



SCM /Tender Ref #:	DWYPD 05 – 2025/26
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Request for proposals for:

Provisioning of Physical Security Services for the Department of Women, Youth, Persons with Disabilities(DWYPD) for a period of 3 years (36 Months)

Bid closing date and time as well as the date and time of briefing session (if any) are indicated on the attached SBD1. Quotations / proposals received after the closing date and time indicated on SBD 1 will not be accepted.

Bidders must provide 1 (one) original and 5 (five) copies of proposals.

Only 1 (one) original price proposal and SBDs are required.

Estimated project start date:	Expected project duration (Months)
March 2026	36 Months

1. BID INFORMATION

Information and guidelines on the format and delivery of bids are contained in the attached bid documents. Please take note of the closing date and the date for compulsory briefing session (if any).

2. PROPOSAL FORMAT

A detailed proposal in response to this ToR must be submitted. The proposal should contain all the information required to evaluate the bid against the requirements stipulated in this terms of reference. The following must be attached to the proposal as annexures:

- **Annexure B:** Summary of past experience (Must use attached excel template)
- **Annexure B1:** Pricing information. Price proposals must include VAT and should be fully inclusive to deliver the all outputs indicated in the terms of reference (Must use attached Excel template).
- The published terms of reference.
- All other forms / certificates required (see bid document).

3. CONDITIONS OF BID

Detailed conditions applicable to all bids are contained in the bid documents accompanying this Terms of Reference. Only suppliers that meet all the requirements stipulated in the terms of reference and bid documents will be considered.

No late bids will be accepted. Only bids from service providers that attended the compulsory briefing session on **20 January 2026 at 10h00**, will be considered. Bids must be valid for a minimum period of **120 days** after the closing date.

ENQUIRIES

Technical:

Mr. Vusimuzi Mahamba
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SCM General:

tenders@dwypd.gov.za

Initials of specification committee members: _____

1. BACKGROUND

The Department of Women, Youth and Persons with Disabilities intends to appoint a service provider that possesses the required knowledge and experience for provision of security guarding services. The appointed service provider will provide such services to the Department for a period of thirty-six (36) months.

2. REQUIREMENTS

- 2.1 The bidder must demonstrate knowledge and experience in the security industry, especially guarding services. Capacity to manage such a project is prerequisite.
- 2.2 The directors of the company must be South African born, please attach valid certified South African Identity Document (ID) not older than 6 months.
- 2.3 The company, its directors and personnel must be registered with PSIRA, and have a positive security clearance(s).
- 2.4 A company profile with in depth information must be attached to the bid document to enable the Department to ascertain that the bidder's security business meets the requirements with regards to infrastructure and capacity necessary to render security service.
- 2.5 Bidders must include a work plan with the budget reflecting all costs as per proposal in their bid. Failure to submit the work plan with the budget containing cost breakdowns (as per proposal) together with the bid will result in the bidder's bid being viewed as invalid and therefore rejected
- 2.6 Bidders are advised that this bid is fixed for the duration of the contract.
- 2.7 The security service provider must attach proof of UIF and COIDA Compliance Certificates (sworn affidavit must be attached for UIF).
- 2.8 Institutions/departments may not award any bid to a supplier who is not registered on the Central Supplier Database (CSD), please attach a copy of the CSD report not older than 30 days.

3. SCOPE OF THE PROJECT

- 3.1 The appointed service provider will be expected to perform the following:
 - Provide security guarding services 24 hours a day, 7 days a week (including Public Holidays),
 - General performance of security guarding services in terms of the Access to Public Premises and Vehicles Act as well as conditions of Private Security Industry Regulatory Act (PSIRA),
 - Operate electronic access security systems such as scanning machines and metal detectors installed in our building,
 - Ensure that persons removing any state equipment or property has valid authorisation and a proper recording is effected,
 - Perform regular patrols during and after hours within and around the departmental premises,
 - Provide necessary assistance during emergency operations.
- 3.2 The successful service provider will be expected to enter into a service level agreement (SLA) with the Department, which stipulate fee structure, payment schedules as well as terms and conditions applicable.

