



WESTERN CAPE GOVERNMENT SECURITY TRANSVERSAL CONTRACT

CLARIFICATION QUESTIONS AND ANSWERS

<p>Q1</p>	<p>a) Kindly confirm if it's compulsory to bid for the complete tender in all the regions or is it possible to tender only for certain regions.</p> <p>b) Do we need to quote on all regions, or can we choose which ones we want to quote on and further to this if we quote on City of CT for example do we need to complete the entire region or can we choose which sites in the region we want to quote on?</p> <p>c) Page 12 – 4.3 Combination of Services. Please advise if we are able to quote on specific areas within each region or if we must quote on an entire region i.e. Eden (Garden Route). Further to this, do we have to complete the pricing schedule in full for 4.3.1 to 4.3.6 in full or can we select individual regions.</p>
<p>A</p>	<p>In terms of line 10 of the WCBD 3.2- Pricing Schedule notes, bidders are required to submit pricing for Item/s that is/are in the Region/s that they are bidding for. Bidders are required to bid for all the sites under the item/s that they are bidding for in order for the bid to be deemed compliant.</p> <p>Please Note: A separate document that further explains how to complete the pricing schedule will be uploaded on e-tender portal on 8 May 2025.</p>
<p>Q2</p>	<p>a) Do we answer annexure B, which is the operational risk assessment?</p> <p>b) Please can you assist with the completion of the Annexure B: Operational Risk Assessment Questionnaires with the required proof documents/training certificates or attachments (proof of record) where do we put these documents inside the tender document or do we make a separate index to address Annexure B: ORA on its own.</p> <p>c) Point No. 6.3.2 on Page 14 – Risk Assessment Functionality. Must we complete this and submit it with the tender documents or will this be done if we are shortlisted and POCS visit our premises.</p>

	d) Referring to page 50 - Must pages 50 to 58 Operational Risk Assessment be completed by the tenderer?
A	<p>Annexure B: Operational Risk Assessment is provided for information purposes only at this stage of the process.</p> <p>Bidders are not required to complete or submit Annexure B, or any supporting documents, certificates, or proof of records related to Annexure B, with their bid submission.</p> <p>Similarly, no documents are required to be submitted with the bid in relation to paragraph 6.3.</p>

Q3	With respect to obtaining the COIDA letter of good standing, kindly see trailing emails. The current letters have therefore been extended on validity until 31 May 2025 as per the correspondence below, so how will Treasury deal with this?
A	Bidders whose COIDA Letter of Good Standing has expired who but who have been granted an extension of validity by the Department of Labour (DOL)- as confirmed in the correspondence provided - are required to submit their expired COIDA Letter of Good Standing together with proof of the extension granted by the DOL.

Q4	We kindly seek clarification on whether the pricing schedule must be completed by hand (using a pen) or if we are required to type the information directly into the provided Excel document
A	<p>The pricing schedule is provided in Excel format with pre-set formulas. Bidders are required to type their pricing information directly into the green-highlighted cells. A printed copy of the completed pricing schedule must be included with the bid submission.</p> <p>Please note: Bidders who progress to Phase Three of the evaluation process will be requested by the Western Cape Government to submit an electronic version of the same completed pricing schedule.</p>

Q5	Table 1 on page 4 of the tender, do we circle the answer yes/no here?
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A	No , bidders are not required to circle any responses in Table 1 on page 4. The table is provided for information purposes only, to outline the mandatory returnable forms and documents that must be included in the bid submission.
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Q6	<p>a) On page 8, clause 3.1.2 mentions we need to submit an electronic EXCEL format when requested. Can we add a flash drive as part of our submission with the excel sheet on it? We will ensure it is not password protected.</p> <p>b) Further to this 3.1.6 refers to us quoting on the 2025/2026 rates. To confirm you are referring to current rates?</p>
A	<p>a) As outlined in paragraph 3.1.2, bidders are required to submit a completed printed version of the Pricing Schedule as part of their bid submission. An electronic (Excel) version of the completed Pricing Schedule will only be requested by the Western Cape Government from bidders who progress to Phase Three of the evaluation. Therefore, bidders should not include a flash drive or electronic copy with the initial bid submission.</p> <p>b) Yes, paragraph 3.1.6 refers to the current rates as Gazetted.</p>

Q7	a) Point No. 4.2.4 on Page 12 Combination of Services. Can the armed response and K9 services be outsourced
A	No, the outsourcing of any services, including armed response and K9 services, is not permitted under these Terms of Reference, as explicitly stated in paragraph 4.2.4 .

