

**PART A
 INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE <i>(South African National Biodiversity Institute)</i>					
BID NUMBER:	SANBI: G423/2022	CLOSING DATE:	1 SEPTEMBER 2022	CLOSING TIME:	11:00am
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SECURITY GUARDING, ARMED RESPONSE AND CASHIER SERVICES FOR THE SOUTH AFRICAN NATIONAL BIODIVERSITY INSTITUTE (SANBI) AT THE KAROO DESERT NATIONAL BOTANICAL GARDEN, WORCESTER, FOR A PERIOD OF FIVE (5) YEARS				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT:					
Biodiversity Centre Pretoria National Botanical Garden, 2 Cussonia Avenue, Brummeria Pretoria					
Compulsory briefing session date: 10 August at 11:00 am.					
The Karoo Desert National Botanical Garden, Environmental Education Centre, 108 Roux Road, Panorama, Worcester.					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON		CONTACT PERSON	Mr. Ricardo Riddles		
TELEPHONE NUMBER		TELEPHONE NUMBER			
FACSIMILE NUMBER		FACSIMILE NUMBER			
E-MAIL ADDRESS	sanbi.tenders@sanbi.org.za		E-MAIL ADDRESS	r.riddles@sanbi.org.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
---	--	---	---

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS	
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? NO	<input type="checkbox"/> YES <input type="checkbox"/>
DOES THE ENTITY HAVE A BRANCH IN THE RSA? NO	<input type="checkbox"/> YES <input type="checkbox"/>
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? NO	<input type="checkbox"/> YES <input type="checkbox"/>
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? NO	<input type="checkbox"/> YES <input type="checkbox"/>
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? NO	<input type="checkbox"/> YES <input type="checkbox"/>
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.	

**PART B
 TERMS AND CONDITIONS FOR BIDDING**

1. BID SUBMISSION:	
1.1.	BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2.	ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3.	THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4.	THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS	
2.1	BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2	BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3	APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4	BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5	IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6	WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7	NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
 (Proof of authority must be submitted e.g. company resolution)

DATE:

**PRICING SCHEDULE – FIRM PRICES
(PURCHASES)**

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

Name of bidder.....	Bid number: SANBI: G423/2022
Closing Time 11:00	Closing date: 1 September 2022

OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY DESCRIPTION	BID PRICE IN RSA CURRENCY
----------	----------------------	---------------------------

**** (ALL APPLICABLE TAXES INCLUDED)**

-
- Required by:
 - At:
 - Brand and model
 - Country of origin
 - Does the offer comply with the specification(s)?
 *YES/NO
 - If not to specification, indicate deviation(s)
 - Period required for delivery
 - *Delivery: Firm/not firm
 - Delivery basis

Note: All delivery costs must be included in the bid price, for delivery at the prescribed destination.

**** "all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.**

***Delete if not applicable**

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors/trustees / shareholders/members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders/members/partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

.....

3 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT. I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
 Signature

.....
 Date

.....
 Position

.....
 Name of bidder

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to all bids:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2

- a) The value of this bid is estimated to **not exceed** R50 000 000 (all applicable taxes included) and therefore the **80/20** preference point system shall be applicable; or
- b) The 80/20 preference point system will be applicable to this tender.

1.3 Points for this bid shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contributor.

1.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
B-BBEE STATUS LEVEL OF CONTRIBUTOR	20
Total points for Price and B-BBEE must not exceed	100

1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

2. DEFINITIONS

- (a) **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **“B-BBEE status level of contributor”** means the B-BBEE status of an entity in terms of a code of good

- practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (c) **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
 - (d) **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
 - (e) **“EME”** means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
 - (f) **“functionality”** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
 - (g) **“prices”** includes all applicable taxes less all unconditional discounts;
 - (h) **“proof of B-BBEE status level of contributor”** means:
 - 1) certificate issued by an authorized body or person; B-BBEE Status level
 - 2) prescribed by the B-BBEE Codes of Good Practice; A sworn affidavit as
 - 3) prescribed in terms of the B-BBEE Act; Any other requirement
 - (i) **“QSE”** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
 - (j) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

