

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER SECURITY SERVICES AT THE SOUTH AFRICAN DIAMOND AND PRECIOUS METALS REGULATOR HEAD OFFICE IN KEMPTON PARK FOR A PERIOD OF THREE YEARS OR (36) MONTHS.

1. BACKGROUND

The South African Diamond and Precious Metals Regulator (SADPMR) need to appoint a service provider to provide security services at its Head Office in Kempton Park. The appointed company shall provide physical security for 24 hours, 7 days a week including holidays for a period of three years or 36 months.

2. SCOPE OF SERVICE

2.1 The appointed company should provide physical security for 24 hours, 7 days a week including holidays for a period of three years or 36 months as required below.

- 2.1.2 Three (3) Day shift Armed with Handgun Security Officers from 06H00 - 18H00, and One (01) Unarmed security officer.
- 2.1.3 Two (02) Night shift Armed Security Officers with Handguns from 18H00 - 06H00.
- 2.1.4 Valid firearm competency certificate required, and it must be issued to Armed Security Officers deployed on site to ensure and confirm their competency to possess and carry firearms in accordance with the Firearms Control Act.
- 2.1.5 All with minimum of valid Grade C Private Security Industry Regulatory Authority (PSIRA) certificate and firearm competency certificate.

2.2 An overview duties and responsibilities of the Security Officers

2.2.1 To protect personnel, property, assets and information through implementation of security controls to create a safe working environment. The table below serves as a guidance of what duties and responsibilities are expected by the SADPMR.

Post / Shift	Core duties	Evidence required
Perimeter fence, Parking and Building	Patrol inside and outside the perimeter fence, inside and outside the building, inside the passages, offices, outside restricted areas, record and report any security or safety issues identified	Closed Circuit Television Video and biometric records and recorded patrols and armed response entries in an Occurrence Book (OB)
Access control – Main gate	Identity Documents (IDs) and biometric verification of persons, vehicles and parcels, recording of incident on OB and register/s	CCTV, Biometric records, OB and registers
Access control – Main door entrance into the building (SADPMR)	Conduct searches through X-Ray machine, handheld metals detector/s, Walk-through Metals detector, Record entries of incident in the OB and access registers	CCTV, Biometric records, OB and registers
Unauthorised Access Prevention	Access allowed to Authorised Persons ONLY	CCTV, Biometric records and registers and OB
Access to Restricted Areas	Conduct searches using handheld metals detectors	CCTV, Biometric records and registers and OB

Post / Shift	Core duties	Evidence required
	and recording of personnel information on access control register/s	
Reporting of security and safety issues	Assist, report and respond any security incidence to contractor's immediate Supervisor/s / SADPMR Security Manager or representative	CCTV, Biometric records, registers and OB
Reporting of emergencies and investigations	Assist, report and respond during any form of emergency occurring in the premises protected and conduct investigations and report outcomes of the investigation incidents	CCTV, Biometric records, registers and OB
Enforce security rules and policies	Ensure compliance with established rules, policies and safety procedures	CCTV, Biometric records, registers and OB
Provide customer service and assistant	Assist visitors, employee and public by providing directions and support when needed	CCTV, Biometric records, registers and OB
Security management reports	Hold Ad hoc, monthly / quarterly / annual security meetings with the SADPMR	Records of the meeting e.g. minutes

2.3. Additional services and conditions

- 2.3.1. Provision of a physical security service for 24 hours, 7 days a week including public holidays for a period of three years or 36 months

- 2.3.2. Security Officers including the Supervisor must always be in uniform. The Supervisor must be available at no fee only when doing inspections or when need arise.
- 2.3.3. Security Officers including the supervisor must be physically fit for proper execution of their duties. No Security Officer should report for work under the influence of any intoxicating substance(s) [i.e. alcohol, etc].
- 2.3.4. Security Officer's including the Supervisor must always be presentable, dedicated and display professionalism in their conduct which shall imply inter-alia, that there shall be no unnecessary arguments with visitors, staff or discourteous behavior towards them.
- 2.3.5. Declaration that the Security Officers including Supervisor shall refrain from any action which might be detrimental to the SADPMR or its employees.
- 2.3.6. Security Officers must possess at least level of Grade 12 or Matric.
- 2.3.7. No information concerning SADPMR activities may be furnished to the public or news media by the bidder and/ or their employees.
- 2.3.8. Recording of all security related incidents in relevant security registers.
- 2.3.9. Security Officers must be inspected once per day including weekends and public holidays by the bidder or its representative, while records of such visits must be kept by the bidder.
- 2.3.10. The SADPMR will subject Security Officers to Personnel Suitability Check to verify the following:
 - Citizenship
 - Criminal Records
 - Credit worthiness

