Independent Communications Authority of South Africa

350 Witch-Hazel Avenue,
Eco Point Office Park
Eco Park, Centurion
Private Bag X10,
Highveld Park 0169
Tel number: (012) 568 3000/1

INVITATION FOR BIDDERS TO RENDER SECURITY SERVICES

Appointment of a service provider to render security services to the Independent Communications Authority of South Africa (ICASA) for a period of three (3) years

1. Introduction

The Independent Communications Authority of South Africa (hereinafter referred to as ICASA) seeks to appoint a service provider who will render security services to ICASA's Head Office for a period of three (3) years.

2. Background

ICASA has offices at 350 Witch-Hazel Avenue, Highveld, Centurion and hereby invites service providers who will provide professional security guarding services to ICASA's Head Office. The purpose of this bid is to provide ICASA with effective and efficient access control, safety and security of assets and employees of ICASA. ICASA reserves the right to increase or decrease the scope of the security service required as determined by the prevailing circumstances in accordance with the PFMA, Treasury Regulation 16A, applicable National Treasury Instructions, the approved delegation of authority and the terms of the signed contract.

3. Scope of work

The security company contracted shall employ every lawful means to prevent loss of life, property, equipment, etc. through damage, theft, explosion and fire, sabotage, espionage and other occurrences by keeping following security services:

(a) **Access Control:** shall include but not limited to monitoring entering and exiting of vehicles, employees/pedestrians into ICASA premises including the unauthorized removal of ICASA assets and property. Always explain to visitors that firearms are not permitted and that they must be declared when entering ICASA premises.

(b) **Patrolling duties:** shall include but not limited to the physical patrolling of ICASA premises, report any incidents and/or deviations and ensure they are recorded in the Occurrence Book. (every 30 minutes).

(c) **Guarding duties:** shall include but not limited to physical guarding of ICASA premises, assets and properties.

(d) **Protection duties:** shall include but not limited to escorting of all contracted service providers/personnel and ICASA staff as and when required.

(e) **Assistance with labour unrest:** shall include but not limited to provision of additional security officers during labour unrest, or as and when required.

(f) **Key Control:** shall include but not limited to safekeeping of keys, opening and locking of entrances/doors in line with ICASA's requirements and/or policy. ICASA shall hold the service provider responsible for losses that occur because of lack of key control by the security guards.

(g) **Alarm system & response:** shall include but not limited to arming and disarming the building on agreed timeframes, responding to raised alarms & immediately notify Site Supervisor, who must immediately notify the Security Unit at ICASA.

(h) **Communication System:** provision of radio link of existing alarm system to the contracted company's (bidders') Control Room.

(i) **Registers & documents management:** Always update registers and handle any unauthorised items as per security procedures and issue necessary documentation.

(j) **Incidents Management:** Conduct investigations within seven (7) days and submit report within thirty (30) days.

(k) **Occurrence books:** complete OB hour every hour to remain ICASA's property.

(l) **Compliance:** valid PSIRA identification cards, name tags, firearm competency certificates, firearm permits must be carried whilst on duty and comply with all approved security related legislation, code of conduct and procedures.

4. Mandatory Requirements

4.1. Valid proof of the company's certified PSIRA registration certificate.

4.2. Valid proof of the Director/s certified PSIRA registration certificate.

4.3. Valid proof of certified radio type approval certificate.

4.4. Valid certified letter of good standing with National Bargaining Council for the Private Security Sector (NBCPSS)

4.5. Valid proof of certified firearm licence & firearm competency certificate.
4.6. Valid proof of COIDA registration.
4.7. Valid proof of UIF registration.