3. POINTS AWARDED FOR PRICE

3.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10
$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	or	$P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$

Where

P_s = Points scored for price of bid under consideration

P_t = Price of bid under consideration

P_{\min} = Price of lowest acceptable bid

4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

- 4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
---	--	--

1	10	20
2	9	18
3	6	14
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

5. BID DECLARATION

5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

6.1 B-BBEE Status Level of Contributor: . =(maximum of 10 or 20 points)

(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

7. SUB-CONTRACTING

7.1 Will any portion of the contract be sub-contracted?

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

7.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted.....%
- ii) The name of the sub-contractor.....
- iii) The B-BBEE status level of the sub-contractor.....
- iv) Whether the sub-contractor is an EME or QSE

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

v) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations,2017:

Designated Group: An EME or QSE which is at last 51% owned by:	EME √	QSE √
Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
OR		
Any EME		
Any QSE		

8. DECLARATION WITH REGARD TO COMPANY/FIRM

8.1 Name of company/firm:.....

8.2 VAT registration number:.....

8.3 Company registration number:.....

8.4 TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One person business/sole propriety
- Close corporation
- Company
- (Pty) Limited

[TICK APPLICABLE BOX]

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....

8.6 COMPANY CLASSIFICATION

- Manufacturer
- Supplier
- Professional service provider
- Other service providers, e.g. transporter, etc.

[TICK APPLICABLE BOX]

8.7 Total number of years the company/firm has been in business:.....

8.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have
 - (a) disqualify the person from the bidding process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;

- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution.

WITNESSES

1.

2.

.....
SIGNATURE(S) OF BIDDERS(S)

DATE:

ADDRESS

.....

.....

TERMS OF REFERENCE FOR TENDER: SANBI: G423/2022

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SECURITY GUARDING, ARMED RESPONSE, AND CASHIER SERVICES FOR THE SOUTH AFRICAN NATIONAL BIODIVERSITY INSTITUTE (SANBI) AT THE KAROO DESERT NATIONAL BOTANICAL GARDEN, WORCESTER, FOR A PERIOD OF FIVE (5) YEARS

Physical address

**108 Roux Road
Panorama
Worcester
6850**

Tender No: SANBI: G423/2022

TABLE OF CONTENTS

1. Background.....	15
2. Invitation to tender	16
3. Tender Specification	Error! Bookmark not defined.
4. Compulsory Site briefing session.....	22
5. Documents required.....	22
6. Other documents required	23
7. Confidentiality	24
8. Preparation of Proposal	24
9. Tender documentation availability.....	24
10. Contract period	24
11. Pricing.....	24
12. Compliance reports and meetings	24
13. Evaluation criteria	24
14. General terms.....	30
15. Safety, health and environmental requirements	31
16. Submission of tender.....	19
ANNEXURE A. GARDEN MAP	41
ANNEXURE B. SUMMARY OF KDNBG RULES	35
ANNEXURE C. PRICING SCHEDULE	34
ANNEXURE D. REFERENCE DOCUMENTS	41
ANNEXURE E. SERVICE LEVEL AGREEMENT (SLA).....	29
ANNEXURE F. NON-COMPLIANCE AND MITIGATION MEASURES	47
ANNEXURE F. NON-PERFORMANCE PENALTIES	34

1. BACKGROUND

The Karoo Desert National Botanical Garden (KDNBG) is a campus of SANBI located in Worcester, Western Cape, in the Breede Valley Local Municipality. The KDNBG covers an area of 154 ha, comprising of 11 ha under cultivation and 143 ha protected natural area. The KDNBG houses various indigenous plant species and receives on average 13 000 visitors per year. The KDNBG is open to visitors daily, with official hours from 07:00 to 18:00 and offers guided tours and facilities may be booked for private functions.

