

William Humphreys
Art Gallery



an agency of the

Department of Sport, Arts and Culture

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11 December 2023

WHAG – RFQ 07-2023 -TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE MONITORING OF ALARMS, ARMED RESPONSE SERVICES AND MAINTENANCE OF SECURITY ALARMS AND RELATED SECURITY SERVICES FOR A PERIOD OF 36 (THIRTY-SIX) MONTHS

The William Humphreys Art Gallery (WHAG) based in Northern Cape is a schedule 3 public entity (not for profit) and public benefit organisation supported by the National Department of Sport, Arts and Culture (DSAC). The William Humphreys Art Gallery provides for the aesthetic and cultural needs of the local community it serves as well as to the people of South Africa and the African continent.

William Humphreys Art Gallery invites quotations for monitoring of alarms, armed response services and maintenance of security alarms and related security Services for a period of thirty-six months in full compliance with the Public Finance Management Act (PFMA) Act 1 of 1999 and related regulations.

For enquiries, bid specifications and mandatory documents to be completed contact Tumelo Semosa at 053 831 1724.

No briefing session will be held for the required service. Please refer to the attached floor plan to familiarise yourself with the Gallery.

Closing date for proposals is 12 January 2024 at 16h00. Submit written proposal via email to tumelo@whag.co.za

The William Humphrey Art Gallery reserves the right to not make any appointment in this regard.

TERMS OF REFERENCE FOR SECURITY SERVICES

Purpose

The purpose of this exercise is to appoint a security company that will provide William Humphreys Art Gallery with Security service for a period of thirty-six (36) months.

Scope Of Work

WHAG seeks to appoint a reputable and suitably qualified service provider to provide Monitoring of alarms, Armed Response and Security Maintenance Services to support WHAG at **1 Cullinan Crescent, Civic Centre, Kimberley.**

1. The Service Provider hereby undertakes to provide the following services:
 - 1.1 Provide quick armed response services within 5 minutes after receiving an alarm activation.
 - 1.2 Maintain and repair, where required, all existing alarm systems and related services in the gallery buildings.
 - 1.3 Identify risks and blind spots where alarm systems may be required.
 - 1.4 Conduct specialized work where needed to effect sound alarm system management and maintenance.
 - 1.5 Ensure compatibility with the existing alarm system to allow for notification of any alarm activation to the client (linked to a minimum of two or more mobile phones).
 - 1.6 Provide alarm monitoring with 24-hour armed response and the monthly inspections and repairs of all security for the entire building.
 - 1.7 The service provider should be available to resume duties on 01 February 2024.

Below is the current model of the alarm system installed at WHAG:

- IDS X64 Kit x2
- Interior and exterior
- X64 Serial control panel
- XSeries - Curve series LCD keypad - with multi language support
- 24VDC 1.5 Amp power supply
- IDS 12V 7AH Battery
- Siren 15W

The following are important minimum requirements that the Service Provider must fulfil:

- The Service Provider must be PSIRA (Private Security Industry Regulatory Authority) compliant with sufficient experience in armed response services.
- Must have existing patrol vehicles within a radius of 10km or less from the William Humphreys Art Gallery in order to respond within the required time limits.

- The Service Provider must have a minimum of five years' experience in Alarms Monitoring, Armed Response and Service and Maintenance of Security Alarms and related infrastructure.
- Ensure that the existing alarm system is linked to Service Provider's Control Room for armed reaction and monitoring purposes.
- Comply with all relevant South African legislation as well as with WHAG's Terms and Conditions including WHAG's security policy and specifications outline in the Service Level Agreement.
- Comply with all Safety, Health, and Environment (SHE) conditions during the contract period and when conducting work on WHAG premises.

Technical Mandatory Requirements

Proposal must include the following documentation (**Failure to submit this required documentation WILL lead to disqualification**):

- a) **A copy of the company Central Supplier Database (CSD) registration report.**
- b) The **company's Private Security Industry Regulatory Authority (PSIRA)** registration certificate as security Service Provider. Such registration must remain valid during the period of the contract.
- c) The **company owner(s) or management team's Private Security Industry Regulatory Authority (PSIRA)** registration certificate(s).
 - All staff deployed for this contract must be PSIRA registered.
 - Certificates related to armed response:
 - i. Duly qualified personnel (proof of valid PSIRA qualifications, valid Firearm certificates for business purposes and SAPS Competency certificates).
 - ii. Proof of firearm licences in the company's name (no private firearms may be used by deployed personnel).
 - Certificates relating to Radio Communication:
 - i. Provide a certified copy of the company's valid ICASA license.

All certificates must remain valid for the duration of the contract.
- d) UIF compliance demonstrated by submission of one of the following:
 - A valid copy of the UIF Letter of Compliance issued by the Department of Employment and Labour, or
 - Labour uFiling Employer Statement of Account indicating UIF payments or accruals not older than 12 months, or
 - SARS eFiling Employer Statement of Account indicating UIF payments or accruals not older than 12 months, or
 - Valid proof of exemption for UIF.
- e) Valid letter of good standing from the office of the Compensation Commissioner as required by the Compensation for Occupational Injuries and Diseases Act (COIDA). The letter should be issued by the Department of Labour.

- f) The Company's health and safety policy and health and safety training plan.
- g) A certified copy of **Liability Insurance Cover** for the company and for company employees and the amount available per claim (minimum R5 million). This must be valid during the duration of the contract.
- h) Duly completed and signed attached WHAG SBD forms.
- i) A valid original or certified copy of a B-BBEE certificate or affidavit.

Other documents required.

