

REFERENCE: RFP 42/2025
PROVISION OF ARMED RESPONSE SECURITY AND ALARM MONITORING SERVICES FOR GAUTENG INCLUDING WITBANK AND STANDERTON ON A NON-EXCLUSIVE BASIS
TECHNICAL EVALUATION CRITERIA

The below technical evaluation criteria will be scored out of a total of 100 points, and bidders are required to score a minimum threshold of **70** out of 100 points to proceed to the next stage of evaluation, namely price and specific goals evaluation.

#	Technical evaluation criteria	Scoring criteria	Points
1.	Experience in providing the Services		12
1.1	<p>Experience to render armed response security and alarm monitoring service:</p> <p>The bidder must provide three (3) reference letters from client organisations (entities) that have used the bidder to provide Armed Response Security and Alarm Monitoring Services in the past three (3) years.</p> <p>The references letters must be on the client organisation's company letterhead and include the following: company name, contact name, phone number, and duration of contract, a brief description of the services rendered and the value for the contract per year.</p> <p>Each client organisation reference letter should also include the average response turnaround time of the bidder when responding to security incidents.</p> <p>SARS will not accept an appointment/award letter as a source document for this requirement.</p> <p>SARS reserves the right to validate the above information with the individual client organisations.</p> <p>NB: SARS considers the 15-minute response time non-negotiable for security providers.</p>	<p>No references were submitted, or information submitted did not meet SARS requirements = 0</p> <p>The bidder submitted 1 reference letter in the client organisation letterhead containing all the required information with a minimum contract value of R 1 million (including Vat) per year and minimum contract duration of 3 years = 3</p> <p>The bidder submitted 2 reference letters in the client organisation letterhead containing all the required information with a minimum contract value of R 1 million (including Vat) per year and minimum contract duration of 3 years = 6</p> <p>The bidder submitted 3 reference letters in the client organisation letterhead containing all the required information with a minimum contract value of R 1 million (including Vat) per year and minimum contract duration of 3 years = 10</p> <p>Response Turnaround Time</p> <p>Response time is more than 15 minutes for all references = 0</p> <p>Response time is less than or equal to 15 minutes for only 1 reference = 0</p> <p>Response time is less than or equal to 15 minutes for 2 or more</p>	10
			2

#	Technical evaluation criteria	Scoring criteria	Points
		references = 2	
2.	Infrastructure & Capability		58
2.1	<p>Regional footprint: The bidder must submit proof that it has presence in the region.</p> <p>The bidder must submit a municipal utility bill in the bidder's name or a rental/lease agreement for the leasing of the bidder's office in the region.</p>	<p>No office presence in the region = 0</p> <p>1 or more offices in the region = 9</p>	9
2.2	<p>Armed response security officers: The bidder must submit a list indicating armed response officers currently employed by the bidder that are available for the execution of the service in the region. The list must include the following information:</p> <ul style="list-style-type: none"> - Name and surname; - PSIRA Number; - Employee Number; and - Region footprint. 	<p>Less than 15-Armed response Security officers in the region or list does not contain all required information = 0</p> <p>The bidder submitted a list including all required information for 15 or more-Armed Security Officers in the region = 5</p>	5
2.3	<p>The number of armed response vehicles: The bidder must submit a copy of motor vehicle registration documents in the bidders' company name of armed response vehicles or a rental/lease agreement to be utilised to render armed response services in the region.</p>	<p>Submitted copies of motor vehicle registration for less than 5 vehicles = 0</p> <p>Submitted copies of motor vehicle registration for 5 to 7 vehicles = 5</p> <p>Submitted copies of motor vehicle registration for 8 or more vehicles = 8</p>	8
2.4	<p>Control Room: The bidder must submit proof of the availability of the Control Room in the region. Bidder to submit Proof of ownership of the building where the control room is situated or a rental/lease agreement, the address of the control room and photos.</p> <p>Control Room Layout: The bidder must also submit a document detailing the layout of the Control Room that includes systems such as alarms, close circuit television (CCTV) and Certificate of Compliance (COC) and Safety File.</p> <p>The submission should also include photos and/or video (in an USB format) that depict the layout, equipment and systems of the control room in line with 15.4 of the BRS document (Landlines, Cellular telephones, Radio Base Station and two-way radios, alarm monitoring and response, tracking and tracing of all vehicles; alarm reception software and must be able to receive Global Systems for Mobile signals).</p>	<p>No control room or incomplete information submitted = 0</p> <p>Full information supported by photos submitted for 1 or more control room(s) = 5</p>	5
		<p>Did not submit a documented layout (including certificate and photos) of the control room including CCTV, alarm system, Certificate of Compliance, and a Safety File = 0</p> <p>Submitted a documented layout including certificate of the control room including CCTV, alarm system, Certificate of Compliance, and a Safety File = 5</p> <p>Submitted a documented layout including certificate of the control room including CCTV, alarm system, Certificate of Compliance and a Safety File including photos and/or video (in an USB format) that depict the layout, equipment and systems of the control room in line with 15.4 of the BRS document (Landlines, Cellular telephones, Radio Base Station and two-way radios, alarm monitoring and response, tracking and tracing of all vehicles; alarm reception software and must be able to receive Global Systems for Mobile signals) = 8</p>	8
2.5	<p>Bidder's Restrictions to Control Room: The bidder must submit the written procedure for the restriction into their Control Room.</p>	<p>Did not submit the procedure and explain how access to the control room is limited to authorised personnel = 0</p> <p>Documentary proof of the procedure and an explanation of how access to the control room is limited to authorised personnel = 5</p>	5