The KDNBG campus comprises of the following operational areas: Main Entrance, Environmental Education Centre, PV Solar Farm, Admin Building which includes the boardroom, guest cottage and Herbarium, Workshop, Site Office, Staff Canteen, Curator's House, and two Horticulturalist houses. The main entrance area includes the ticket office with alarm system and main parking area fitted with security cameras. The Environmental Education Centre comprises of a hall, offices, kitchen, and bathrooms is also fitted with an alarm system and may be booked for private functions. The PV Solar Farm comprises of solar panels and instruments to generate power through solar energy and is also fitted with an alarm system with beams. The Admin Building comprises of several offices and has an alarm system which also covers the herbarium, guest cottage and boardroom, which are all separate buildings situated in close proximity to each other. The workshop also has an alarm system and includes garages where the tractors and implements are stored. The Site Office is also fitted with its own alarm system and comprises an office area and a storeroom for garden tools and equipment. The staff canteen is fitted with an alarm system and includes the staff lunch area, kitchen, and staff ablutions. The Curator's House and the two Horticulturalist houses are also fitted with their own alarm systems and are occupied by the Curator and the horticulturalists working at KDNBG.

Bidders from PSIRA registered security companies are thus hereby invited to submit their bids for the forthcoming contract period of five (5) years to provide the required security guarding, armed response and cashier services for protection of the public, staff, assets and property of KDNBG.

The KDNBG is particularly prone to the threat of criminal activities which includes poaching, the theft of equipment and assets. The service provider shall be obligated to provide security services to guard and protect the KDNBG premises, personnel, assets (including plants), visitors and all their valuables.

The main security risks/threats are the following:

- Armed robbery, theft, and malicious damage of/to KDNBG property, vehicles, equipment, materials, assets, and plants, within the premises of the KDNBG.
- Armed robbery, theft and malicious damage of public property while within the KDNBG, be they day or private function visitors.
- Unauthorized and uncontrolled access to the KDNBG via the boundary fences and any of the two (2) perimeter gates, including the main entrance.
- Fire hazards relating to infrastructure and the reserve including threats posed by neighbouring wildfires on adjacent properties.
- Poaching and theft of animals and plants, including the illegal felling of trees and collection of firewood.
- Violence by intoxicated visitors.

SANBI requires a security service provider to:

- Provide 24-hour guarding services
- Cashier services at the ticket office from 07:30 – 16:30 daily
- Armed response, alarm monitoring with 24-hour and the monthly inspections and repairs of all alarm related equipment for the entire campus.
- The security service provider must comply with all relevant South African legislation as well as with SANBI's Terms and Conditions including security policy and those specified in the Service Level Agreement.

2. Invitation to tender

Tenders are hereby invited for the appointment of a service provider to provide security guarding, armed response and cashier services to the South African National Biodiversity Institute's KDNBG for a period of five (5) years.

Karoo Desert National Botanical Garden is located at:

108 Roux Road
Panorama
Worcester
Western Cape
6850

The tender process will be coordinated by SANBI's Supply Chain Management (SCM) section at the following address:

The Deputy Director: Supply Chain Management
The South African National Biodiversity Institute (SANBI)
Private Bag X101,
Silverton
Gauteng
0184
Email address: sanbi.tenders@sanbi.org.za

3. Tender Specification

The KDNBG requires a security company to provide security services through guards, armed response and cashier services. The main scope of the provision of security services to the KDNBG will focus on access control, securing of buildings, vehicles, assets, public and staff safety and protection within the entire premises. Additional security may be required for public holidays, crowd management with events, security threats and emergencies. The required services shall also pertain to the less frequently visited areas of the KDNBG where monitoring and patrolling is essential.

The Service Provider will be responsible for the security of the entire property of the KDNBG, to address the threats with focus on the main entrance area, PV Solar Farm, all buildings, poaching, plant harvesting and illegal access to the property across any defined boundary of the KDNBG.

KDNBG covers an area of 154 ha, divided into 2 operational areas:

- The cultivated area (Section A) of 11 ha,
 - Ticket Office building, main entrance, Environmental Education Centre, parking areas, admin building (including Herbarium and board room), guest cottage, two nurseries, workshop and garages, site office and storerooms, staff facilities (canteen and ablutions), Curator's house, two Horticulturalist Houses, public ablutions, public areas and various assets.
- The Protected Natural Area/Estate (Section B) of 143 ha,
 - PV Solar Farm with solar panels and instruments.
 - Hiking trails

The Garden map is attached under **Annexure A**.

