

TERMS OF REFERENCE

PROVISION OF SECURITY SERVICES & SUPPLY OF CLEANING MATERIAL FOR EASTERN CAPE GAMBLING BOARD FOR A PERIOD OF THIRTYSIX (36) MONTHS

1. INTRODUCTION

- 1.1 Eastern Cape Gambling Board (ECGB) is a statutory body established by the Eastern Gambling and Betting Act, 1997 (Act No.5 of 1997) (as amended) (the Act).
- 1.2 The mandate of the Board is to regulate or control all gambling activities within the Eastern Cape Province. This includes the issuing and revocation of gambling licenses, exclusion of problem gamblers, and protection of the public against unscrupulous gambling practices and control of illegal gambling activities in the Province.

2. OBJECTIVE

- 2.1 The objective of this bid is to appoint a service provider to ensure the safeguarding of the ECGB premises including all assets and personnel for 24 hours a day.
- 2.2 Provision of cleaning materials

3. SCOPE OF WORK

The successful bidder must render security services and provide cleaning material for the abovementioned premises as follows:

- 3.1 Access control at vehicle gates / security car parks
- 3.2 Access control at entrances / doors
- 3.3 Searching of vehicles
- 3.4 Searching of designated areas
- 3.5 Patrolling of premises and outside parking
- 3.6 Directing vehicles entering and exiting the premises
- 3.7 Keeping of occurrence and other security registers
- 3.8 Ensure that lights are switched off; doors and windows on the premises are closed and secured after hours
- 3.9 Registering of incoming / outgoing assets e.g. computer equipment, office furniture and equipment
- 3.10 Supply and delivery of cleaning material on an ad-hoc basis

4. DELIVERABLES

4.1 ACCESS CONTROL AT VEHICLE GATES / CAR PARKS

- 4.1.1 Ensure that the control point is neat and tidy at all times
- 4.1.2 Immediately report any defective facilities and equipment that have negative impact on the security of the premises.

- 4.1.3 Security staff must be conversant with access control procedures and rules and correctly apply them.
- 4.1.4 Security staff must uphold good relations and a positive image of the ECGB.
- 4.1.5 Access control at vehicle gates / car parks.
- 4.1.6 Keeping of occurrence book.
- 4.1.7 Direct vehicles entering and exiting the premises.
- 4.1.8 Report/ alert the police/ authorities of unauthorized intrusion into the premises

4.2 ACCESS CONTROL AT DOORS/ ENTRANCES

- 4.2.1 Ensure that the entrance is neat and tidy at all times.
- 4.2.2 Immediately report any defective facilities and equipment that have negative impact on the security of the premises.
- 4.2.3 Security staff shall be conversant with access control procedures and rules and correctly apply them.
- 4.2.4 Security staff must uphold good relations and a positive image of the ECGB
- 4.2.5 Perform searches of handbags where necessary.
- 4.2.6 Report any irregularity noticed at the door, in writing.
- 4.2.7 Ensure that lights are switched off; doors and windows on the premises are closed and secured after hours.
- 4.2.8 Ensure all safety instructions are adhered to at all times.
- 4.2.9 Report/ alert the police/authorities of unauthorized entry into the building.
- 4.2.10 Registering of incoming / outgoing assets e.g. computer equipment, office furniture and equipment.

4.3 PATROLLING SERVICES

- 4.3.1 Inspect the designated patrol area and immediately report to the Shift Commander any damage or breach of security and record it in the occurrence book.
- 4.3.2 Keeping of occurrence book
- 4.3.3 Comply with security services procedures and rules.

4.4 SUPPLY AND DELIVERY OF CLEANING MATERIAL

The appointed bidder will supply and deliver the items listed below on a monthly basis or as when required.

QTY	DESCRIPTION
8	Dishwashing Liquid 5L
8	Bleach 5L
400 each	Refuse Bags
6 bulk pack(48's)	Toilet Paper 2 ply
15 bulk pack	Paper Towels for dispenser refill
5	5L Car wash detergent
5	5L Dash board cleaner
4	5L Pine gel
5	5L Multi Cleaner

4	5L Hand soap
5	5L Tyre Shine
5	5L Window Cleaner
10	Air freshner refill containers 225 ml
48	Pledge 300 ml
24	Airoma (air freshener) 225 ml

It should be noted that the quantities are depending on usage and may vary from month to month.