5. Service level agreement (SLA)

The prospective service provider will provide security services and should adhere to the following, namely:

i) Security personnel must conduct patrol along the perimeter fence around ICASA office blocks 24/7 and record all patrols in the occurrence book in a detailed manner.
ii) Conduct building inspection and basement patrol and check all ICASA vehicles from 18h00 – 06h00.
iii) All parked ICASA vehicles must be recorded daily in the register to be provided.
iv) All visitors/contractor's vehicles entering and leaving ICASA premises must be registered and searched.
v) Security personnel at the check point/gate must ensure that all electronic equipment and firearms are declared and recorded in the register.
vi) Security personnel must ensure that all firearms are declared and kept in the gun safe.
vii) Security personnel must perform their duties in line with the Control Access to Public Premises Vehicles Act. 1985 (Act 53 of 1985) and any other relevant legislation.
viii) Security personnel at the check point/gate must ensure that all ICASA staff produces their access cards with ID photos when entering the premises.
ix) Security personnel on site must ensure that all incidents are recorded in the Occurrence book and reported immediately to the Site supervisor, who in turn must report immediately to the Security Unit at ICASA.
x) All prescribed patrols conducted must be reported in the Occurrence Book. (Not all in order or in good condition/Alfa India Omega – be specific.)
xi) Patrols must be done in accordance with the guard monitoring system, which must be functional and in good working order always.
xii) Intervals between patrols must not be longer than 30 minutes including the guarding system patrols. Ad-hoc/unplanned patrols must also be conducted daily.
xiii) Patrols must not be done in the same sequence/duration. Time and route must be rotated.
xiv) During patrols the Security personnel should ensure that:
- ✓ If there are any windows open should be recorded in the occurrence book, per floor and office block.

- ✓ All ICASA vehicles parked in the basements and outside after working hours should be checked and monitored.
- ✓ All vehicles leaving the premises must be stopped at check point/gate and the Security guards must search the vehicle and also ensure that all ICASA vehicle drivers produce approved vehicle trip authorizations.
- ✓ Ensure that no suspicious person wanders between vehicles parked inside and outside.

xv) Inside office premises, guards will be deployed as follow:

- ✓ Security guards to be stationed around main entrance/reception areas and must be fully conversant in English, as they will be interacting with ICASA clients & stakeholders on a daily basis.
- ✓ All electronic equipment entering/leaving the office block should be recorded.
- ✓ All visitors entering the premises must complete the visitors register and ensure that the host come and collect the visitor.
- ✓ The Supervisor and the security guards are prohibited from reading documents or records in offices or the unnecessary handling thereof. No information concerning ICASA's activities may be furnished to the public or media by the service provider or any of his/her employees; and
- ✓ The Supervisor and the security guards should sign an undertaking in which they declare that they will refrain from any action which might be to the detriment to ICASA.

6. Management

i) The service provider area's manager must ensure that security personnel have relevant training and qualifications as per PSIRA grading requirements.

ii) The Service Provider's Area Manager must ensure that regular meetings with ICASA's Security Unit are conducted on a monthly basis, and relevant reports are produced and submitted on time. Address all complaints raised by ICASA within 12 hours or as agreed.

iii) The Site Supervisor must ensure that all incidents are recorded in the Occurrence Book correctly.

iv) The Area Manager must ensure that the field supervisors visit the site twice per shift.

v) The Area Manager must ensure that ICASA security personnel have access to print guarding patrol report and weekly activity report.

vi) The management of the security service provider must ensure that all security personnel are complying with the Firearm Control Act of 2 of 2000

vii) The security guards must report on duty 15 minutes before the shift start and site supervisor must ensure that proper handover is done and recorded when changing shifts.

viii) The security personnel must wear corporate uniform (not combat) and they must be provided with raincoats and umbrellas for rainy seasons.

ix) In the event of an incident on site the responding time should be 15 minutes and Area Manager/Supervisor must conceal the scene of incident.

x) All security breach incidents which occurred on site e.g. break-ins and theft must be investigated by the service provider and submit a preliminary report to ICASA within seven (7) days and final report within thirty (30) days. The service provider will be liable for any loss due to negligence or due to failure by posted guards/security personnel to carry out their assigned duties and/or implement standard operating procedures.

7. Guard Monitoring System

A security monitoring system must be installed by service provider at the premises prior to the assumption of duties. ICASA security personnel will require access to this system via a web portal for reporting purposes.