1. INDUCTION, TRAINING AND PLACEMENT OF GUARDS

The service provider's staff members will have to undergo induction training regarding the site and the Emergency Plan for the campus. This induction is compulsory and must be attended by the Security Company's supervisors, guards, and Management. Any new employee must first be inducted before placement on site.

The inheritance of existing security guards and/or use of equipment from previous service providers must be discussed with and approved by SANBI beforehand.

2. SECURITY OPERATION MANAGEMENT EXCELLENCE

The following are the expected outcomes and deliverables under this contract:

- A) Protection of the KDNBG personnel, public, plants and property.
- B) Response to any security related risk and emergency.
- C) Form part of the KDNBG emergency response team (ERT) responding to any emergency.
- D) Control the entrance/picnic area and guide/assist visitors and clients effectively and efficiently to the desired location, after hours.
- E) Access control at main entrance:
 - i. Arrivals and departures of clients to/from the venues for private functions after hours.
 - ii. Arrival and departure of day visitors during garden hours and at closing times.
- F) Verification of incoming and outgoing visitors other than KDNBG staff.
- G) Patrolling:
 - i. The entrance area, all buildings, nurseries, and boundary at night to ensure safety and security using a security guard at night.
- H) Provide 24-hour armed response to alarms, security risks and emergency situations.
- I) Providing 24-hour monitoring, and monthly inspections of alarms to ensure functionality.
- J) Provide written records of alarms, incidents, security threats/risks (Occurrence Book) and security reports.
- K) Providing cashier services at the ticket office daily (7 days a week) during garden admissions hours (07:30 – 16:30). Cashiers to be accompanied by the security supervisor with the security company's vehicle twice a day for collection of float in the mornings and cash-up in the afternoons.

3. SECURITY STAFF REQUIREMENTS FOR THIS CONTRACT

- A) Guarding Service
 - i. 1 x Night Security Guard at main entrance gate and patrolling on regular intervals, with two (2) nightly visits by supervisor.
 - ii. 1 x Day Security Guard at main entrance area every day, including weekends and public holidays, with 1 (one) midday visit by the supervisor.
- B) Offsite monitoring of 10 Alarms, 24 hours a day.
- C) 24-hour armed response to any security threat or occurrence with follow-up action required and officials with tracking skills to track people on foot through the veld.
- D) Monthly inspection by the alarm technician of all alarms and security devices (e.g. camera's).
- E) Support Services: In addition, from time-to-time additional guards may be required for special functions, exhibitions, or meetings to be held within KDNBG. This service will be arranged separately to the standard contract, but an indication must be given to the availability of such *ad hoc* guards and the notice period for obtaining this additional support service
- F) Cashier Service: 1 x Cashier at the ticket office daily to capture all admissions transactions on the point of sales, including weekends and public holidays

Services, and requirements: An overview thereof the common services but not limited to:	
Guarding Service	<ul style="list-style-type: none"> a) One (1) night shift security guard based at the main entrance area and doing monitored patrols every night working from 18:00 to 06:00 the following morning 365 days a year. b) NB: The Guards may only work the legislated sectorial working hours and not exceed normal and overtime hours. The Service provider is to establish a work roster to ensure compliance. c) One (1) Day security Guard from 06:00 to 18:00 every day 365 days a year based at the main entrance doing access control d) Minimum skill requirement of the security guard: <ul style="list-style-type: none"> a. Grade C security guard, b. Must be able to communicate well in English for effective communication with clients, visitors, and local clients, c. Must have three (3) years' experience. d. Must have acceptable literacy skills (reading and writing) to assist clients and to complete required forms, communicate telephonically, and make the required written recordings in registers and on forms. e. All security personnel must be valid South African citizens. e) Minimum security equipment that the security guards is required to have <ul style="list-style-type: none"> a. To be unarmed (No firearm), b. An effective beam torch (50m viewing distance at night). c. A remote with a panic button d. A Two-way mobile radio with charger (on site) for effective communication with the control room of the service provider. e. Taser and/or pepper spray, with the knowledge on how to effectively use them. f. Handcuffs. g. A Cellular phone (with sufficient airtime) f) Occurrence Book, pen, and pocketbook.
Monitoring of alarms	<ul style="list-style-type: none"> a) The Service Provider must have an established and operational control room for monitoring and recording of alarms, opening, and closing, with the provision of reports for inspection by SANBI Officials. b) The Service Provider must during the duration of the contract connect radio communication between the ten (10) Alarm systems that are at KDNBG and the control room. c) Provide armed response security officers 24-hours per day to respond to activated alarms, report suspicious illegal activities within the KDNBG and emergencies.

