



**SPECIFICATION FOR THE PROVISION OF SECURITY SERVICES TO  
LEGAL AID SOUTH AFRICA, 29 DE BEER STREET, BRAAMFONTEIN,  
JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS**

**1. PURPOSE**

- 1.1 The purpose of this RFP is to request proposals from suitably qualified and PSIRA accredited service providers to provide / supply Legal Aid SA with security services for a period of three (3) years at Legal Aid House, 29 De Beer Street, Braamfontein, Johannesburg.

**2. OVERVIEW OF LEGAL AID HEAD OFFICE BUILDING STRUCTURE**

- 2.1.1 The offices of Legal Aid SA Head Office are situated at: 29 De Beer Street, Braamfontein, Johannesburg
- 2.1.2 The building consists of nine (9) floors, one (1) main entrance (Reception area) for the staff and clients and three (3) entrances (basement, ground and first floor parking).
- 2.1.3 The building is occupied by an approximate 206 occupants at any one time.
- 2.1.4 It is envisaged that the successful bidder will form a working relationship with Legal Aid SA in order to best fulfil its risk management strategy.

**3. SCOPE OF WORK**

- 3.1 The provision of security services complying with and operating in accordance with all applicable laws and regulations including but not limited to the applicable legislation such as PSIRA Act 56 of 2001; PSIRA Amendment Act 18 of 2014 and Code of Conduct.
- 3.2 The scope of this bid shall encompass all areas in which the security services can further the aims of Legal Aid SA by assisting management to identify and manage security risks through the following:
- a) Provision of guarding services daily on 24 hours a day, 7 days a week including public holidays;
  - b) Secure premises and personnel against injury, death, theft, vandalism or any offences;
  - c) Allocate visitors appropriate visitor's parking space and escort them into the building;

- d) To record incidents in an Occurrence Book (OB) and inform Legal Aid SA representative as well as the service provider Area Manager of such events;
- e) Patrolling on different floors every hour including monitoring of parking area after hours;
- f) Pro-active patrolling to cover entire area of the building including sidewalks;
- g) Check any defects on any area of the building, record and take reasonable action where necessary and report;
- h) Monitoring surveillance CCTV and report any defect on the CCTV system immediately.
- i) Take the immediate and appropriate action on suspicion of illegal movement and activities within the premises;
- j) Inspect the building, equipment and access points;
- k) Prevent losses and damages by reporting timeously all irregularities to management;
- l) Provide effective, quick, convenient access control to authorized personnel and restricting access to unauthorised people;
- m) Controlling the movement of people in and out of building;
- n) Control and record all incoming and outgoing vehicles, continuous monitoring of vehicles and verifying the drivers of any vehicle entering and leaving the premises;
- o) Control and prevent any unauthorised access of vehicles and egress of people from entering the building in order to safeguard the facility;
- p) Operating of all access gates and doors to allow access or exits to the building
- q) Provide supervision of security on site including organising workflow, monitoring of officers and ensuring that officers understand their duties or delegated tasks and constantly monitor productivity;
- r) A security surveillance report is to be submitted to Legal Aid Management on the last day of each month or as and when the need arises;
- s) Reporting on incidents or performance every week with Legal Aid SA representatives;
- t) Service provider shall attend monthly on-site service performance management meetings or as and when the need arises;
- u) Conduct a risk assessment of Legal Aid SA premises in an aim to prevent and assist with future planning of security risks, including vandalism and theft, on-site security breaches, i.e. Assessing the probability of breaches of the security systems occurring and the severity thereof, should they occur;
- v) Electronic Active Guard Patrol Monitoring System that shall be capable of logging hours of patrol through individual scans as guard scans at the various monitoring points;
- w) The service provider must undertake to ensure that each and every member of the security personnel will at all times when on duty be fully equipped in respect of:
  - x) A full uniform: neat and clearly identifiable uniform of the service provider which will include matching rain coats and overcoats for personnel performing duties on the external/internal premises of the site;
  - y) A clear identification card of the company with the members photo, identification photo, name and surname and staff number on it, worn conspicuously on every guard at all times.
  - z) The service provider must undertake to ensure that the following service equipment's are available at all times for security officers on duty:
    - i. Baton
    - ii. Handcuff
    - iii. Whistle
    - iv. Pocket book
    - v. Pen
    - vi. Torch (at night)
    - vii. Two-way Radios
    - viii. Occurrence Book