4. EXPERIENCE / TEAM COMPOSITION / PAST PERFORMANCE

4.1. Company composition (Company Director/s, Shareholder/s)

4.1.1. Empowerment Criteria

The Company Director/s, Shareholder/s must meet the **100% Black owned** criteria. Proven evidence of designated groups such as **40% Women** owned or **30% Youth** or **7% Persons with disabilities** will be an added advantage. Only South African owned security service providers will be considered for appointment.

4.1.2. Qualifications and Experience required

Bidders will demonstrate adequate experience through the number, types and geographical spread of projects/assignments undertaken. The attached template must be used to summarise experience and the proposal must contain details about projects worked on including roles, cost and duration as well as names and contact persons at contracting party.

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Roles*	Qualifications	Experience	
Director's	Minimum: Standard ten (10)/grade twelve (12) or equivalent qualification, PSIRA grade A Advantage: National Diploma/Degree in Security Management	Minimum: 3 years' experience in security and a positive security clearance/vetting	
Supervisor/s	Minimum: Standard ten (10)/grade twelve (12) or equivalent qualification, PSIRA grade B	Minimum: 4 years' experience in security supervision.	
Security Officers	Minimum: Standard eight (8)/grade ten (10) or equivalent qualification, PSIRA grade C	Minimum: 2 years' experience and proof of security related training or orientation.	
268 Lillian Ngoyi street, Pretoria CBD: Security Officers will work as follows during the day and nightshift including the weekends and Public Holidays			
GRADE	DESCRIPTION	DAY (06h00 – 18h00)	NIGHT (18h00 – 06h00)
Grade B Supervisor	Unarmed (24 hours; Mon-Fri)	1	1
Grade C Security Officer	Unarmed (24 hours; Mon-Fri)	7	2
Weekend			
Grade B Supervisor	Unarmed (24 hours; Sat-Sun including public holiday)	1	1
Grade C Security Officer	Unarmed (24 hours; Sat-Sun including public holiday)	2	2

DWYPD reserves the right to verify all qualifications through the South African Qualifications Authority and to subject all employees to security screening, only positive security screening/vetting result will be acceptable and verifiable experience indicated on CVs with third parties.

The deployment of guards /officers will be determined on appointment of the Service Provider.

4.2. Confirmation of experience, qualification and availability (the Company & Directors)

The following must be submitted for each of the proposed team members:

- 4.2.1 The security service provider must submit a valid certified PSIRA certificate. The company directors must submit valid certified South African Identity Documents (IDs). At least one of the directors must possess and submit a valid **PSIRA Grade A certificate**.
- 4.2.2 The security service provider must have a minimum of three (3) years operational experience as a security services provider to government. To support this, security service providers are required to submit at least 3 reference letter/s (on the letter-head of the company, and signed by management of that company) as proof that they have successfully facilitated, performed/ executed, or that they have been providing similar services for a period of at least three (3) years. Reference letter/s should include contactable details for verification purposes. Take note that no orders or award letter will be accepted or considered as reference letters.

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- 4.2.3 The service provider must be able to provide reasonable guarantees related to continuity and limitations on staff turnover. The objective would be to use the same security officers for the duration of the contract. The service provider must indicate staff turn-over in the last 12 months in percentage (%) i.e. Less than 20% or between 21-50% or 50% plus. The service provider must also submit names of seven additional personnel for security screening in order to serve as replacements during emergency.
- 4.2.4 The service provider must be able to provide security screening and clearance for director(s) and all employees.