8. Security guards complement and hours of service

Description	Grade	Quantity	Rate		Total Cost Per Annum (VAT incl.)
			Per Guard	Per Month	
Security Guards (Day Shift): Mon - Fri (06h00-18h00)	C	8	R	R	R
Site supervisor (Day Shift): Mon - Fri (06h00-18h00)	B	1	R	R	R
Security Guards (Day Shift): Saturday (06h00-18h00)	C	2	R	R	R
Site Supervisor (Day Shift): Saturday (06h00-18h00)	B	1	R	R	R
Security Guards (Day Shift): Sunday & Public Holidays (06h00-18h00)	C	2	R	R	R
Site Supervisor (Day Shift): Sunday & Public Holidays (06h00-18h00)	B	1	R	R	R
Security Guards (Night Shift): Mon–Fri (18h00-06h00)	C	2	R	R	R
Site Supervisor (Night Shift): Mon–Fri (18h00-06h00)	B	1	R	R	R
Security Guards (Night Shift): Saturday (18h00-06h00)	C	2	R	R	R

Site Supervisor (Night Shift): Saturday (18h00-06h00)	B	1	R	R	R
Security Guards (Nightshift): (18h00-06h00) Sunday & Public holiday	C	2	R	R	R
Site supervisor (Nightshift) (18h00-06h00) Sunday & Public holiday	B	1	R	R	R
Security Aids/Equipment/Systems & Other Overhead Costs (please specify all items to be provided & quantity)				R	R
Extras: Specify/list them (if any) + quantity			R		R
			R		
			R		
			R		
			R		
Total Cost: **Year 1** (VAT inclusive)					R
Total Cost: **Year 2**, inc escalation (VAT incl.)			Escalation Percentage _____%		R
Total Cost: **Year 3**, inc escalation (VAT incl.)			Escalation Percentage _____%		R
Grand Total for 3 years (VAT inclusive)					

NB: Prices and escalation should align with the applicable NBCPSS wage determination.

8. Minimum Security Aid Requirements

Service aids to be used by the security officers at all times are as follows:

- 1 x Base station radio and must be ICASA approved
- 9 x Two-way radios ICASA approved, including spare batteries
- 3 x Rechargeable Torches
- 3 x Handcuffs
- 9 x Batons
- 1 x Firearm
- 1 x Cellphone with airtime
- Occurrence books, pockets books and pens
- Rain coats, baseball caps, reflector jackets, umbrellas, warm coats, jerseys etc.
- Any other additional items /aids required by statutory legislation must be provided in addition to those mentioned above
- The security uniform must accommodate all weather conditions.

9. Security Guards/Personnel: Minimum Qualifications

9.1. Security guards must have at least grade 10/12 and Grade C (PSIRA

certificate), with relevant experience and be South African citizens.

9.2. Supervisors must have grade 12, Grade B (PSIRA certificate); relevant qualifications and experience for supervision.

9.3. Security guards must be able to communicate, read and write at least in English.

9.4. Security guards must preferably be 21 years of age and above.

9.5. The Security guards must be prepared to work 12 hours per shift.

10. Hours of service

Security guards will be required to work seven (7) days a week, day and night including public holidays.

11. Relationship

The relationship between ICASA and the successful service provider will be managed through a Service Level Agreement (SLA) and proper procedures must be in place to manage, monitor and report as to the adherence thereto.

12. ICASA requirements

The following must be provided as part of the bid response:

12.1. The Security Service Provider shall comply with the PSIRA requirements with emphasis on the code of conduct of PSIRA.

12.2. The security guards on site must at all times be able to contact their supervisor/control room via the base station or cellular phone for assistance if and when required. There should be a hand-held radio for each post.

12.3. Security personnel from ICASA are always on standby for emergency matters.

12.4. Two-way radios must be provided by the security service provider and must be type approved by ICASA. (Compliance – Provide valid Type Approval certificate).

12.5. No Security guards from other companies/members of the public are allowed on the premises or in the security control room.

12.6. No visitors are allowed to visit security guards while on duty.

12.7. All Security guards on site must be dressed in full and clean uniforms.

12.8. Security guards must present an acceptable image and appearance which implies, that they may not sit, lounge about, smoke, eat or drink while attending to staff and public.

12.9. The Supervisors and security guards must at all times present a professional

dedicated attitude approach, there shall be no unnecessary arguments with visitors/staff or discourteous behaviour towards them.

12.10. The Supervisors and security guards must be physically healthy and medically fit for the execution of their duties.