- ix. Admission Control Book (Visitors, Staff, Vehicles and Contractors)
- x. Note Book or Incident Book
- xi. Cell-phone with data and airtime at all times (Emergency Cases)

### 3.3 Security Personnel

#### 3.3.1 Security Personnel required:

| No. | Shift                                                             | Grade | Security personnel required                                              |
|-----|-------------------------------------------------------------------|-------|--------------------------------------------------------------------------|
| 1.  | Weekdays during office hours                                      | C     | 7                                                                        |
| 2.  | Weekends/holidays                                                 | C     | 3 (one of them to be assigned as supervisor who has 3 years' experience) |
| 3.  | Weekdays after hours                                              | C     | 3 (one of them to be assigned as supervisor who has 3 years' experience) |
|     | <b>Total number of security personnel required for the tender</b> |       | <b>10</b>                                                                |
|     |                                                                   |       |                                                                          |
| No. | Shift                                                             | Grade | Security Supervisor                                                      |
| 1.  | Weekdays during office hours                                      | B     | 1                                                                        |
|     | <b>Total number of security supervisors required</b>              |       | <b>1</b>                                                                 |
|     |                                                                   |       |                                                                          |
| No. | Shift                                                             | Grade | Area Manager                                                             |
| 1.  | To be available on a twenty-four (24) hours basis.                | A     | 1                                                                        |
|     | <b>Total number of Area Manager required</b>                      |       | <b>1</b>                                                                 |

#### a) Security Officers (10 security personnel):

- All security officers must be registered with PSIRA with a minimum of Grade C and up to date as all times;
- Must have at least one (1) years of experience as Security Officer. A CV must be provided together with the bid.
- Officers must have a security clearance certificate (obtained from South African Police Services) prior to the successful bidder being appointed.

#### b) Security Supervisor (Proposed for this contract):

- Must have at least three (3) years of experience as Security Supervisor. A CV must be provided together with the bid.
- Must be registered with PSIRA with a minimum of Grade B and up to date as all times.
- The Security Supervisor must have a security clearance certificate (obtained from South African Police Services) prior to the successful bidder being appointed

**c) Area Manager (Proposed for this contract):**

- Must have at least five (5) year's work experience in the field of security management. A CV must be provided together with the bid.
- Must be registered with PSIRA with a minimum of Grade A and up to date as all times.
- The Area Manager must have a security clearance certificate (obtained from South African Police Services) prior to the successful bidder being appointed

The supervisor must make daily contact with the Legal Aid SA representative at the site in order to verify and handle mutual complaints, problems and requests concerning the rendering of service. At least once a month formal discussion must be held and minutes be taken, which must be kept by the Legal Aid SA representative.

No security personnel are allowed to do continuous duty for longer than twelve (12) hours.

**4. LOST ARTICLES**

- 4.1 Lost articles are articles found at the site and for which ownership cannot be established immediately. It must be handed in at the control room.
- 4.2 All lost articles must be recorded in the occurrence book, after which they must be handed to the Legal Aid SA representative.
- 4.3 No deliveries by any person will be received at the control room. The necessary arrangements must be made by the Legal Aid SA representative.

**5. LABOUR UNREST INCIDENTS**

If the service is interrupted or temporarily deferred because of any labour unrest, labour dispute, civilian disorder, a local or national disaster or any other cause beyond the control of the contractor, the parties must come to an agreement on the methods to ensure continuation of the security service.

**6. CHECKING OF SERVICE**

- 6.1 Checking of service shall be done by supervisory staff at the site as well as by the Area Manager on at least a monthly basis.
- 6.2 The Legal Aid SA reserves the right to check the service rendered by the security officers at any time, in order to ensure that the service is rendered in accordance with the conditions of contract and the specifications.
- 6.3 The Legal Aid SA reserves the right to require from the successful bidder that any of his employees be replaced, in the event of justifiable grounds, in which case the employees must leave the site forthwith. The Legal Aid SA will not be held responsible for any damages or claims which may arise because of this and is indemnified against any such claims and legal expenses.

NOTE: The Legal Aid SA representative will have the right to check daily whether sufficient personnel are available at the site in terms of the contract and conditions. If the number of security personnel are less than required in terms of the contract, then payment shall be adjusted accordingly.