5 GENERAL REQUIREMENTS WITH REGARD TO SUPERVISORS AND SECURITY GUARDS

- 5.1 Daily Supervision of security guards onsite
- 5.2 Supervisors and Security Guards must have undergone and passed formal security training as required by the Private Security Industry Regulatory Act (PSIRA)
- 5.3 All Supervisors and Security Guards must be registered as Security Officers/ Guards as required by the Private Security Industry Regulatory Act, 57 of 2001.
- 5.4 All Supervisors and Security Guards shall comply with the functions and duties as determined in Service Level Agreement entered into with ECGB.
- 5.5 Grade C Security Guards and Supervisors are required in terms of this specification.
- 5.6 Ability to communicate with members of staff and the public in the language dominant in the area of operation.
- 5.7 Supervisors and Security Guards must be physically healthy and medically fit for the execution of their area of operation.
- 5.8 Security Guards must be able to communicate, read and write.
- 5.9 Security Guards to be acquainted with basic first aid requirements.
- 5.10 Security Guards must not be younger than 18 years of age.
- 5.11 At all times the Security Guards and Supervisors must present an acceptable image/ appearance.
- 5.12 The officials employed by the successful bidder must be easily identifiable with uniform, name badges and the name of their employer.
- 5.13 Guards must be security competent and not have criminal offences.
- 5.14 Availability of guards on site on a 24-hour basis
- 5.15 Provision of two (2) Grade C Security Guards during the day and one Grade C (1) overnight.
- 5.16 Submission of a contingency plan to address absenteeism, leave and strike action to ensure that there are guards available at all times
- 5.17 Submission of Duty roster monthly
- 5.18 Establish communication linkage with the local police
- 5.19 Checking for unauthorized removal of assets from the offices
- 5.20 Security officials must keep a visitors' register
- 5.21 The successful bid must ensure that Security Guards always have service aids such as:
 - Batons
 - Handcuffs
 - Whistle
 - Pocket book and pens
 - Torches for night shift
 - Pepper sprays

6 WORKPLAN

The bidder must submit together with their bid proposal a complete detailed work plan. The work plan must address the following:

- 6.1 The number of security guards to be deployed as indicated in paragraph 5 bullet 15 above.
- 6.2 How are the security guards to be assigned to areas of operation.
- 6.3 How security guards will be monitored and managed on a 24/7 basis.
- 6.4 How rapid reactions to alerts by security guard will be executed.
- 6.5 Measures that will be implemented to ensure minimum response time in reaction to emergencies.

7 CONTRACT DURATION & TERMS

A contract will be entered into with the Successful bidder and shall endure for a period of 36 months with the Board with an option to renew in ECGB's sole discretion for an additional 24 (twenty four) months on the same terms and conditions unless the parties agree otherwise.

Furthermore, the Parties shall negotiate and enter into a Service Level Agreement (SLA) to govern the Scope of Work and the future working relationship (including roles and responsibilities) between the Successful bidder and the Board.

8 SPECIAL CONDITIONS

- 8.1 The bidder must submit a certified valid copy of a PSIRA registration certificate for the company and security guards. All certificates submitted are subject to verification by the Board.

NB: Failure to meet the above requirements on paragraph 8 will result in disqualification of the bid.

9 BID EVALUATION CRITERIA

The following are key criteria that will be used in appointing the successful service provider:

- a. **THRESHOLD:** Bids will be **evaluated on 80/20** principle as prescribed in the Preferential Procurement Regulations of 2022.
- b. Bids will be considered and evaluated in a two staged approach.
- c. During the first stage, bidders will only be evaluated on functionality, and only qualifying service providers who meet the minimum requirements for functionality will be allowed to proceed to the second stage where scoring will be done on 80 points for price and 20 points for Specific Goals.
- d. Bidders are required to submit their bids in two envelopes with the first envelope outlining the functionality. The first envelope must be clearly marked Stage 1; Functionality.
- e. Furthermore, bidders are required to include their pricing in a second sealed envelope marked Stage 2; Price, which must also include proof of Specific Goals claimed.
- f. Only bidders who meet the minimum of **75 points** on functionality during the evaluation of Stage 1 will proceed for scoring in Stage 2.