- 2.3.11. The bidder shall ascertain from PSIRA records whether the security officers are properly registered. The bidder and its Directors shall be subjected to security screening. The bidder shall ascertain from the Department of Employment and Labour in relation to COIDA and UIF registration, and PSIRA, confirming that all armed and unarmed security officers deployed under the contract are properly registered and in good standing. Exploitation of security officers by bidder in terms of remuneration will not be tolerated by the SADPMR in accordance with the Service Level Agreement (SLA) as this may have potential of compromising security.
- 2.3.12. The bidder shall take all possible steps to ensure that the security services duties are executed as intended in the SLA contract.

3. LABOUR AND OTHER UNREST INCIDENTS

- 3.1 In cases where service is interrupted or temporarily deferred because of any labour unrest, labour disputes, civilian disorder, a local or national disaster, any other cause beyond the control of the service provider the parties must come to an agreement on the methods to ensure continuation of the security service. If it is the appointed bidder's personnel which are on strike, the appointed bidder must provide an alternative.
- 3.2 Should the security service be interrupted, suspended, or temporarily affected due to labour unrest, labour disputes, civil disorder, local or national disasters, or any other circumstances beyond the service provider's reasonable control, the parties shall consult and agree on appropriate measures to ensure the continued provision of security services.

4. PHASE ONE: MANDATORY REQUIREMENTS

The evaluation of the tender will be in three phases i.e. mandatory, functionality as well as pricing and specific goals.

- 4.1. The bidding company must be registered with PSIRA and be in good standing. Failure to submit valid PSIRA registration certificate shall result in automatic

disqualification.

- 4.2. The bidding company must have firearms registered under the company name. Failure to submit proof of registration under the company name shall result in automatic disqualification
- 4.3. The bidding company must submit a valid letter of good standing for COIDA. Failure to submit proof shall result in automatic disqualification.
- 4.4. The bidding company must have a public liability insurance cover for minimum value of R5 million or letter of intent from a recognized insurance service provider. Failure to submit shall result in automatic disqualification.

NB. In a case of bidders bidding as a joint venture both bidding bidders must submit proof of valid company registration from PSIRA.

5. PHASE 2: FUNCTIONALITY CRITERIA EVALUATION METHODOLOGY

Description of item	Requirements	Weighting
5.1 Company experience	The bidder must have maximum of 15 years' experience based on the previous signed SLAs /contract awarded /reference letters stipulating where similar work was successfully completed. • 3 – 5 years = 5 points • 6 – 10 years = 10 points • 11 - 14 years = 15 points • 15 or more years = 20 points	20
5.2 Security Officers' qualifications and	The bidder must submit six CVs of security officers with the following requirements: • Matric certificate /Grade 12	20

Description of item	Requirements	Weighting
experience.	• Minimum of Grade C PSIRA certificate • Firearm competency certificate • Minimum of 3 – years' experience All required certified certificates with minimum experience: 3 – 5 years = 10 points 6 – 7 years = 15 points 8 – 10 years = 20 points NB: All required certificates including a CV must be attached, valid and certified. Failure to submit the above required documentation will lead to zero (0) points allocated.	
5.3 Project Plan/Methodology	The bidder must submit a comprehensive Project Plan/ Methodology outlining the measures and procedures that will be implemented: • No project plan/ Methodology = 0 point • Business continuity plan- 5 points • Crisis management plan – 5 points • Safety plan – 10 points • Security plan – 20 points Project plan / Methodology outlining safety, security, business continuity and crisis management plans = 40 points.	40

Description of item	Requirements	Weighting
5.4 References	The bidder must provide 3 reference letters not older than 10 years stipulating where similar work was successfully completed. - No reference letter = 0 point 1 reference letters = 5 points 2 references letters = 10 points 3 or more references letters = 20 points The reference letters from the bidder must: - Be in a company letter head. - Include contact person and contact information - Be signed by relevant authority	20
	TOTAL POINTS	100

NB: BIDDERS OBTAINING 75 POINTS OR MORE SHALL PROCEED TO PHASE THREE (3) OF EVALUATION WHICH IS PRICING AND PREFERENCE POINTS.

6. PHASE 3: PRICING AND SPECIFIC GOALS EVALUATION:

The 80/20 Principle is based on pricing and special goals for SADPMR.