- 6.4 All personnel shortages must be noted down in the occurrence book.
- 6.5 The successful bidder will be held liable for any damage or loss suffered by the Legal Aid SA, as a result of the security's own or his employees' negligence or intent which originated at the site.
- 6.6 The Legal Aid SA is indemnified against any liability, compensation or legal expenses in respect of the following cases:
- Loss of life or injuries which may be sustained by the security personnel during the execution of their duties.
  - Damage to or destruction of any equipment or property of the security during the execution of their duties.
  - Any claims and legal costs which may ensue from the failure by or acts committed by the security personnel against third persons, which acts include illicit arrests and other illicit or wrongful deeds.
- 6.7 The successful bidder shall be notified in writing of the particulars of each claim they are liable for.
- 6.8 The successful bidder must, at their own expense, take out sufficient insurance against any claims, cost, loss and/or damage ensuing from their obligations and shall ensure that such insurance remains operative for the duration of this agreement.
- 6.9 A copy of such insurance contract shall be handed to the Legal Aid SA representative on commencement of the service.
- 6.10 The successful bidder may not, unless otherwise specified, make use of any of the Legal Aid SA's equipment, aids and/or property, for purpose of compliance with the conditions, which equipment, aids and/or property include, inter alia, vehicles, stationery, rooms and furniture.
- 6.11 The successful bidder is responsible for the training of their personnel at the site in respect of the application of the guidelines of the emergency plan applicable for the specific site.
- 6.12 All keys required to obtain entry to those of the site where the service is to be rendered according to the conditions, will be provided.
- 6.13 The successful bidder's personnel must at all times keep the grounds and buildings occupied by them clean, hygienic and neat.
- 6.14 Under no circumstances are security personnel allowed to carry on any trading.
- 6.15 The security officers shall not erect or display any sign, printed matter, painting, name plates, advertising, article or object of any nature whatsoever, in or against the Legal Aid SA's buildings or sites or any part thereof without written consent. The security officers shall not publicly display at the site any article or object which might be regarded as objectionable or undesirable.

- 6.16 Any sign, printed matter, printing, name plate, advertisement, article or object displayed without written consent or which is regarded as objectionable or undesirable, will immediately be removed.

## **7. PRO RATA DECREASE OF PAYMENT**

- 7.1 If, at any time, the service is not rendered in accordance with the condition of contract or specification, E.g insufficient security officers provided, the right is reserved to adjust payment accordingly.
- 7.2 Similarly, no departure from or breach of, or failure to comply with any of the conditions, shall be deemed to be a condonation, waiving or ratification of such departure, breach or failure to comply, unless such condonation, waiving or non-fulfilment has been agreed to in writing, through the agency of the Legal Aid SA.

## **8. BREACH OF CONTRACT**

If the service is interrupted or temporarily delayed as a result of labour disputes, civil revolt, a local or national disaster, or any other cause above the control of the contractor, the parties must mutually agree on methods to continue with essential services.

## **9. TERMINATION AND / OR WITHDRAWAL OF SERVICE**

- 9.1 In case 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 will be applicable. Failure to perform services as required in **section 3 (Scope of Work)** are reasonable grounds for the termination of security services. The nature of this contractual relationship is such that it is built on trust, integrity and transparency. For this reason, if it is found that the service provider has been or was previously convicted or charged for any criminal offence or improper conduct and such information was not disclosed during the bidding process or at any stage before or after entering into a contract with Legal Aid SA, Legal Aid SA will reserve the right to cancel the contract. This is meant to also protect the reputation of Legal Aid SA
- 9.2 Any amendment or waiving of the stipulations of the contract must occur in writing by mutual consent through the agency of the Legal Aid SA.
- 9.3 Should the security company alienate their right and liabilities in terms of this contract, they must notify the Legal Aid SA immediately so that the necessary steps for cession of the contract can be taken.

## **10. PROJECT PLAN**

- 10.1 All bidders must provide a project plan for implementation with estimated number of hours or days in order to ensure a smooth transition from the previous service provider and how many security officers will be absorbed from previous security company. Bidders should also demonstrate how handing over will be done at the end of the contract.

## 11. CAPACITY TO DELIVER.

- 11.1 The service provider must demonstrate capacity to deliver, both financially, through human capacity and technically. Five (5) reference sites where security services have been rendered/currently being rendered as well as the specific period over which the service has been rendered, must be provided in the bid. Letters from the sites will serve as evidence for functionality evaluation for the service that has been rendered.