Q8	Point No. 6.3.4 on Page 15, What is required for us to qualify for a moderate / Low risk rating?
A	<p>For the purposes of this bid, functionality will be assessed through an Operational Risk Assessment (ORA) conducted by the Department of Police Oversight and Community Safety (POCS). The ORA will include personal interviews, site visits, and reference checks.</p> <p>Following the assessment, POCS will assign a functionality score to each bidder, which will be mapped to a supplier risk rating, as detailed in Table 3 of the Terms of Reference (TOR). Bidders will receive one of the following risk ratings based on their ORA results:</p> <ul style="list-style-type: none"> • Low Risk: Eligible to render services at all sites under, this Terms of Reference (TOR). • Moderate Risk: Eligible to render services <i>only at sites classified as Low or Moderate Risk</i>.

	<ul style="list-style-type: none"> • High Risk or Extreme High Risk: Not eligible to render services at any site under this Terms of Reference (TOR). <p>Please note: The risk rating is one of several factors considered in the overall bid evaluation. The awarding of sites will be determined based on the outcomes of the four-phase evaluation process, as outlined in the TOR.</p>
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Q9	<p>a) Point No. A.3 on Page 53- We have a PAPA license and will use our own dog handlers, but can we outsource this to Canine for the dogs etc.</p> <p>b) Also, from Point A.3.1 to A.3.16 do we need to provide all this information and documents requested in the Risk Assessment, if we are outsourcing or will POCS do a risk assessment on Canine directly.</p> <p>c) As mentioned previously we do not have in-house armed response, kennels, dogs. We do however have a PAPA license. Are we able to subcontract these services</p>
A	<p>a) No. outsourcing any services – including canine (K9) services or the provision of dogs—is not permitted under these Terms of Reference, as explicitly stated in paragraph 4.2.4. All services must be provided directly by the bidder.</p> <p>b) Annexure B (Operational Risk Assessment) is provided for information purposes only at this stage. Bidders are not required to submit any of the information or documents listed in Annexure B with their bid submission.</p> <p>c) As noted above, subcontracting or outsourcing of any services, including armed response, kennels, or canine services, is not allowed under these Terms of Reference. All services must be delivered in-house by the bidder.</p>

Q10	Page 15 refers to BEE preference evaluation, can you please advise if this tender is 80/20 or 90/10
A	The preference points system applicable to this bid will be either the 80/20 or 90/10, depending on the lowest acceptable bid Per Item in the Pricing Schedule . The preference points system will be determined individually for each item, based on the value of the lowest acceptable bid for that specific item, as outlined in the Pricing Schedule.

Q11	<p>a) There is no mention of equipment costs in the pricing schedule e.g. metal detectors, vehicles, quad bikes etc. Only physical manpower and armed response. Is there anywhere else we need to complete this information? Or are you only asking for manpower costs at this stage?</p> <p>b) There is no mention of these services or any equipment in the TR 01 pricing schedule or tender document. Further to this, there is also no mention of security personnel equipment i.e. dogs, metal detectors</p>
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	etc. Are we only quoting on manpower at this stage, or where do we find the information on the pricing schedule or tender document referring to the breakdown in the abovementioned services.
A	Pricing must include all requirements necessary to perform duties in line with the Minimum Service Standards for each service type, as specified in Annexure C , (paragraph 13) of the TOR.

Q12	Referring to page 19 – WCSEB No – Please advise if the number required is the same number as the MAAA Number?
A	Yes, the Terms of Reference (TOR) refers to the MAAA number.

Q13	Armed response – Were the tenderer is awarded a contract outside our armed response footprint, are we then allowed to outsource the service?
A	Outsourcing of any type of service is prohibited under these Terms of Reference, as specified in paragraph 4.2.4.

Q14	<p>a) There are no totals for the dog handler at 3 Rusper street Maitland now it's not clear where is two or one Dog handler, please clarify.</p> <p>b) No. 3 Rusper Street Maitland for Dog Handlers 1 day and 1 night has no total to multiply rate quoted?</p>
A	The Terms of Reference (TOR) specify one Grade C Officer for the night shift and one Grade C Officer for the day shift at 3 Rusper Street, Maitland . Therefore, the total in Row 92, Column O should reflect 2 officers . Due to an omission, this total was not pre-populated in the schedule. Bidders are asked to use a total of 2 for pricing purposes .

Q15	<p>a) There are also no quantities for the 24-hour monitoring and armed response please clarify</p> <p>b) All 24-hour monitoring and Armed response request has no total to multiply for rates to be quoted?</p>
A	<p>The bidder is required to provide a quotation for 24-hour monitoring and armed response services for all WCG sites, as the service must be available on a 24-hour basis.</p> <p>Bidders are referred to Annexure C (referenced in paragraph 13 of the Terms of Reference), for the detailed Minimum Service Standards applicable to these services.</p>