12.11. ICASA retains the right to ascertain from the PSIRA as to whether the Supervisors and security guards are in good standing with PSIRA

12.12. The service provider shall ensure that each member of his security personnel will at all times when on duty be fully equipped. A clear identification card of the company with the member's photo, identification and staff number must be worn on his/her person at all times plus the valid identification card issued by PSIRA.

12.13. No security personnel may be allowed to work a daily shift longer that twelve (12) hours.

12.14. ICASA retains the right to require from the contractor that any of his/her employees be replaced, should justifiable reasons exist, in which case the employee must leave the site immediately.

12.15. All security personnel shortages must be noted in the occurrence book by the Supervisor.

12.16. The service provider's personnel must at all times refrain from littering and they must keep the grounds/ building/ work area occupied by them clean, hygienic and neat.

12.17. Under no circumstances will any security personnel be allowed to trade on the premises.

13. Security Clearances

The bidders shall supply and maintain a list of personnel involved on the project indicating their criminal status. The appointed service provider will be screened by ICASA.

14. Evaluation criteria

<table>
<tr><th colspan="2">Functionality: Evaluation criteria (cut-off 80%)</th><th>Points</th></tr>
<tr><td></td><td>Functional Proposal</td><td></td></tr>
<tr><td>1.</td><td>• Ability to conduct a physical security assessment of the building and/or premises. Attach five (5) redacted physical security assessment reports, with all client names redacted.

Evaluation Criteria
<table>
<tr><th>No</th><th>Functionality</th><th>Score</th></tr>
<tr><td>1</td><td>Attached five (5) physical security assessment reports</td><td>5</td></tr>
<tr><td>2</td><td>Attached four (4) physical security assessment reports</td><td>4</td></tr>
<tr><td>3</td><td>Attached three (3) physical security assessment reports</td><td>3</td></tr>
<tr><td>4</td><td>Attached two (2) physical security assessment reports</td><td>2</td></tr>
<tr><td>5</td><td>Attached zero (0) or one (1) physical security assessment report</td><td>1</td></tr>
</table></td><td>20</td></tr>
<tr><td>2.</td><td>• The bidder must attach CV’s of security personnel involved in guarding services project. The attached CVs must show:
• Security officers, supervisors, and senior management indicating their experience in performing a similar work, at least 2 years of experience in guarding services only.
<table>
<tr><th>No</th><th>Functionality</th><th>Score</th></tr>
<tr><td>1.</td><td>Attached all CVs for nine (9) security officers, one (1) Supervisor, and one (1) Senior management with at least 2 years of experience in guarding services
Total CVs = 11 - All CVs provided must have at least two (2) of experience</td><td>5</td></tr>
<tr><td>2.</td><td>Attached all CVs for eight (8) security officers, one (1) Supervisor and one (1) Senior management with at least 2 years of experience in guarding services
Total CVs = 10 - All CVs provided must have at least two (2) of experience</td><td>4</td></tr>
<tr><td>3.</td><td>Attached all CVs for seven (7) security officers and one (1) Supervisor and one (1) Senior management with at least 2 years of experience in guarding services
Total CVs = 9 - All CVs provided must have at least two (2) of experience</td><td>3</td></tr>
<tr><td>4.</td><td>Attached all CVs for six (6) security officers and one (1) Supervisor with at least 2 years of experience in guarding services
Total CVs = 7 - All CVs provided must have at least two (2) of experience</td><td>2</td></tr>
<tr><td>5.</td><td>No Cvs attached</td><td>1</td></tr>
</table></td><td>20</td></tr>
</table>

3. • Demonstrate the ability to investigate physical security incidents by attaching five (5) previous investigation reports, with all client names redacted. — 20

Evaluation Criteria

No	Functionality	Score
1	Attached five (5) investigation reports	5
2	Attached four (4) investigation reports	4
3	Attached three (3) investigation reports	3
4	Attached two (2) investigation reports	2
5	Attached zero (0) or one (1) investigation report	1

4. • The bidder should submit proof of capacity (PSIRA report) to replace security officers in the event of absenteeism, off sick, and any unforeseen circumstances, etc. — 10