Stage 1

Functionality Criteria	Points
A) Proven track record for similar assignments successfully undertaken by the bidder in Security Services.	50
<ul style="list-style-type: none">• More than 8 projects = 50• 8 projects = 40	

<ul style="list-style-type: none"> • 6 projects = 30 • 4 projects = 20 • 2 projects = 10 <p>The following information must be indicated in respect of the afore-mentioned contracts completed above.</p> <ul style="list-style-type: none"> ▪ Value of the contract ▪ Start and end date of each contract ▪ The company client's names ▪ Contact persons and work telephone numbers of references <p><i>Bidders are required to submit signed <u>reference letters</u> from previous contracts to substantiate all contracts claimed with contactable references and nature of service.</i></p>	
<p>B) Demonstration of successful execution of contract in terms of Work Plan submitted.</p> <p>Points will be allocated as follows:</p> <ul style="list-style-type: none"> ▪ How the security guards are to be assigned to areas of operation = 5 points ▪ How security guards will be monitored and managed on a 24/7 basis = 10 points ▪ How rapid reactions to alerts by security guard will be executed = 10 points ▪ The measures that will be implemented to ensure minimum response time in reaction to emergencies. = 5 points 	30
<p>C) Experience of site supervisor</p> <ul style="list-style-type: none"> ▪ More than 7 years = 20 points ▪ Between 5 and 7 years = 15 points ▪ More than 3, but less than 5 years = 10 points ▪ Between 2 and 3 years = 5 points 	20
TOTAL	100

STAGE 2: PRICE EVALUATION

PREFERENTIAL PROCUREMENT REGULATIONS OF 2022 WILL APPLY: Price and preference points for specific goals will be calculated as described in the Preferential Procurement Regulation 2022.

NB: Proof of office location must be submitted to substantiate preference points claimed.

Table 2: Points available per criteria in Stage 2

CRITERIA		POINTS
BID PRICE: As per Annexure A guide		80
SPECIFIC GOALS		
50% or >50% Black ownership	5	20
50% or >50% Black female ownership	5	
EME or QSE (SMME)	5	
Eastern Cape based bidder	5	
TOTAL		100

10. IMPORTANT SUBMISSION GUIDELINES

All proposals will be adjudicated in terms of the Supply Chain Management Policy of the ECGB and in accordance with the Public Finance Management Act. In addition to those (the conditions) stipulated in any other section of the request for proposals, the service providers should be especially aware of the following terms and conditions:

- 10.1 The Eastern Cape Gambling Board reserves the right not to make any appointment from the submitted proposals.
- 10.2 The Eastern Cape Gambling Board does not bind itself to accept the proposal with the lowest price.
- 10.3 The Eastern Cape Gambling Board reserves the right to cancel this request for proposal (RFP) and pursue an alternative course of action at any time without incurring any liability towards any service provider.
- 10.4 The Bidders are advised that the submission of proposals gives rise to no contractual obligations on the part of ECGB.
- 10.5 Proposals submitted by electronic transmission or faxed will not be accepted.
- 10.6 All proposals submitted shall become the property of ECGB and shall not be returned.
- 10.7 CSD reports will be used to verify all company/organization's details and tax status pin codes must be provided.
- 10.8 Bidders are required to complete, sign and submit all SBD forms/bid documents.
- 10.9 Prospective bidders are required to attend a compulsory briefing on the _____ from 10h00 am at the offices of the Eastern Cape Gambling Board, Quenera Park, Beacon Bay, East London.
- 10.10 Attendants/ prospective bidders have to sign the attendance register which shall be made available to all.
- 10.11 Proposals received after the specified time and date i.e. _____ at 11h00 am will NOT be considered and accepted.
- 10.12 No services shall be rendered or goods delivered before an official letter of award has been issued.
- 10.13 The ECGB may request written clarification or further information regarding any aspect of proposals submitted. Service providers must supply such requested information in writing within the stipulated timeframe after the request has been made, or their proposal may be disqualified.
- 10.14 Service providers shall not qualify their proposals with their own conditions.
- 10.15 The name(s) and contact details of the person or persons(s) in your organisation responsible for this proposal must be included in the bid document submitted.
- 10.16 A service level agreement shall be signed with the successful service provider.
- 10.17 The ECGB will not be held responsible for any cost incurred by the service provider in the preparation and submission of this proposal.
- 10.18 The ECGB reserves the right to terminate the contract if not satisfied with the work or the deliverables as stated above are not going to be met. Only bidders that meet the requirements of the request for proposal specification shall be considered during the adjudication process.
- 10.19 Bidders that bid as joint venture must have a signed business agreement by both parties. If the service provider does not meet this requirement, it will be automatically disqualified.