<p>Twenty-four (24) hour armed response</p>	<ul style="list-style-type: none"> a) The Service Provider must have qualified, Armed response security officers who are: <ul style="list-style-type: none"> a. Business weapons accredited, b. Trained / accredited for armed response security work b) Armed Response Officers are to respond to all security risks, criminal activities (including poaching & theft) and alarms at KDNBG c) They are to have a vehicle available to enable the required armed response to be on site, at KDNBG, within 15 minutes of any alarms or when assistance is requested pertaining to a security threat or criminal activity. d) The Response unit is required to secure the scene, apprehend/track down any suspects associated with the security threat, on or off site, e) The response unit is to have establish communication with the KDNBG management. f) If required, to call in support / assistance from own Company, SAPS and/or other security structures that may assist without resulting in costs been charged to SANBI, without prior authorisation by SANBI SCM or Senior Management. g) Follow-up on any leads to aid in or securing an arrest of a suspect. h) Be able to track any suspect fleeing the scene. <p>NB: Call-out costs are to be included in contact fee, with no limitation. No additional fee may be charged outside the quoted price of the contract.</p>
<p>Monthly inspection</p>	<ul style="list-style-type: none"> a) All alarms, panic buttons, sensors and security devices must be checked and serviced monthly to ensure that all units are fully functional. Such services and checks are to be recorded accordingly, clearly identifying the date of inspection, inspecting technician, and recording the status of each unit (operational or faulty) and what was repaired.
<p>Cashier Services</p>	<ul style="list-style-type: none"> a) One (1) Cashier based at the ticket office daily from 07:30 to 16:30 to capture admissions transactions on the point of sales 365 days a year. b) Minimum skill requirement of Cashiers: <ul style="list-style-type: none"> a. Fully computer literate with at least a certificate of competency in computer literacy (MS Office). c) Must be able to communicate well in English for effective communication with clients, visitors (local and foreign), and local clients <ul style="list-style-type: none"> a. Must be reliable and experienced in handling cash/money. b. Must have two (2) years' experience. c. Must have acceptable literacy skills (reading and writing) to assist clients and to complete required forms, communicate telephonically, and make the required written recordings in registers and on forms d) All personnel must be valid South African citizens.
<p>Support Services</p>	<ul style="list-style-type: none"> a) Provide a security guard at the scene when structural damage has occurred until the KDNBG is able to repair the structural damage, e.g., open doors/ windows/fences due to been broken open, etc. b) Provide additional security personnel to close off or surround an area to limit movement, to search the area, secure an area pertaining to a security threat. c) Provide additional guards that may be required for special functions, exhibitions or

	<p>meetings held at the KDNBG. This service will be arranged separately from the standard contract, but an indication must be given to the availability of such <i>ad hoc</i> guards and the notice period for obtaining this additional service.</p> <p>d) Peak Visitor periods: With public holidays when KDNBG is anticipating high visitor numbers (e.g., Day of Reconciliation, Christmas Day, Family Day, New Year's Day, Eater Weekend, etc). With approval by SANBI additional day shift security guards are to be provided for crowd control, public safety, and compliance enforcement and moving public out of the KDNBG with closing.</p> <p>NB: The additional cost of this security guard is to be charged at the same rates as the provided security guard on site. The combined total value of such service must not exceed 15% of the value of the contract.</p> <p>This function is part of the contract but invoiced separately for the contract.</p>
--	---

Responsibility of all guards:

All guards will be required to enforce the KDNBG internal rules (**Annexure B**).

