

SCM /Tender Ref #:	DWYPD 05-2022/23
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Request for proposals for:	Provisioning of Physical Security Services for the Department of Women, Youth, Persons with Disabilities(DWYPD) (36 Months)
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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)
01/ 01/ 2023	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 **18 November 2022 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 Vusimuzi.Mahamba@dwypd.gov.za	SCM General: Mr. Teboho Mokemane tenders@dwypd.gov.za
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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 company, its directors and personnel must be registered with PSIRA, and have a positive security clearance(s).
- 2.3 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 as security service provider.
- 2.4 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
- 2.5 Bidders are advised that this bid is fixed for the duration of the contract.
- 2.6 The security service provider must attach proof of UIF and COIDA compliance Certificates.
- 2.7 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.

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 / SKILLS / TEAM COMPOSITION / PAST PERFORMANCE

The attached spreadsheet must be used to summarise qualifications, skills and past experience and to cost the proposal.

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 **7.5% persons with disabilities** will be an added advantage. Only South African 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	
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 of 2 years' experience and proof of security related training or orientation.	
350 Pretorius & 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)	6	3
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)	3	3

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 result will be acceptable and verify 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 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.
- 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.

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5. INFRASTRUCTURE

The security service provider must have the following:

- 5.1 An operating office/ control room **MUST BE WITHIN GAUTENG** – which must be an immovable structure, attach proof of physical address.
- 5.2 24-hour control room. An email as well as a fixed 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.
- 5.6 **The department reserves the right to conduct unannounced site visit prior to appointment**

6. THE SECURITY SERVICE PROVIDER MUST PROVIDE THE FOLLOWING TO THE 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 for the duration of the contract.
- 7.2 Cost must be VAT, PSIRA annual increases inclusive and quoted in South African Rand.
- 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 supervisor. The service provider must meet the minimum salary as per PSIRA provision.

Prices must be inclusive of VAT (if VAT registered) and must include all costs to fully execute all deliverables indicated in this ToR. No variation in contract price will be permitted. Annexure B1 must be used to summarise costing.

8. EVALUATION OF BIDS

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:

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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: Only bids that meet **all 10** requirements below will proceed to functional evaluation part 2. In cases where bidders submitted insufficient evidence or where evidence is ambiguous, bidders may be requested to provide additional evidence and may be re-scored based on this information. Additional information submitted may only be used as evidence to substantiate what is already contained in the proposal. The costing and content of proposals may not be amended.

Mandatory /Functional Criteria		Yes=3	No=1
1.1	The security service provider must attach valid PSIRA certificate for company .		
1.2	The security service provider must attach a proof of COIDA compliance Certificate.		
1.3	The security service provider must attach a proof of UIF compliance Certificate.		
1.4	Attach proof of Valid PSIRA Grade A certificate/s for Director/s, as per 4.2.1 .		
1.5	All company directors must be South African. (Copy of ID's to be attached)		
1.6	Attach Reference letter/s as per paragraph 4.2.2		
1.7	An operating office/ control room MUST BE WITHIN GAUTENG – which must be an immovable structure as per 5.1 (attach proof of physical address) .		
1.8	Attach proof of Company vehicle/s, Or ownership, (copy of vehicle registration certificate)		
1.9	Public liability Insurance (attach certificate)		
1.10	Proof of Loss/Theft Insurance		

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:

- Evaluate and score bids based on the bid documents and proposals submitted; or
- 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 as well as an overall score of at least 75% for both functional evaluation parts 1 and 2, will proceed to Due diligence.

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 2.2.2. 1= 1 year of experience 2= 2 years of experience 3= 3 years of experience 4= 3+ years of experience	5	15
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 and 7.5% disability owned.	3	9

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.

DUE DILIGENCE (paragraph 3.1-3.6)		Yes=3	No=1
1	An operating office/ control room MUST BE BASED AROUND GAUTENG – which must be an immovable structure.		
2	24 hour response centre. Email and fixed telephone line.		
3	Maximum armed response time of 5 minutes (Demonstrate) .		
4	Base radio station and Two- way radios must be in working condition.		
5	Company vehicle/s vehicle suitable for this purpose.		

Bids that score 3 (yes) for all the requirements above will proceed to PPPFA

e. Price / BBBEE / PPPFA

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 attached 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. A copy of the standard DWYPD SLA is available on the DWYPD tender's website. Bidders should familiarise themselves the content of the standard template.

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.

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- b. The Departmental security management reserves its right to carry out after hour's inspection to assess compliance with these requirements.
- c. 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.
- d. The monthly meetings will be held between the client's representative and the service provider's Operational/area manager, site supervisor and/or representative.
- e. The service provider should report to the delegated official or official responsible for security services.
- f. Monthly reports should be provided to the official responsible for security services.

10. SPECIAL CONDITIONS APPLICABLE TO THIS BID

- a. A compulsory site visit will be limited only to bidder's responsive after part 1 and 2 of the evaluation criteria.
- b. A compulsory briefing session will be held at **350 Pretorius and Lillian Ngoyi Street, Pretoria central Fedsure Forum building, 1st floor, Reception on 18 November 2022 at 10h00**, and bidders failing to attend will be disqualified.
- c. DWYPD will furnish the Service Provider with all relevant and available data and information, which is necessary to perform the services under the agreement.
- d. 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.
- 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. Appointment is subject to both parties being in agreement with the service level agreement; both parties must sign the agreement.
- h. 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.
- i. 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.
- j. 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.
- k. The security service provider must attach valid PSIRA certificate for company, directors and security officers and supervisor.
- l. The security service provider must attach a proof of UIF compliance.
- m. The company directors and employees must be South African.
- n. The Department reserves the right to terminate the contract if the State Security Agency clearance is negative for company, directors and employees.
- o. No employee or Director with a negative clearance may enter DWYPD premises.
- p. Security officers shall not carry fire arms on Departmental premises
- q. The Department will relocate to a new building with approximately 7000 m² before the contract terminates. Changes will be communicated in advance to the Service provider for realignment of 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.

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