5. INFRASTRUCTURE

The security service provider must have the following:

- 5.1 An operating office/ control room **within 100km radius from DWYPD offices** – which must be an immovable structure, attach proof of physical address in form of a utility bill or municipal accounts or lease agreements.
- 5.2 24 hour manned control room/response centre. An email as well as a dedicated voice/telephone line.
- 5.3 Minimum armed response time of 5 minutes.
- 5.4 Base radio station at the head office and two- way radios must be in good working conditions. Base stations to be installed at DWYPD premises security guard room.
- 5.5 Licenced and roadworthy company vehicles. The proof of vehicles must be in the name of the company, company's owner(s)/director (s) or proof of rental and rental agreements must be provided and must be fit for purpose.
- 5.6 **The department reserves the right to conduct unannounced site visit prior to awarding of contract to the service provider.**
- 5.7 The company must provide proof of Public Liability insurance (attach certificate) and include the amount that is covered for.
- 5.8 The company must provide Proof of Loss/Theft insurance for cases that may occur during the contract period. The amount of the Insurance for Losses and Theft must be indicated.

6. THE SECURITY SERVICE PROVIDER MUST PROVIDE THE FOLLOWING TO THE SECURITY OFFICERS

- 6.1 Full corporate uniform (trouser, shirts, skirt, pullover, jersey, blazers and black shoes).
- 6.2 Torches
- 6.3 2-way radios
- 6.4 Base radios
- 6.5 Occurrence Book
- 6.6 All Security registers
- 6.7 Hand held metal detectors
- 6.8 Pocket Books
- 6.9 Pens
- 6.10 Handcuffs
- 6.11 Batons
- 6.12 Electronic patrol track sticks for the building (clocking system)

7. COSTING METHODOLOGY

- 7.1 Provide fully inclusive quotation / proposal for the duration of the contract.
- 7.2 Prices must be inclusive of VAT (if VAT registered), PSIRA annual increases inclusive and quoted in South African Rand. All costs to fully execute all deliverables indicated in this ToR for a period of 36 months must be included the quote. No variation in contract price will be permitted except where instances are stipulated in this TOR. **Annexure B1** must be used to summarise costing.
- 7.3 Costing should be aligned with the project activities/project phases.
- 7.4 Prices must include all services (armed response, radio licenses, infrastructure costs, clothing and equipment, guards of the grades mentioned and all other expenses).
- 7.5 The service provider will be required to disclose the actual amounts paid to security officers and supervisors. The service provider must meet the minimum salary as per PSIRA provision. The Department may request salary advice/pay slips from security officers and supervisors for verification purposes.

8. EVALUATION OF BIDS

Initials of specification committee members: _____

a. Administrative requirements

Annexures B and B1 **must** be completed using Microsoft Excel or compatible software. Annexures completed by hand (in writing) will not be accepted and such bids will be regarded as administratively non-compliant.

Only bids / quotes that comply with all administrative requirements and that submitted all required bid documents (acceptable bids) will be considered during the functional evaluation phase. Only acceptable bids / quotes will be scored by the Bid Evaluation Committee against the functional criteria indicated in this Terms of Reference.

b. Scoring of bids (functional criteria)

The following weighting and scoring system will be applied to the evaluation of all functional criteria:

Weight allocation	Scoring system
1 – Value adding requirement (minimum score of 2)	1 – Does not comply with the requirements
3 – Important requirement (minimum score of 6 or 9)	2 – Partial compliance with requirements
5 – Essential requirement / integral part of project (minimum score of 15)	3 – Full compliance with requirements
	4 – Exceeds requirements

Score per criteria: The final score obtained by a bidder for each criteria will be calculated by multiplying the weight and the score indicated by each Bid Evaluation Panel member and then by averaging the scores of all panel members. The average score per criteria is expressed as a number.

The **overall score** obtained by a bidder (expressed as a percentage) will be calculated as follows:

$$\text{Overall Score (\%)} = \frac{\text{Sum of average scores for all criteria}}{\text{Sum of weights} \times 4} \times 100$$

c. Functional evaluation Part 1 – Quantitative criteria

Part 1: Minimum functional requirements (administrative compliance) : Only bids that meet **all 10** requirements below will proceed to functional evaluation part 2.

