losses incurred as a result of negligence or dishonesty on the part of your employees.			
h	Security staff will not have access to change room or locker facilities at The Playhouse Company unless that access is required in the line of their duties.			
i	The successful bidder may not cede or assign its rights and obligations in terms of this bid or any contract flowing from such bid.			

SECTION 12: EVALUATION CRITERIA AND SCORING MATRIX:

Only bidders that meet all prequalifying criteria and mandatory administrative requirements will proceed to functionality evaluation. Bidders must achieve a minimum functionality score of 75 out of 100 points to proceed to price and preference evaluation. Price and preference will be evaluated in accordance with the Preferential Procurement Regulations, 2022 and the applicable preference point system stated in the bid document.

Criterion	Evidence required	Scoring guidance	Points
1. Understanding of scope and methodology	Bidder must submit a detailed security methodology and site-specific approach for both premises that demonstrates an understanding of the Playhouse operating environment; continuous Monday–Sunday coverage; proposed shift arrangements; practical implementation of Theatre Complex and Head Office requirements The submission must address access control; Stage Door operations; Head Office security; control room duties; CCTV, alarm and radio monitoring; internal and external patrols; contractor, visitor and delivery control; asset protection; audience entry and exit; backstage and production-related security; confidentiality; emergency response; lawful search, detention and arrest procedures; incident escalation; and performance in a public-facing performing arts environment operating during the day, evenings, weekends and public holidays.	20 Points: Complete, practical and fully aligned to the scope. 12 Points: Generally adequate, with minor omissions. 6 Points: Limited, generic or materially incomplete. 0 Points: No relevant methodology submitted.	20
2. Staffing plan, roster and supervision	Bidder must submit a staffing organogram or deployment schedule confirming the proposed operating model, proposed shift times, total headcount, relief factor and sample duty roster. The submission must demonstrate continuous lawful staffing of the required core posts, including Shift Supervisor, Control Room Operator, Stage Door Security and Head Office Guard; separation of the core contingent from the showtime guard pool; weekly rest, leave, training and predictable absence cover; prevention of vacant posts; shift handover arrangements; supervisory duties; reporting lines; escalation processes; weekly management site visits; attendance at performance meetings; and corrective-action tracking.	20 Points: Complete and fully demonstrates lawful staffing capacity and supervision. 14 Points: Generally adequate, with minor gaps. 7 Points: Limited or does not clearly demonstrate capacity. 0 Points: No relevant staffing plan or roster submitted.	20

3. Personnel qualifications, vetting and training	Bidder must submit details of PSIRA registration and grading arrangements, staff vetting, screening, approval processes and training programmes. The submission must address PSIRA Grade B supervisory requirements; PSIRA Grade C security officer requirements; control room competence; training in access control, CCTV/radio/incident logging, incident reporting, emergency response, fire awareness, first aid, customer service and site induction; communication capability, including English and isiZulu where required; refresher training; and training record management.	15 Points: Complete personnel, vetting and training evidence fully aligned to the scope. 10 Points: Generally adequate, with minor gaps. 5 Points: Limited, generic or materially incomplete. 0 Points: No relevant personnel, vetting or training evidence submitted.	15
4. Equipment, control room and technology support	Bidder must submit a detailed list of equipment, communication tools, records and technology support to be supplied or used for the service. The submission must include base and handheld radios, spare communication units, direct communication with the service provider's 24-hour control room, guard-monitoring equipment or use of Company systems, occurrence book, duty roster, attendance register, radio register, key register, contractor register, access registers, incident register, lost-and-found register, personal equipment, uniforms, torches, rainwear, maintenance arrangements and replacement procedures for defective equipment.	5 Points: Complete and fully aligned equipment and control room support evidence. 3 Points: Generally adequate, with minor omissions. 1 Points: Limited, generic or materially incomplete. 0 Points: No relevant equipment or control room evidence submitted.	5
5. Relevant experience and track record	Bidder must submit five relevant contactable reference letters for comparable guarding contracts completed or currently being performed within the preceding five years. Each reference letter should indicate the client name, nature of services, contract period, contract value, contact person and contact details. Comparable contracts should relate to public-facing, theatre, event, arts, hospitality, government, commercial or other high-foot traffic facilities of similar size or complexity. The bidder must also disclose comparable contracts lost, terminated or not renewed, together	15 Points: 5 or more comparable contracts. 12 Points: 4 comparable contracts. 9 Points: 3 comparable contracts. 6 Points: 2 comparable contracts. 3 Points: 1 comparable contract.	15