	The Pricing Schedule does not specify quantities because the requirement is for continuous availability of the service across all designated sites. Bidders must ensure their pricing reflects the full scope of the required service as described in the Terms of Reference.
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Q16	The last column is highlighted with a reference list. What reference do we put?
A	<p>This column refers to the preference list, where bidders must rank the items (sites or regions) they are bidding for in order of priority, from highest to lowest preference.</p> <p>This ranking will assist the Western Cape Government (WCG) in applying the one-third allocation methodology, as outlined in paragraph 6.5.4.2. This methodology ensures that no single service provider is awarded more than one-third (or the nearest value above or below one-third) of the total items or sites included in this bid.</p> <p>Bidders should therefore indicate their preference ranking in this column to support the allocation process.</p>

Q17	I wanted to clarify the Affinity registration requirement. After inquiring with Affinity Health, we've been informed that they no longer issue registration certificates directly. Instead, they provide a Letter of Good Standing via the bargaining council, which serves as proof of registration. I've attached our email correspondence with Affinity Health for your reference.
A	<p>Following confirmation from the National Bargaining Council for the Private Security Sector (NBCPSS), we confirm that the Affinity Health Letter of Good Standing is no longer applicable or required.</p> <p>The NBCPSS now issues a Confirmation of Registration and Paid-Up Levies Letter, which serves as proof of both levy compliance and the health insurance coverage previously verified through Affinity Health.</p> <p>Bidders are therefore required to submit the NBCPSS Confirmation of Registration and Paid-Up Levies Letter as proof of compliance.</p>

Q18	With respect to the WCBD 3.2 pricing schedule, let's assume there is an item in A22M like Dog Handler and Dog Services which you as a bidder do not offer. Does that mean that you therefore cannot bid at all for A22M in its entirety.
A	Yes, the bidder must bid for the entire Item/s within the WCBD 3.2 Pricing Schedule for the bid to be deemed compliant.

Q19	Whilst we are still on item A22M, Column H speaks to Dog handler and Dog but your column P row 92 highlights a YES for Monitoring and Armed Response although you only want Dog Handling services. Can you kindly look into that, and correct?
A	Column P, Row 92 should indicate "NO," as monitoring and armed response services are not required for this site.

Q20	<p>Under clause 2.3.2 Table 2 of mandatory documents, item (f) on Affinity Health requires a certificate of registration and letter of good standing.</p> <p>Affinity Health does not issue a certificate of registration, but they do provide compliance in the form of confirmation under the National Bargaining Council confirmation of registration and paid-up levies. Besides this document, there is NO other document from Affinity.</p> <p>Is the above-mentioned document therefore the one we should submit?</p>
A	<p>Following confirmation from the National Bargaining Council for the Private Security Sector (NBCPSS), we confirm that the Affinity Health Letter of Good Standing is no longer applicable and therefore not required.</p> <p>The NBCPSS now issues a Confirmation of Registration and Paid-Up Levies Letter, which serves as sufficient proof of both levy compliance and the health insurance coverage previously provided under Affinity Health. Therefore, bidders are required to submit the Confirmation of Registration and Paid-Up Levies Letter issued by the NBCPSS in fulfilment of the requirement under clause 2.3.2, Table 2, item (f).</p>

Q21	<p>We refer to 4.2.4 which refers to combination of services such as physical guarding paired with Armed Response and Canine Services. It requests all necessary accreditations for all required services and states if we don't have accreditation for any component of service, such as dog handling, we will be deemed non-compliant.</p> <p>We have a preferred supplier that provides armed response; however, they are outsourced but we are able to obtain all their accreditations, but in saying this it will not be Grinnell Security in armed response.</p> <p>With regards to the canines, as mentioned, we have a PAPA license and currently outsource all canines, maintenance, inspections, and record keeping to Canine. Again, we are able to supply our PAPA license with Canine's accreditations. As per question 12 above, this refers to Page 53 A.2.1 – does your company provide armed response. Again, here we mentioned we have a preferred supplier and Grinnell do not perform their own in-house armed response. Is this acceptable or does this make us non-compliant. Please confirm how this will work, or if that deems us non-compliant.</p>
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A	<p>Outsourcing of any type of service is prohibited under these Terms of Reference, as explicitly stated in paragraph 4.2.4.</p> <p>Bidders are required to be fully accredited and directly capable of providing all the required services in-house, including physical guarding, armed response, and canine services, without subcontracting or outsourcing any component.</p> <p>Accordingly, bidders who rely on outsourced providers or third-party accreditations for any required service will be deemed non-compliant and will not meet the mandatory requirements of the bid.</p>
Q22	If we are not able to provide armed response internally, does this make us non-responsive.
A	<p>If the bidder submits an offer for the item that has armed response, but is unable to provide armed response services internally, the offer will be deemed non-responsive, as it does not constitute a complete and compliant bid for the full scope of services required under the specified item.</p>
Q23	Please confirm whether we are allowed to respond as a JV to this bid?
A	Yes, Bidders are allowed to submit offers as a Joint venture (JV). The last row of Table 1 makes provision for Joint Ventures.