This includes:

- Implement health and safety measures as dictated by relevant SANBI policies and procedures.
- Providing information about directions of the products in the garden to patrons as may be requested, refer patrons to SANBI personnel who may be able to assist.
- Gates are locked/unlocked at designated times, or as required according to specific instructions from appropriate SANBI staff.
- Gates are closed/opened at designated times, or as required according to specific instructions from appropriate SANBI staff.
- A guard remains visible at the entrance gate in between patrols and where necessary provide reactive support to SANBI in cases of suspicious or unacceptable visitor behaviour.
- Provide assistance to SANBI's Management Officer on site, as it may pertain to enforcement of regulations, security or emergency procedures.
- Not allowing sound amplification devices such as portable HiFi systems or musical instruments onto the site unless there is an authorized event.
- Not allowing 'drones' or similar flying equipment/devices onto the site without formal approval.
- Not allowing dogs (except guide/service dogs) onto the site
- Ensuring that all patrons have either paid entrance fees or have otherwise been authorized to gain free access through internal procedures.
- Checking patrons against guest lists, as provided, both during and after hours, for pre-booked functions.
- Ensure that the rules of the garden are adhered to
- Allowing, disallowing, or removing patrons (as the case may be) as instructed by a SANBI Management Officer.

4. LANGUAGE PROFICIENCY

All guards must be proficient in English. Due to the nature and locality of our business operations communication is essential, and it is therefore required that guards must be able to read, write and communicate effectively in English.

5. SUPERVISION OF WORK

The service provider will supervise and exercise proper control over its personnel and shall not hold SANBI liable for any loss or injury caused to the said personnel. The service provider will seek to resolve any problems relating to its personnel in line with the laws of the country (e.g. Labour Laws).

6. RESPONSIBILITIES

6.1 The service provider will provide protection services and take responsibility for the following:

- Be liable for its staff members on site.
- Be responsible for all his/her staff's physical safety, discipline and other requirements (e.g., radios, torches, disc scanner, cellular phones, electronic patrol system, clocking point, two-way radio, panic button, torches, pocketbook, baton, hand cuffs and Occurrence Book (OB) and base radio).
- Be responsible for supervising and giving instructions to staff members on site.
- Ensure that the Service Level Agreement (SLA) conditions are complied with by adhering to the performance standards required (Specifications for service provider performance management).
- Be responsible providing the staff allocated to the KDNBG campus, with all required equipment, tools (not self-provided by staff) to ensure effective performance of duties by the allocated staff.
- The Service Provider must undertake to provide the required and reasonable number of staff as required for the rendering of services at the site during crisis situation.
- The Service Provider is solely responsible for the safety and well-being of its employees when working at the KDNBG
- Ensure guards are always in uniform and look presentable to the public.
- Ensure guards are customer service-focused, and value and treat SANBI visitors with respect.
- Supervise and exercise proper control over all personnel employed by him/her (e.g., monitor performance and taking disciplinary action, if and when required and continuously train staff for maximum service delivery), and shall not hold SANBI responsible for any injury caused to the said personnel.
- Be expected to obtain and provide security clearance and security grading certification for the employees that are allocated for security services at the Garden.
- Ensure that all staff members are inducted before commencement of duty (including the SANBI emergency plan and procedures)
- Provide security guards and services as per Annexure A above and in the case where additional guards are required.
- Ensure enough guards and cashiers are trained for the site in instances where the usual guards and cashiers are not available due to sickness, injury, leave or death.
- Ensure that all security personnel have and maintain valid their PSIRA membership.
- Provide access control books and Occurrence Books (OB).
- Provide rechargeable torches.
- Provide a digital camera for recording any incidents.
- Provide two-way radios and register on frequency.
- Professional looking Personal Protective Equipment and/or Security uniforms for all guards that is weather appropriate.
- Ongoing training and certification where relevant.
- Provide a smart phone and subscription (capable of working e-mails and WhatsApp) on site.
- Provide a marked vehicle for transporting guards to site to ensure guards arrive timeously and transporting cashiers to and from the admin building for collecting float and daily cash-up.
- Provide SANBI with copies of security officer's certificates and ensure that they are renewed timeously.
- Inform SANBI when security officer is dismissed or has resigned.