	with the reasons and corrective action where applicable.	0 Points: No comparable contracts or insufficient evidence.	
6. Showtime, relief and continuity capability	Bidder must submit details of its showtime guard pool, relief arrangements and service continuity measures. The submission must address availability of a separate trained, vetted and approved showtime guard pool for productions, rehearsals, functions and special events; lawful flexi-time or variable-deployment arrangements; call-off mobilisation arrangements; ordinary hourly rates and premium rates for showtime guards; minimum call-out charges where applicable; transport arrangements where authorised duty ends after normal public transport is reasonably available; relief pool capacity; absenteeism arrangements; and continuity measures to ensure that no required post is left vacant.	5 Points: Complete and practical showtime, relief and continuity plan submitted. 3 Points: Basic plan submitted, with minor gaps. 1 Points: Limited, generic or materially incomplete. 0 Points: No relevant showtime, relief or continuity plan submitted.	5
7. Industrial action, emergency and heightened-risk response	Bidder must submit an industrial-action and heightened-risk contingency plan. The plan must address strikes, protest action, picketing, civil disturbance, threats, major events and other heightened-risk periods; escalation and command structure; rapid mobilisation; lawful crowd and access management; incident containment; liaison with SAPS, emergency services and relevant authorities; availability of trained specialised personnel; lawful equipment; response times; assumptions; and any mobilisation charges or separate rates applicable to specialised deployments.	5 Points: Complete, practical and lawful contingency plan submitted. 3 Points: Generally adequate, with minor gaps. 1 Points: Limited, generic or materially incomplete. 0 Points: No relevant industrial-action or heightened-risk plan submitted.	5
8. Reporting, quality assurance and contract management	Bidder must submit details of reporting, quality assurance, inspection, complaint-handling and contract management arrangements. The submission must address incident reporting within required timeframes; monthly performance reporting covering staffing, vacancies, patrol compliance, incidents, trends, equipment, training, complaints, corrective actions, statutory compliance and showtime deployments; record retention; audit-readiness; site inspections; quality	5 Points: Complete reporting, quality assurance and contract management evidence submitted. 3 Points: Generally adequate, with minor gaps. 1 Points: Limited, generic or materially incomplete.	5

	assurance tools; supervisor sign-off sheets; complaint registers; corrective-action logs; business continuity; contract management meetings; and KPI/service-level monitoring.	0 Points: No relevant reporting, quality assurance or contract management evidence submitted.	
9. Financial capacity and sustainability	Bidder must submit audited financial statements for the latest three financial years. Where audited financial statements are not legally required, independently reviewed annual financial statements or accountant-confirmed financial statements. The evidence must demonstrate the bidder's financial capacity and sustainability, including the ability to carry payroll and operational expenditure, mobilise resources, sustain service delivery for the contract period, and maintain a going-concern position where ascertainable.	10 Points: Required financial statements submitted and evidence demonstrates strong financial capacity to mobilise, carry payroll and operational expenditure, and sustain the contract. 6 Points: Required financial statements submitted and evidence demonstrates reasonable financial capacity, with minor gaps or reservations. 3 Points: Limited financial evidence submitted or material uncertainty exists regarding the bidder's ability to mobilise and sustain the contract. 0 Points: No relevant financial statements or financial capacity evidence submitted.	10
Total functionality score			100

Scoring guide: For each criterion, evaluators must allocate points proportionately based on the quality, completeness, relevance and credibility of the bidder's submission. Full points should only be awarded where the bidder provides clear, specific and verifiable evidence that fully meets or exceeds the scope requirements. Partial points should be awarded where the response is adequate but lacks detail or supporting evidence. Zero points should be awarded where the bidder does not respond, provides irrelevant information, or fails to demonstrate capability.

Score level	Guidance for evaluators
Excellent / full score	The bidder provides clear, complete, specific and verifiable evidence that fully meets or exceeds the requirement. The response is directly aligned to the scope, practical, lawful and supported by credible documentation.
Good / high partial score	The bidder substantially meets the requirement and provides relevant supporting information, but minor detail or supporting evidence is limited.
Adequate / moderate partial score	The bidder addresses the requirement in general terms and appears capable, but the response lacks sufficient detail, specificity or supporting documentation.
Poor / low partial score	The bidder provides limited, generic or unclear information and does not adequately demonstrate how the requirement will be met.
Zero	The bidder does not respond to the requirement, provides irrelevant information, or fails to demonstrate capability.