Mandatory /Functional Criteria		Yes=3	No=1
1.1	The security service provider must attach valid PSIRA certificate for the company. Refer to par 2.3 and 4.2.1		
1.2	The Director(s) must submit a valid certified South African ID and provided a positive screening/Vetting report/certificate Refer to par 2.2 and 4.2.1		
1.3	Attach proof of Valid PSIRA Grade A certificate/s for Director/s, as per par 2.3 and 4.2.1		
1.4	The security service provider must attach a proof of COIDA compliance Certificate (sworn affidavit) Refer to par 2.7.		
1.5	The security service provider must attach proof of UIF compliance Certificate/affidavit Refer to par 2.7.		
1.6	Attach Reference letter/s as per par 4.2.2 and Annexure B of the TOR		
1.7	An operating office/ control room within 100km radius from DWYPD offices – which must be an immovable structure as per par 5.1 (attach proof of physical address)		
1.8	Attach proof of Company vehicle/s, or ownership, (copy of vehicle registration certificate) ref to par 5.5		
1.9	Public liability Insurance (attach certificate) as proof of coverage as per par 5.7		
1.10	Proof of Loss/Theft Insurance (attached insurance coverage certificate) as per par 5.8		

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d. Functional evaluation Part 2 – Qualitative criteria

The functional evaluation criteria indicated below will be applied during Part 2 of functional evaluation to all bids that met the minimum requirements stipulated under Functional evaluation Part 1. During part 2 the Bid Evaluation Committee may:

- a. Evaluate and score bids based on the bid documents and proposals submitted; or
- b. Provisionally evaluate and score bidders based on proposals submitted and then invite bidders that met all requirements under Part 1 and a provisional overall score of at least 60% for both functional evaluation parts 1 and 2, to present their bids.

The final evaluation and scoring of bids will be based on the proposals submitted, as well as on information provided by bidders during bid presentations (if applicable). Presentations can be used to summarise and clarify bids and may not substantially depart from the proposals submitted.

If a bidder is unable to attend a bid presentation on the date requested by the Bid Evaluation Committee, then the bidder must be afforded another opportunity within 5 workings. If a bidder is for a second time unable to attend a bid presentation, then the bid must be evaluated based on the bid documents and proposals submitted only.

Part 2: Minimum functional requirements: Only bids that obtained the minimum score for each criteria for both functional evaluation parts 1 and 2, will proceed to Due diligence part 3 of the evaluation

Functional Evaluation Criteria		Weight	Min. Score
2.1	The security service provider must have a minimum of three (3) years operational experience as a Physical Security Services provider as paragraph 4.2.2. 1= 0-2 years of experience operational as a Physical security service provider. 3= 3 years of experience operational as a Physical security service provider. 4= 3+ years of experience operational as a Physical security service provider.	9	3
2.2	Empowerment Criteria (par 4.1.1 of TOR) 1 = Bidder does not meet the Empowerment criteria 3 = Bidders meet the 100% black owned criteria, and 40% Women owned criteria 4 = Bidders meet the 100% black owned criteria, and exceed the 40% Women owned criteria as well as provide proof of 30% youth owned or 7% disability owned.	9	3
2.3	Director(s) (par 4.1.2 of ToR): 1= The director(s) does not meet the minimum requirements for either experience or qualifications. 2= The director(s) partially meets minimum experience and qualifications requirements. 3= The director meets all of the minimum experience and qualifications requirements. 4= The director(s) exceeds minimum experience or qualifications requirements.	9	3
2.4	Supervisor(s) (par 4.1.2 of ToR): 1= The supervisor(s) does not meet the minimum requirements for either experience or qualifications. 3= The supervisor(s) meets all of the minimum experience and qualifications requirements.	9	3

Part 3: DUE DILIGENCE (bidders must score (3) yes for all the 5 criteria below)

Only bidders that met the functional requirements for part 1 and 2 will proceed to part 3 of the evaluation.