## 12. EVALUATION CRITERIA AND REFERENCES:

### 12.1 Pre-qualification Stage:

**Note: Bidders who do not provide ALL of the below mandatory documents will be disqualified and not evaluated further.**

| MANDATORY DOCUMENTS                                                                                                                                                                                                                                                                    | SUBMITTED<br>(must indicate) |    | REFERENCE/<br>ANNEXURE PAGE<br>ON PROPOSAL<br>(must indicate) |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|----|---------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                        | YES                          | NO |                                                               |
| a) Bidder (tendering entity) must submit valid proof of registration with the Private Security Industry Regulatory Authority (PSIRA). <b>Bidders' certificate must be valid upon the closure of the bid as per RFP to be considered.</b>                                               |                              |    |                                                               |
| b) Bidder (tendering entity) must submit valid proof of registration as an employer with the Compensation Commissioner - for provision of Security Services. <b>Bidders' proof must be valid upon the closure of the bid as per RFP to be considered.</b>                              |                              |    |                                                               |
| c) Bidder (tendering entity) must submit valid proof of registration with the Unemployment Insurance Commissioner. Bidders must be in good standing at the closure of the bid as per RFP. <b>Bidders' proof must be valid upon the closure of the bid as per RFP to be considered.</b> |                              |    |                                                               |
| d) <b>List of five (5) contactable positive references</b> the bidders had contracts with in the past seven (7) years and including the current companies where they render security services Annexure A, table (a) must be completed.                                                 |                              |    |                                                               |

| MANDATORY DOCUMENTS                                                                                                                                                                                                                                                                                                                                                       | SUBMITTED<br>(must indicate) |  | REFERENCE/<br>ANNEXURE PAGE<br>ON PROPOSAL<br>(must indicate) |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|--|---------------------------------------------------------------|
| e) The bidders must submit only five (5) positive reference letters that match the information provided in Annexure A, table (a).<br><br><u><b>Note: In the event more than five (5) letters are submitted by the bidder, only the first five (5) will be considered and contacted as per the Annexure A, table (a) for due diligence for the recommended bidder.</b></u> |                              |  |                                                               |

## 12.2 Functionality Evaluation:

All qualifying bids from the pre-qualification stage would be evaluated for functionality. The table below contains the weights for each functional requirement component.

### FUNCTIONALITY EVALUATION CRITERIA

**NB: Bidders are required to indicate in their response where the abovementioned functionality evaluation criteria document can be found/located in their proposal.**

|    | CRITERION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | SCORE     | REFERENCE<br>PAGE ON<br>PROPOSAL/AN<br>NEXURE |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------------------------------------------|
| 1. | <p>The bidder must submit proof to demonstrate a minimum experience in the last seven (7) years in delivering Security services supported by five (5) contactable previous and current clients. Information must be completed as per Annexure A, Table (a) supported by reference letters. <b>(Reference letters without completed Table (a) will not be considered).</b></p> <ul style="list-style-type: none"> <li>Five or more positive references = <b>40 points</b></li> <li>Four positive references = <b>30 points</b></li> <li>Three positive reference = <b>20 points</b></li> <li>Two or less positive references = <b>0 points</b></li> </ul> <p><b>Note: points will only be allocated if the references bear or demonstrate relevant experience (security services) and if there is no relevant experience = 0 points</b></p> | <b>40</b> |                                               |
| 2. | <b>Capacity to Deliver</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>20</b> |                                               |