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2.6	Communication Tools: The bidder must provide a document indicating communication tools it uses to disseminate information and instructions to its armed response officers in the field.	Incomplete information or No Information Submitted = 0 The bidder submitted a document with details of communication tool utilised by the bidders' Control Room Operators to communicate with its armed response security officers in the field = 5	5
2.7	Response Plan: The bidder must provide a Response Plan and depicts its ability to meet the fifteen (15) minutes response threshold, whenever an alarm is triggered and/or breaches/incidents occur.	No detailed plan submitted, or response time is above 15 minutes = 0 Response plan that indicates how the bidder will respond to SARS Sites, within 15 minutes after an alarm has triggered, or if there is a Security Incident/breach, submitted = 3	3
2.8	Process analysis: The bidder must provide a detailed process as to how it will track, trace, and communicate between its Control Room and Armed Response vehicles.	Incomplete information or No Information Submitted = 0 Document detailing the process of tracking, tracing and communication between the bidder's control room and its armed response vehicles in the field, with no sample tracking report = 2 Document detailing the process of tracking, tracing and communication between the bidder's control room and its armed response vehicles in the field, as well as a sample tracking report, submitted = 5	5
2.9	Firearms: The bidder must provide a list of registered firearms, with license numbers currently available at their disposal that will be used within the region.	Less than 7 registered firearms with license numbers or Incomplete Information submitted or No firearms available = 0 The bidder has 7 to 9 registered firearms with license numbers = 3 The bidder has 10 or more registered firearms with license numbers = 5	5
3.	Services' Offering		30
3.1	Service delivery methodology: The bidder must submit a service delivery methodology that defines in detail how the bidder will: <ul style="list-style-type: none"> - Monitor SARS's alarms installed at the bidder's Control Room; - Dispatch armed response security officers to respond to security incidents; and - Effectively respond to emergencies (emergency response plan at SARS facilities) 	The bidder submitted a detailed delivery methodology that defines in detail 1 area or No information submitted = 0 The bidder submitted a detailed delivery methodology that defines in detail between 2 areas = 5 The bidder submitted a detailed delivery methodology that defines in detail all 3 areas = 10	10
3.2	Business Continuity Plan (BCP): The bidder must provide a document detailing its Business Contingency Plan (BCP) in the Control Room such as Uninterrupted Power Supply (UPS) for its Control room, generator backup, and network backup. NB: In accordance with SARS standards, the Business Contingency Plan (BCP) must include comprehensive information on the service provider's backup strategies. Specifically, it should outline procedures for maintaining operations during power failures such as load shedding, as well as protocols	No information submitted = 0 Submitted a proposal and specifications for a BCP for the bidder's control room, including onsite pictures of Uninterrupted Power Supply (UPS), generator backup, and network backup = 5	5