DUE DILIGENCE (paragraph 3.1-3.6)		Yes=3	No=1
1.	An operating office/control room within 100km radius from DWYPD offices – which must be an immovable structure.		
2.	24 hour manned control room/response centre. Email and dedicated voice/telephone line as per par 5.2		
3.	Maximum armed response time of 5 minutes (Demonstrate) as per par 5.3		
4.	Base radio station and Two- way radios must be in working condition (testing) as per par 5.4		
5.	Company vehicle/s vehicle suitable for this purpose as per par 5.5		

Note: Bids that score 3 (yes) for all the requirements above will proceed to the price and specific goals (PPFA)

e. PRICE AND SPECIFIC GOALS (PPFA)

Only bids that meet the minimum administrative and functional requirements / specifications indicated in the ToR (qualifying bids) will be evaluated in terms of the Preferential Procurement Framework Act and related regulations – see bid documents. The evaluation method (80/20 or 90/10) and preference points allocation applicable to this bid are indicated in the attached SBD 6.1.

9. CONTRACT MANAGEMENT

The successful bidder will be required to enter into a service level agreement (SLA) with the Department of Women, Youth and Person with Disabilities. The National Treasury General Conditions of Contract (GCC) will form part of the SLA to be concluded between DWYPD and the successful bidder. Bidders should familiarise themselves with the content standard GCC's.

Bidders should note that:

- All information related to this bid, or information provided to the service provider subsequent to the award of this bid, must be treated as confidential and may not be disclosed in any way to third parties without the explicit written consent of DWYPD.
- The Departmental security management reserves its right to carry out after hour's inspection to assess compliance with these requirements.
- The service provider shall provide a monthly report to the Department on identified challenges, suggestions, improved methods and work programmes, personnel turnover, remedial actions and all other related matters concerning the agreement.
- The monthly meetings will be held between the client's representative and the service provider's Operational/area manager, site supervisor and/or representative.
- The service provider should report to the delegated official or official responsible for security services.
- Monthly reports should be provided to the DWYPD official responsible for security services.

10. SPECIAL CONDITIONS APPLICABLE TO THIS BID

- A compulsory site visit will be limited only to bidder's responsive after part 1 and 2 of the evaluation criteria.
- A compulsory briefing session will be held at **268 Lillian Ngoyi Street, Pretoria central Fedsure Forum building, 1st floor, Reception area** on **20 January 2026 at 10h00**, and bidders failing to attend will be disqualified. All bidder to ensure that you arrive well in time for the briefing session. Registration of attendance will be closed upon starting of briefing session. No late registration will be accepted.
- DWYPD will furnish the Service Provider with all relevant and available data and information, which is necessary to perform the services under the agreement.
- DWYPD will become the owner of all information, documents, programmes, advice and reports generated and compiled by the Service Provider in the execution of the services.

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- e. The copyright of all documents and reports supplied by the Service Provider will vest in DWYPD and may not be reproduced or distributed or made available in any other way without the written consent of DWYPD.
- f. All information, documents, programmes and reports must be regarded as confidential and may not be made available to any unauthorized person or institution without the written consent of DWYPD.
- g. The Service Provider is entitled to general knowledge acquired in the execution of this agreement and may use it, provided that it shall not be to the detriment of the DWYPD.
- h. Conditions stipulated in the general conditions of contract will be applicable should any of the parties failed to deliver, read together with the service level agreement signed by both contract.
- i. On termination of the agreement, for whatever reason, all documents, programmes, reports, must be handed to DWYPD. The Service Provider relinquishes the right of retention thereof.
- j. The Department reserves the right to terminate the contract if the State Security Agency clearance is negative for company, directors and its employees.
- k. No employee or Director(s) with a negative clearance may enter DWYPD premises.
- l. Security officers shall not carry fire arms on Departmental premises.
- m. The Department will possibly relocate to a new building with approximately 5 200 m² before the contract terminates. Changes will be communicated in advance to the appointed service provider for realignment and agreement of security requirements.

11. PAYMENT STRUCTURE

The Department shall pay amounts due within thirty (30) days, after the receipt of a valid invoice for services rendered from the service provider.