|    | CRITERION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | SCORE     | REFERENCE<br>PAGE ON<br>PROPOSAL/AN<br>NEXURE |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------------------------------------------|
|    | <p>Provision of qualifications of all Security Officers, Supervisors and Area Manager as per section 3.3.1 of the RFP:</p> <ul style="list-style-type: none"> <li>i. Provision of a CV of the proposed Area Manager which should reflect a minimum of 5 years' experience in security management with proof of PSIRA Grade A certification <b>(5 points)</b> <ul style="list-style-type: none"> <li>• Zero points will be allocated if above criteria for the proposed Area Manager is not met as per above criteria (0 points)</li> </ul> </li> <li>ii. Provision of a CV of the proposed Security Supervisor which should reflect a minimum PSIRA Grade B certification with proof of same and at least three (3) years of experience as Security Supervisor. (5 points) <ul style="list-style-type: none"> <li>• Zero points will be allocated if above criteria for proposed Security Supervisor is not met as per above criteria (0 points)</li> </ul> </li> <li>iii. Provision of CVs of the proposed 10 Security Officers which reflect a minimum PSIRA Grade C certification for each with proof of same for each Security Officer and must have at least one (1) years of experience as Security Officer <b>(10 points)</b> <ul style="list-style-type: none"> <li>• Zero points will be allocated if above criteria for proposed Security Officers is not met as per above criteria <b>(0 points)</b></li> </ul> </li> </ul> |           |                                               |
| 3. | <p>The bidder is required to demonstrate/confirm and show with colour photos, in line with RFP how the service will be provided specifically with regards to the provision of the following resources/equipment: <b>colour photos must be provided for the below items:</b></p> <ul style="list-style-type: none"> <li>➤ Baton <b>(1 point)</b></li> <li>➤ Handcuffs <b>(1 point)</b></li> <li>➤ Whistles <b>(1 point)</b></li> <li>➤ Uniform Policy (as part of the proposal), <b>(1 point)</b></li> <li>➤ Pens <b>(1 point)</b></li> <li>➤ Torches (at night) <b>(1 point)</b></li> <li>➤ Radios <b>(1 point)</b></li> <li>➤ Occurrence Book &amp; Admission Control Book (Visitors, Staff, Vehicles and Contractors) <b>(1 point)</b></li> <li>➤ Pocket, Note Book or Incident Book <b>(1 point)</b></li> <li>➤ Cell-phone with data and airtime at all times (Emergency Cases); bidder must confirm inwriting as part of the proposal. <b>(1 point)</b></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>10</b> |                                               |

|    | CRITERION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | SCORE | REFERENCE<br>PAGE ON<br>PROPOSAL/AN<br>NEXURE |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-----------------------------------------------|
|    | <ul style="list-style-type: none"> <li>Note: zero points will be awarded for that sub-criterion which is not addressed.</li> </ul> <p>NB: Bidders who do not submit photos in line with the above requirement will be awarded <b>0 points for the sub-criterion not covered/addressed.</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |       |                                               |
| 4  | <p>The bidder is required to demonstrate the Service Methodology and detail exactly how you propose to carry out the activities to achieve the outcomes identified in the Scope of Work.</p> <p>Methodology must detail, the following:</p> <ul style="list-style-type: none"> <li>Describe how the work will be completed and managed in line with the RFP <b>(10 Points)</b> <ul style="list-style-type: none"> <li>➤ Access Control at all Entrances <b>(2 points)</b></li> <li>➤ Patrolling of Building, Parking Area and Egress <b>(2 points)</b></li> <li>➤ CCTV Monitoring <b>(2 points)</b></li> <li>➤ Incident Managements – <b>(2 points)</b></li> <li>➤ Monthly Reporting <b>(2 points)</b></li> </ul> </li> <li>Note: zero points will be awarded for that sub-criterion which is not addressed.</li> </ul>                                                                                           | 10    |                                               |
| 5. | <p><b>Risk Assessment Plan</b></p> <p>Bidder must provide a proposed Risk Assessment Plan. The plan must outline the following:</p> <ul style="list-style-type: none"> <li>A detailed description of the risk assessment methodology/techniques to be applied for the Physical Security Risk Assessment and Analysis <b>(5 points);</b></li> <li>Identification of probable threats, vulnerabilities and risks and their potential impacts (intended or unintended) <b>(5 points);</b></li> <li>A proposed contingency plan for incidents such as armed robbery; Labour unrest, Strike; Reaction unit; Bomb threats. <b>(5 points);</b></li> <li>Provide a training plan and approach for the security officials in line with PSIRA requirements <b>(5 Points)</b> <ul style="list-style-type: none"> <li>Note: zero points will be awarded for that sub-criterion which is not addressed.</li> </ul> </li> </ul> | 20    |                                               |

**NB: Bidders are required to indicate in their response were the abovementioned functionality evaluation criteria document can be found in their proposal for**

## **ease of evaluation.**

The functionality evaluation will be assessed as follows:

Where bidders have not provided the required information or have not fully addressed the functionality evaluation criteria, they will not be allocated any points for the relevant item.

Bidders who score less than 80 points of the 100 points for functionality will be disqualified, and will not be evaluated on preferential points system.

### **12.3 Preferential Points System Evaluation (80/20)**

Bidders who achieved 80 points or more from the Functionality Evaluation stage will be further evaluated on the 80/20 preferential points system using the specific goals on BBEE, whereby 80 points are for Pricing, and 20 points are for preferential procurement requirements.