6.1 The following formula is to be used to calculate the points out of 80 for price inclusive of all applicable taxes.

6.1.1 A maximum of 80 points is allocated for price on the following basis:

$$Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where:

Ps = Points scored for price of bid under consideration

Pt = Price of bid under consideration

Pmin = Price of lowest acceptable bid

6.1.2 Price Evaluation: Project Cost

6.1.2.1 Provide fixed price quotation for thirty-six (36) months or 3 years.

6.1.2.2 Only one (01) price adjustment per annum will be accommodated based on the statutory/or sector agreements increase as per PSIRA tariffs. Cost must be VAT inclusive and quoted in South African Rand.

6.1.3. A maximum of twenty (20) points to be awarded to a bidder for the specific goals listed on the table below,

Specific Goals	80/20 Points System	Relevant Evidence
Enterprises owned by youth (51% shareholding).	5	Copies of ID's / CIPC / latest CSD/ Sworn affidavit
Enterprises owned by black women (51% shareholding).	10	Copies of ID's / CIPC / latest CSD/ Sworn affidavit
Entities that are small, medium, and micro enterprises.	5	CSD / BEE certificate / Sworn Affidavit

6.2. The following must be submitted to claim the points for specific goals:

6.2.1. CIPC proof and CSD Report for the last three (3) months from the closing date of this Tenderers are encouraged to obtain the three (3) months CIPC

proof and CSD Report from <https://eservices.cipc.co.za/>. Failure to submit the CIPC proof and CSD Report will result in zero (0) scoring for specific goals.

- 6.2.2. The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.
- 6.2.3. Final appointment to be awarded to the tenderer scoring the highest points.

7. Enquiries

- 7.1. Any enquiries must be referred, in writing, to the specified person in the bid document.

8. PROJECT OUTCOME

- 8.1. The appointed service provider must ensure safeguarding of all employees, assets and facilities at the SADPMR Head Office on a 24-hour, seven-day a week basis, including weekends and public holidays.

9. REPORTING REQUIREMENT

- 9.1. Improved access control through the monitoring and regulation of entry and exit points to ensure that only authorised person gain access to the premises.
- 9.2. Effective protection of personnel, visitors, assets, and facilities against theft, unauthorised access, and other security threats.
- 9.3. The appointed bidder must immediately alert the designated Security Risk Management officials of any security event, breach, threat, emergency or suspicious activity that may affect the safety of personnel, assets, information or facilities.
- 9.4. A detailed written report must be submitted to the Security Risk Management official within twenty-four (24) hours of the occurrence of the incident or within the agreed period to by the parties.
- 9.5. Detailed monthly security reports must be submitted by the selected bidder which must include, but not be limited to, security incidents, patrol operations,

access control statistics, risks identified, remedial actions taken and any other security related topics.

- 9.6 The appointed bidder must also attend monthly performance and operational review meetings with Security Risk Management to address service delivery, incident trends, risk mitigation measures, contractual compliance and potential for ongoing development.

10. CONTRACT DURATION

- 10.1. The appointed service provider shall provide security services for a period of three (3) years or 36 months.

11. OTHER CONDITIONS

- 11.1. Bidders must submit an original bid and **two (2)** copies of the technical proposal.
- 11.2. Bidders are further requested to separate financial proposals from technical proposal/two envelopes system.
- 11.3. Individuals and company registration with PSIRA will be verified for the appointed service provider.
- 11.4. SADPMR reserves the right to end the contract at any stage in accordance with the General Conditions of Contract.
- 11.5. SADPMR reserves the right not to appoint any bidder.

12. LIST OF ABBREVIATIONS

Abbreviation	Definition
SADPMR	South African Diamond Precious Metals Regulator
PSIRA	Private Security Industry Regulatory Authority
FCA	Firearm Control Act
COIDA	Compensation for Occupational Injuries and Disease Act
CIPC	Companies of Intellectual Property Commission

Abbreviation	Definition
CSD	Central Supplier Database
BEE	Black Economic Empowerment
ID	Identity Documents
SLA	Service Level Agreement
DOEL	Department of Employment and Labour
OB	Occurrence Book
CCTV	Closed Circuit Television

13. REFERENCES – LEGISLATIONS

- Private Security Industry Regulation Act 56 of 2001
- Occupational Health and Safety Act 85 of 1993
- Firearms Control Act 60 of 2000
- National Strategic Intelligence Act 39 of 1994
- Compensation for Occupational Injuries and Disease Act 130 of 1993.

NB: Briefing session will be compulsory!!

Definitions of term/s

Labour unrest is a broad, non-technical term for collective industrial action, such as strikes, lockouts, go-slows, and public protests.