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	for addressing potential network interruptions or any other potential interruptions.		
3.3	Uniform acquisition: The bidder must provide a detailed acquisition process of uniform in line with Section 35 of the PSIRA Act No 56 of 2001 for armed response officers.	No uniform acquisition plan submitted or plan submitted does not align with Section 35 of the PSIRA Act No 56 of 2001 = 0 The bidder provided a detailed acquisition process of uniform in line with Section 35 of the PSIRA Act No 56 of 2001 for armed response officers = 2	2
3.4	Personal Protective Equipment (PPE): The bidder must submit procedures' pertaining to Personnel Protection Equipment (PPE), including but not limited to, bullet resistance jackets and firearm holsters.	No information submitted or Information submitted not detailed = 0 Submitted procedures pertaining to issuing and re-issuing of PPE, including but not limited thereto, bullet resistant jackets and firearm holsters = 2	2
3.5	Legislative Compliance: The bidder must submit proof of accreditation of their own shooting range or a Memorandum of Understanding or contract, which indicates that the bidder has access to a certified shooting range approved in line with SABS and the Firearms Control Act, 2000 (Act No. 60 of 2000).	Not submitted proof of accreditation of their own shooting range or a Memorandum of Understanding or contract which indicates access to a certified shooting range approved in line with SABS and the Firearms Control Act, 2000 (Act No. 60 of 2000) = 0 Submitted proof of accreditation of their own shooting range or a Memorandum of Understanding or contract which indicates access to a certified shooting range approved in line with SABS and the Firearms Control Act, 2000 (Act No. 60 of 2000) = 2	2
3.6	Compliance Training Plan: The bidder must submit an approved training plan and/or procedure to qualify and re-qualify its Armed Response Security Officers, as well as a list of accredited training centres (in terms of the Firearms Control Act, 2000 Act No. 60 of 2000) utilised for the training.	Not submitted a training plan and as well a list of accredited training centres (in terms of the Firearms Control Act, 2000 Act No. 60 of 2000) utilised for the training = 0 Submitted a training plan and as well a list of accredited training centres (in terms the Firearms Control Act, 2000 Act No. 60 of 2000) utilised for the training = 3	3
3.7	Disciplinary Code of Conduct: The bidder must submit disciplinary framework detailing disciplinary, appeal and dismissal procedures to address unacceptable behaviour.	Not submitted disciplinary procedures that addresses all three disciplinary, appeal and dismissal processes) that addresses unacceptable behaviour of its Security Officers = 0 Submitted disciplinary procedures (disciplinary, appeal and dismissal processes) that addresses unacceptable behaviour of its Security Officers = 2	2
3.8	Bidders' Operational Management Structure: The bidder must submit a management structure to support the Services provided to SARS. The structure should include Inter-alia- - Key contact person or contract manager; - Supervisors; - Managers; and - Senior Executive overseeing the services.	Bidder submitted management structure to support the Services that includes less than 4 areas, or No Information submitted = 0 Submitted management structure that includes all 4 areas to support the Services = 2	2
3.9	Incident Escalation procedures: The bidder must submit an incident escalation procedure whenever incidents or breaches occur, including Incidents	Not submitted clear escalation procedure between SARS, its employees, its control room, and management, including reporting of Security Incidents = 0	2

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	<p>reporting.</p> <p>NB: If the incident occurs the service provider must provide a report on the incident that it happened, where did it happen, how did it happen and the description of the incident, it should be reported to SARS management within an hour.</p>	Submitted a clear escalation procedure between SARS, its employees, its control room, and management, including reporting of Security Incidents = 2	
	TOTAL		100