Preferential points will be awarded in terms of the B-BBEE Status level of contribution which must be substantiated as follows (please refer to Form SBD 6.1 for more details):

- Bidders must submit a valid B-BBEE status level verification certificate issued by a Verification Agency accredited by SANAS or a sworn affidavit confirming annual turnover and level of black ownership in case of an EME and QSE.

## **13. BID CONDITIONS**

13.1 The recommended bidder will be requested to attend a meeting/avail their premises for an inspection in loco, where they will be given the opportunity to present their proposal to the Bid Evaluation Committee in relation to the tools of trade (equipment) required or other material aspects in terms of the RFP.

13.2 Bidders are encouraged to submit their bids in line with any attached annexures and detailed specifications, in order to facilitate a simplified fair and efficient evaluation process.

13.3 Legal Aid SA reserves the right to award the bid to one or more service providers.

13.4 Legal Aid SA reserves the right to award the bid in whole or only partially.

13.5 The General Conditions of Contract as stipulated by the National Treasury will be applicable.

13.6 Legal Aid SA reserves the right not to award the bid.

13.7 Bidder must provide a brief summary of their company profile, key personnel and evidence of experience relevant to the requirements.

## **14. OBJECTIVE CRITERIA**

14.1 In the event the recommended bidder is found to not satisfy/meet the conditions or requirements set hereunder, Legal Aid SA shall exercise its right in awarding the bid using applicable prescripts as provided for under the PPPFA, section 2(1)(f), which states, *“the contract must be awarded to the tenderer who scores the highest points, unless objective criteria in addition to those contemplated in paragraphs (d) and (e) justify the award to another tenderer”*

- 14.2 The recommended bidder must have a positive/good reputation which shall not jeopardize the reputation of Legal Aid SA.
- 14.3 The recommended bidder must have the financial ability to carry out the services as per the RFP requirements. Audited financials (will be requested from the recommended bidder prior to appointment), must be of sound applicable financial prescripts/industry standards.
- 14.4 The recommended bidder or its directors/shareholders must not have any pending criminal/civil cases instituted against them which may hinder the rendering of services if appointed to Legal Aid SA as per RFP requirements.
- 14.5 The recommended bidder or its personnel must not have a history of poor performance (e.g. negligence) or unethical conduct or employees who were dismissed/sanctioned for misconduct.
- 14.6 Legal Aid SA, like any other business, relies greatly on suppliers for most services, therefore, the interaction with suppliers/contractors/consultants can have a substantial impact on Legal Aid SA operations. Legal Aid SA can be negatively impacted by a supplier who does not have a good reputation or has been implicated in unethical activities, by association. To mitigate this reputational risk, Legal Aid SA will investigate any negative and positive news on the particular supplier/contractor/consultant before doing any business and will make an informed decision about its association.
- 14.7 In the event that the reference checks or processes conducted during a due diligence exercise for the recommended bidder, prior to appointment, should they yield negative feedback or operational risk to Legal Aid SA, the highest-scoring bidder may not be awarded the bid, and the second highest scoring bidder will be recommended for appointment provided its proposal meets the RFP requirements in all its respects.

**15. BIDDERS MUST COMPLETE THE FOLLOWING REFERENCING INFORMATION TABLE.**

| Item | Requirement            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Annexure/Reference Page on Proposal |
|------|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| 1)   | Office                 | The head office must be registered in South Africa                                                                                                                                                                                                                                                                                                                                                                                                                         |                                     |
| 2)   | Bank                   | The bidder must indicate the full banking details.                                                                                                                                                                                                                                                                                                                                                                                                                         |                                     |
| 3)   | Management & Servicing | <p>The bidder must provide their organisational structure/organogram, names of individual position holders in the organisation including management, supervisors, administration, guards and other services.</p> <p>The bidder must provide details of qualifications and selection process with regards to management/supervisory expertise in the company.</p> <p>Bidders must indicate if the personnel are employed on a full-time basis. If not, provide details.</p> |                                     |