Evaluation Criteria

No	Functionality	Score
1.	Attached PSIRA report that indicate the total number of guards employed by the service provider, with at least twenty (20) guards	5
2.	Attached PSIRA report that indicate the total number of guards employed by the service provider, with at least eighteen (18) guards	4
3.	Attached PSIRA report that indicate the total number of guards employed by the service provider, with at least fifteen (15) guards	3
4.	Attached PSIRA report that indicate the total number of guards employed by the service provider, with at least ten (10) guards	2
5.	Not attached proof of PSIRA report	1

5.	• Provide and attach proof of past five (5) references with letterheads where similar work was performed, starts & end dates of contracts, names, contactable telephone numbers and email addresses. **Evaluation Criteria**	20

No	Functionality	Score
1	Attached proof of past five (5) references for similar work	5
2	Attached proof of past four (4) references for similar work	4
3	Attached proof of past three (3) references for similar work	3
4	Attached proof of past two (2) references for similar work	2
5	Attached proof of past zero (0) or one (1) reference for similar work	1

6.	Attach proof of PSIRA registration for the company, Director, security supervisors and security officers. Also attach ICASA proof of licensed radio equipment. for the company in National or Gauteng Province.	10

1.	Attached proof of PSIRA registration certificates for the company, one director, one supervisor and nine (9) security officers and also proof of ICASA radio license. All in all, the documents should be: 12 PSIRA certificates + 1 licensed radio equipment.	5
2.	Attached proof of PSIRA registration for the company, one director, one supervisor and eight (8) security officers. And also attach ICASA Radio proof of Frequency license. All in all, the documents should be: 11 PSIRA certificates + 1 licensed radio equipment.	4
3.	Attached proof of PSIRA registration for the company, one Director, one security supervisor and seven (7) security officers. And also attach ICASA licensed radio equipment. All in all, the documents should be: 10 PSIRA certificates + 1 licensed radio equipment.	3
4.	Attached proof of PSIRA registration for the company, one Director, one security supervisor and six (6) security officers. All in all, the documents should be: 9 PSIRA certificates + 1 licensed radio equipment.	2
5.	Attached no documents/irrelevant documents	1

Total qualification criteria	**100**

14.1 PRICE AND SPECIFIC GOALS EVALUATION

Bidders who comply with the requirements of this bid will be evaluated according to the preference point scoring system as determined in the Preferential Procurement Regulations, 2022 pertaining to the Preferential Procurement Policy Framework Act, Act No 5 of 2000. The maximum points for this bid are as follows:

<table>
<tr><th></th><th></th><th>Points</th></tr>
<tr><td>A.</td><td>Price</td><td>80</td></tr>
<tr><td>B.</td><td>Specific Goals
<table>
<tr><th>No</th><th>Specific goal</th><th>Points</th><th>Qualification</th></tr>
<tr><td>1.</td><td>Women Owned</td><td>7</td><td>51–100% ownership: 7 points; 0–50%: 0 points</td></tr>
<tr><td>2.</td><td>Black Owned</td><td>6</td><td>100% ownership: 6 points; 0–50%: 0 points</td></tr>
<tr><td>3.</td><td>Youth Owned</td><td>4</td><td>Yes: 4 points; No: 0 points</td></tr>
<tr><td>4.</td><td>People living with disabilities</td><td>3</td><td>Yes: 3 points; No: 0 points</td></tr>
<tr><td colspan="2">Total</td><td>20</td><td></td></tr>
</table></td><td>20</td></tr>
<tr><td></td><td>TOTAL</td><td>100</td></tr>
</table>

15. Reporting

15.1. The Service Provider will submit monthly security reports to ICASA.

16. Special conditions

16.1. The Security Company must be registered with the Private Security Industry Regulatory Authority (PSIRA).

16.2. Only the shortlisted companies may be screened for security clearance by the State Security Agency (SSA).

16.3. Only the successful bidder will be required to furnish ICASA with the insurance cover of at least R2,000,000.00.

16.4. The duration of the contract is for a 3-year period and ICASA reserves the right to terminate the contract at any stage before the end of the three (3) year period.

16.5. The service provider may be required to be in possession of valid security clearances to the level determined by State Security Agency (SSA) to be commensurate with the nature of the project activities they are involved in.

16.6. The cost of obtaining suitable clearances is for the account of the bidders. The bidders shall supply and maintain a list of personnel involved on the project indicating their clearance status.

