

Armed response and security services Contract Technical Evaluation (Minimum Threshold is 75%)

Technical	Evaluation Criteria	Weighting	Gate Keeper
A. Mandatory Eligibility (Gate 0 – non-scored, pass/fail) All bidders must submit documentary proof at closing; failure = disqualification.	1. PSiRA Registration (company) and valid PSiRA cards for proposed armed response officers. 2. Local footprint in the service area (within a 50km radius from 15 Pasita Street Rosenpark, Cape Town) to achieve the contracted response time.		Yes
1. Service Methodology & Risk Management (installation, commissioning, integration,	0=generic; 3=method statements cover WI items; 5=clear site-specific risks & mitigations, test plans, POPIA & audit trails.	20%	
2. Control Room Capability & Monitoring Uptime	0=no proof; 3=single site, basic logs; 5=redundant facility + documented uptime & sample monthly dashboard.	30%	
3. Armed Response Performance Plan	0=unclear; 3=basic SOP & average times; 5=evidence-based coverage model, historic KPIs in similar suburbs.	10%	
4. Patrol Programme (100% nightly, route design, proof	0>manual book; 3=basic app; 5=geo-tagged proof, exception analytics & monthly trend reports.	10%	
5. Staff Competence & Compliance (PSiRA grades	0=lacking; 3=PSiRA cards + basic proficiency; 5=full matrix with refresher schedule and proof of latest shoots.	10%	
6. Installation & Technical Capability (ability to supply/install	0=outourced only; 3=own technicians + examples; 5=certified installers + sample as-built pack.	10%	
7. References & Past Performance (≥3 similar contracts in last 3–5 years; KPIs	0=none; 3=2 refs; 5=3–5 refs with verifiable KPI letters.	10%	
Total Score		100%	