11. WHERE TO SEND THE PROPOSAL

Please send your original proposal and a copy saved on USB/flash disk to:

SECURITY SERVICES

Eastern Cape Gambling Board
Quenera Park, Quenera Drive
Beacon Bay
East London
5206

12. COMMUNICATION

All communication or correspondence concerning this bid should be directed as follows:

Terms of Reference

Mrs N. Ntoyakhe

Tel (043) 702 8310

nomandla@ecgb.org.za

Bid Conditions

Mrs T. Malotana

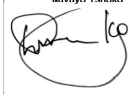
Tel (043) 702 8307

thandazwam@ecgb.org.za

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GAMBLING BOARD FOR A PERIOD OF THIRTY SIX (36) MONTHS

Bid Specification is

Supported / ~~Not Supported~~



L. TSHOKO (MR)
CHAIRPERSON: BID SPECIFICATION COMMITTEE

DATE: ____/____/2023

Bid Specification is

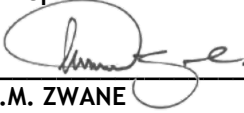
Recommended / ~~Not Recommended~~



Z. MQOBOLI
CHIEF FINANCIAL OFFICER
DATE: ____/____/2023

Bid Specification is

Approved / ~~Not Approved~~



R.M. ZWANE
CHIEF EXECUTIVE OFFICER
DATE: ____/____/2023

ANNEXURE A

TABLE A: SECURITY GUARDS

YEAR 1			YEAR 2			YEAR 3			TOTAL PRICE
MONTHLY RATE	12 MONTHS TOTAL		MONTHLY RATE	12 MONTHS TOTAL		MONTHLY RATE	12 MONTHS TOTAL		
TOTAL YEAR 1			TOTAL YEAR 2			TOTAL YEAR 3			R

TABLE B: CLEANING MATERIAL

		YEAR 1		YEAR 2		YEAR 3		
QTY	DESCRIPTION	MONTHLY	12 MONTHS	MONTHLY	12 MONTHS	MONTHLY	12 MONTHS	TOTAL PRICE
8	Dishwashing Liquid 5L							
8	Bleach 5L							
400 each	Refuse Bags							
6 bulk pack(48's)	Toilet Paper 2 ply							
15 bulk pack	Paper Towels for dispenser refill							
5	5L Car wash detergent							
5	5L Dash board cleaner							
4	5L Pine gel							
5	5L Multi Cleaner							
4	5L Hand soap							
5	5L Tyre Shine							

5	5L Window Cleaner							
10	Air freshner refill containers 225 ml							
48	Pledge 300 ml							
24	Airoma (air freshener) 225 ml							
		TOTAL YEAR 1		TOTAL YEAR 2		TOTAL YEAR 3		R

TOTAL BID PRICE (i.e. Total Table A + Total Table B)

R_____

NB: The total bid price/grand total should include VAT & all escalations/increases for the duration for the contract.

BIDDER NAME: _____

SIGNATURE: _____