17. Monitoring

17.1 ICASA shall do the monitoring of the services as per the signed SLA.

18. General conditions of the contract

18.1. ICASA reserves the right to screen personnel who will be posted on site.

18.2. The bid proposals should be submitted with all required information containing technical information as well as price information

18.3. Bidders must be prepared to work at rates not exceeding those prescribed by approved national legislation.

18.4. The service provider indemnifies ICASA from any claim from a third party and all costs or legal expenses with regard to such a claim for loss or damage resulting from the death, injury or ailment of any person, or the damage of property of the service provider or any other person that may result from or be related to the execution of this contract.

19. Damage compensation

19.1 The service provider will be held responsible for any damage or theft by his employees or due to their negligence whether in the normal execution of their duties or otherwise and a claim for indemnification can accordingly be imposed by ICASA against the service provider.

19.2 In the case of damages resulting from providing the service, the service provider undertakes to rectify/repair the damage immediately after notification by the Security Management in the Authority.

19.3 If the service provider fails to act after notification, ICASA will rectify the damages and costs will be recovered from the service provider.

20. Termination/Withdrawal

20.1. ICASA shall not accept any unfair labour practices between the service provider and their employees that may affect the service. Labour disputes are the sole responsibility of the service provider.

20.2. In cases of any failure to comply with any of the conditions of the contract or unsatisfactory rendering of services, the stipulations of the General Conditions of Contract (GCC) will be applicable.

20.3. ICASA reserves the right to withdraw any part(s) of the contract or total contract, after one-month written notification to the service provider. Should a

part of the contract be withdrawn, the contract amount will be adjusted pro-rata from the date of withdrawal.

20.4. The service provider will be entitled to payment up to the date of withdrawal but will not be entitled to any compensation or damages as a result of the withdrawal or termination.

21. Confidentiality

21.1. Any information gained by the bidder during the contract must be kept confidential.

22. Service provider requirements

22.1. The company/Closed Corporation must be registered in terms of Section 20 of the Private Security Industry Regulation Act, 2001 (Act 56 of 2001).

22.2. Ensure that all staff working under this contract are in good health and pose no risk to any ICASA employees.

22.3. Comply with ICASA security and emergency policies, procedures and regulations.

22.4. All security guards supplied by the company or close corporation must be registered as a security service provider in terms of section 20 of the Private Security Industry Regulation Act.

22.5. Security guards in the employ of the company or close corporation must be paid the minimum wage according to the sectoral wage determination. ICASA is not responsible for wage negotiation of security guards.

22.6. Ensure that all staff working under this contract are adequately trained prior to the commencement of the contract.

22.7. ICASA reserves the right to order the immediate removal of a staff member that does not adhere to the prescribed dress code.

22.8. Ensure that ICASA is informed of any removal and replacement of security guards. For security reasons, ICASA reserves the right to vet all persons working under this contract and conduct criminal background checks where deemed necessary.

22.9. The company or close corporation must have sufficient number of security personnel available to render a service at the Authority during a crisis/emergency.

23. ICASA obligations

23.1. Manage the contract in a professional manner.

23.2. Provide appropriate information as and when required for the service provider to fulfil their duties.

23.3. Not accept any responsibility for any damages suffered by the service provider or their staff for the duration of the contract.

23.4. Not accept any responsibility for accounts/expenses incurred by the service provider that was not agreed upon by the contracting parties.

23.5. ICASA may conduct reference checks and security clearance for the short-listed bidders.

23.6. The service provider may not, unless otherwise agreed or specified in the SLA or contract, make use of any of ICASA's equipment, aids and/or property including, inter alia, vehicles, stationary, firearms, rooms and furniture.

23.7. ICASA has the right to reduce or increase number of security guards and associated price. A service provider will be served with one (1) month notice.

24. Terms and conditions

24.1 If the lease for the current office space expires and ICASA secures a new office lease before the expiration of this contract, the security guarding services will relocate to the new premises, or the contract will be terminated upon one month's written notice to the service provider.

25. Briefing Session

25.1 ICASA will conduct a compulsory briefing session. No bidder will be allowed to respond to the bid if they did not attend the briefing session.