Each tender document should also include the following documentation, although failure to submit these documents will not result in disqualification. However, the information contained in them is required for evaluation purposes:

- a) **Company information and profile:** mission statement and policies with an indication of the management, communication and supervision structures
- b) **CVs** of Project Manager, Control Room personnel, and the Supervisors.
- c) A SABS ISO 9001 Certificate (this is optional).
- d) **Track record:** a list of similar contracts held in the past five (5) years that should include the name of the client, scope of the services provided, duration dates and value of contract.
- e) **Three reference letters:** signed letters of reference from at least five (5) current or previous clients that have been provided with security services within the past 5 years.
- f) **Evidence of operational capacity to perform the required security services:**
 - a. **Details of the availability of Control Room/s, vehicles, and other equipment** to fulfil duties as per the specification and **systems and processes** for management, communication, and support for armed response personnel on duty.
 - b. Alarm Technician:
 - I. Proof of company's alarm technician's qualification and number of qualified technicians. NB: WHAG reserve the right to verify and vet all provided documentation with relevant third parties.

Confidentiality

Any or all information made available to the Service Provider by WHAG shall be regarded as confidential and shall not be made available to third parties without the prior written consent of WHAG.

Preparation of Proposal

WHAG shall not be held liable for any cost that has been incurred by the Service Provider in the preparation of the proposal, the obtaining of certificates or any other cost that might be incurred in submitting the proposal.

Contract period

A three (3) year (36 months) contract will be entered into with the Service Provider and will be reviewed based on performance every twelve (12) months from the date of commencement.

Compliance reports and meetings

The Service Provider and WHAG will enter into a Service Level Agreement (SLA) for monitoring and compliance purposes which will be signed by both parties during contracting. The SLA will be monitored through compliance meetings which will be held monthly. The Service Provider will also meet the designated WHAG representative as and when deemed necessary by either party.

Evaluation criteria

The Technical Mandatory Requirements are listed below, failure to submit all the documentation requested below will lead to disqualification and proposal will not be evaluated further.

Mandatory Criteria	Proof Required
Previous Relevant experience	<p>Bidders are requested to submit at least minimum of three reference letters of previous work undertaken (Attached to response)</p> <p>The reference letter shall be in the following format:</p> <ul style="list-style-type: none"> • Provide the names, organisation and contact details of three (3) clients that would demonstrate the bidder's competence to meet the full range of requirements. <p>The letter shall be in clear terms state the scope of work, description of deliverables and contact duration.</p> <p>NB: Reference letters shall not be older than 5 years. Bid closure date to be used as reference.</p>
Company Profile	<p>Minimum 3-year experience shall be considered. The requested company profile shall indicate a 3-year profile of rendering office cleaning services in the private or public sector.</p>
Critical and Minimum requirements related to that service;	<p>The bidder must be registered with the Private Security Industry Regulatory Authority (PSIRA) as a security service provider and must attach and provide a certified copy of current and valid PSIRA certificate.</p> <ul style="list-style-type: none"> • The bidder must attach and provide the following documents for all Security Officers to be deployed at WHAG offices I. Certified copy valid and current of PSIRA certificate in their individual capacity II. Certified copy of ID documents and all Security Officers must be South African citizens. • Provide and attach a copy of your Company Registration Certificate • Proposal document must be signed and duly completed, together with all declaration of interest/standard bidding documents. • Provide and attach a valid Original Tax Compliance Certificate • Provide and attach a valid B-BBEE certificate

Pricing

Bidders must complete the Pricing Schedule, which is attached hereto as **Annexure A**. WHAG expects the successful Bidder to deliver all components of the Services (armed response and alarm monitoring) to WHAG main building. During the period of the contract.

The successful Bidder(s) will be required to perform or deliver the Services for a period of three (3) years on 24 hours, 7 days a week, 365 days a year. The main objective of the acquisition of the Services is to protect WHAG assets, facilities, and people. The successful Bidder will be accountable to a WHAG Authorised Representative or his/her appointed delegate, WHAG will determine the policies, procedures, and standards applicable to the physical and safety requirements of WHAG.

EVALUATION CRITERIA

Pricing and Preferential Evaluation

The following 80/20 criteria will be used for the evaluation of the proposals:

- a. **Pricing** 80 points
- b. **Preferential Points** 20 points

Preferential Points will be awarded as per below scoring:

CRITERION	POINTS	PROOF OF CLAIM
B-BBEE Status	4	Valid B-BBEE verification certificate or an affidavit confirming micro enterprise status.
Businesses Based in the Northern Cape	4	Proof of Business Address
Ownership by Youth	4	WHAG SBD 4 Form, Company Registration Documents, and Identity Documents of Shareholders
Ownership by Women	4	WHAG SBD 4 Form, Company Registration Documents, and Identity Documents of Shareholders
Ownership by People with Disabilities	4	WHAG SBD 4 Form, Company Registration Documents, and Identity Documents of Shareholders

B-BBEE Status Points will be awarded as per below:

B-BBEE STATUS	POINTS
Level 1	4
Level 2	3
Level 3	2
Level 4 and below	1
Non-compliant	0

Ownership Points for Youth, Women, and People with Disabilities will be awarded as per below:

OWNERSHIP	POINTS
Above 50%	4
Above 40%	3
Above 25%	2
Above 10%	1

MANDATORY INFORMATION TO BE SUBMITTED

The written proposals should be accompanied by the following minimum documentation:

- a) Central Supplier Database (CSD) Registration number.
- b) WHAG SBD 4 Form – Bidder's Disclosure.

*All current and potential creditors/contractors/consultants and other suppliers of goods and services to William Humphreys Art Gallery are required to **self-register** on the government Central Supplier Database. Please visit the CSD website www.csd.gov.za.*