| Item | Requirement                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Annexure/Reference Page on Proposal |
|------|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| 4)   | Experience                            | The bidder must indicate the number of years in the business and the major incidents that they had to manage with any of the clients                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                     |
| 5)   | PSIRA Accreditation                   | Valid Proof of registration with PSIRA for the company must be provided. Bidder must also provide a PSIRA accredited list of all Security Officers they employ.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                     |
| 6)   | Security clearance certificate        | All the officers to be assigned on site must have a security clearance certificate issued by SAPS submitted prior to appointment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                     |
| 7)   | List of references                    | The list of all current and previous contracts, values, duration and the contact persons. This is critical for evaluation on functionality.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                     |
| 8)   | Compensation Commissioner             | The bidders must provide proof of valid registration as an employer with the Compensation Commissioner                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                     |
| 9)   | Compliance with rules and regulations | The bidder must comply with sectorial determination issued by the Minister of Employment and Labour from time to time. It is recorded that Legal Aid SA will only adjust the rates to the extent that it relates to the determination by the Minister and only for the specific number of officers assigned to it. The successful bidder shall be responsible to present such determination to Legal Aid SA. Legal Aid SA may at any time request the bidder to provide such proof of compliance and failure to produce such proof will be regarded as a material breach of the contract which shall allow Legal Aid SA to terminate the agreement with immediate effect. |                                     |
| 10)  | Public Liability Insurance            | Bidders must arrange the necessary public liability insurance cover in its own name with a reputable insurance company and submit documentary proof that such policy is in effect. Confirmation of Public Liability Insurance must be submitted thirty (30) days after the awarding of the bid. Failure to comply will lead to termination of the contract.                                                                                                                                                                                                                                                                                                               |                                     |
| 11)  | Terms and conditions of contract      | By submitting the bid, the company accepts all the conditions of contract approved by National Treasury and special conditions to be determined by the Legal Aid SA and that the bidder might be required to sign an acceptance of confidentiality.                                                                                                                                                                                                                                                                                                                                                                                                                       |                                     |
| 12)  | No Guns                               | No guns are allowed on the premises                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                     |
| 13)  | Training                              | <ul style="list-style-type: none"> <li>It is the responsibility of the bidder to ensure that the security personnel in their service and especially those employed for the rendering of this</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                     |

| Item | Requirement                                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Annexure/Reference Page on Proposal |
|------|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
|      |                                            | <p>service, meet all the requirements at all times.</p> <ul style="list-style-type: none"> <li>▪ The bidder must indicate if there are in-house training capabilities (infrastructure) and, if yes, the bidder must provide an overview of activities included in this process (in-house training).</li> <li>▪ Method used for evaluating the effectiveness of the in-house training capabilities to ensure the required level of service is maintained.</li> <li>▪ What training does the company provide?</li> <li>▪ What type of training is done for your company by other companies and who are these companies?</li> <li>▪ What type of continuing/supplementary training does the company do? Give details of subjects, schedules, etc.</li> <li>▪ Do you have staff in your training department employed on a contract basis? If Yes, give details</li> </ul> |                                     |
| 14)  | Records                                    | The bidder to keep all the records for inspection relating to qualification, registration, security clearance of its personnel.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                     |
| 15)  | Compliance with specification requirements | Provide all the legislative documents required for security services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                     |
| 16)  | Capacity to deliver                        | Demonstrate how they have managed various major incidents with the current clients, and how they execute operations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                     |
| 17)  | Transitional arrangements                  | The bidder must indicate how they will take over from the existing service provider                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                     |

## Annexure A: Response Prequalification/Functionality Evaluation Criteria

### Bidder's Experience

Tender No: \_\_\_\_\_

Name of Bidder: \_\_\_\_\_

Authorized Signatory: \_\_\_\_\_

The bidder must provide the following information:

Table (a) Details of the bidder's current and previous relevant experience in the provision of Security Services tender. (Please refer to Section 12 of this RFP document which requires five (5) contactable references not older the 7 years.

1. Please attach the reference letters that Match the Referee information on the table.
2. NB: Purchase Orders, Appointment letters and/or Completion certificates will not be accepted as reference letters.

Table (a)

| Bidders experience- |                           |                |               |                |                   |                     |                   |
|---------------------|---------------------------|----------------|---------------|----------------|-------------------|---------------------|-------------------|
| No.                 | Name of Client/Department | Contact Person | Position Held | e-mail address | Services Rendered | Contract Start Date | Contract End Date |
| 1                   |                           |                |               |                |                   |                     |                   |
| 2                   |                           |                |               |                |                   |                     |                   |
| 3                   |                           |                |               |                |                   |                     |                   |
| 4                   |                           |                |               |                |                   |                     |                   |
| 5                   |                           |                |               |                |                   |                     |                   |