6.2 SANBI will take responsibility for the following:

- Provision, upkeep and maintenance of the guard house, ticket office and toilet facility.
- Provision, upkeep and maintenance of remotes for gates and the access gates.
- Provision, upkeep and maintenance of necessary keys & padlocks.
- Provision of weekend instructions including SANBI weekend duty and standby staff.
- Provision of operational procedures & requirements.
- Provision, upkeep and maintenance of a telephone extension at the ticket office.
- Regular refresher communication and/or induction on garden operations where necessary.
- All keys required to obtain access to those parts of the site where service is to be rendered according to the condition, will be provided.

4. Compulsory Site briefing session

A compulsory site briefing session will take place on-site on 10 August 2022 from 11:00 at the Karoo Desert National Botanical Garden Environmental Education Centre, 108 Roux Road, Panorama, Worcester.

Bidders are advised that the compulsory briefing session will take place at 11:00.

Bidders attending the compulsory site briefing session will have to adhere to all health and safety protocols in place.

Bidders are encouraged to direct all technical and bidding procedure enquiries to the email addresses below. All responses to questions via email and at the compulsory briefing session will be communicated via this tender's advertisement webpage on the SANBI website www.sanbi.org.

- For bidding procedure enquiries: sanbi.tenders@sanbi.org.za
- For technical enquiries: r.riddles@sanbi.org.za

Cut-off date for enquiries: 24 August 2022 at 12:00

5. Documents required

5.1. Mandatory requirements

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

- a) A copy of the company Central Supplier Database (CSD) registration report.
- b) The company's Private Security Industry Regulatory Authority (PSIRA) registration certificate as security service provider. Such registration must remain valid during the period of the contract.
- c) The company owner(s) or management team's Private Security Industry Regulatory Authority (PSIRA) registration certificate(s). Such registration must remain valid during the period of the contract.
 - All staff who are deployed for this contract must be PSIRA registered
 - Armed response:
 - i. Duly qualified personnel (proof of valid PSIRA qualifications, valid firearm certificates for business purposes and SAPS Competency certificates.)

- ii. Proof of firearm licences in the company's name. (No private firearms may be used by deployed personnel)
- iii. All certifications must remain valid for the duration of the contract.
- Radio Communication:
 - i. Provided a certified copy of the company's valid ICASA licence or contract with recognised service provider for PTT radios. This must remain valid for the duration of the contract.
- d) Bidder's business must be in the province for guarding services and at least be within 10 km distance from the garden for armed response services. Where the bidder intends to outsource armed response services the Service Level Agreement (SLA) must be submitted with bid documents and documentary proof from the third (3rd) party to indicate that the company has an operating office/business premises within 10km of the garden (Municipal account, Local Authority Letter, telephone account not older than three (3) months, signed lease agreement, etc.) must also be submitted. **NB:** The physical address provided will be used for in-loco inspection.
- e) Bidders must submit bank rating code letter valid for three (03) months showing the conduct of the account (Supplemented by Audited financial statement showing financial capacity to implement and run the contract without foreseen cashflow challenges, liquidity).
- f) **Fee/cost structure as for Annexure C** including breakdowns and availability of additional staff/services on short notice (NB: **This information must only be included in the pack marked "original". See Section 16**).
- g) Valid letter of good standing from the office of the Compensation Commissioner as required by the Compensation for Occupational Injuries and Diseases Act (COIDA). The letter should be issued by the Department of Labour.
- h) The Company's health and safety policy and health and safety training plan.
- i) A certified copy of **Liability Insurance Cover** for the company and for company employees and the amount available per claim (minimum R5 million). This must be valid during the duration of the contract.
- j) Duly completed and signed SBD forms.
- k) A valid original or certified copy of a B-BBEE Status Level 1 certificate or affidavit.

NOTE: for this tender, the following pre-qualification criterion for preferential procurement will be applied: A Tenderer must be having a stipulated minimum Broad Based Black Economic Empowerment (B-BBEE) Status Level contributor, Level 1 according to (Section 4(1) (a) of the 2017 Preferential Procurement Policy Framework Act).

6. Other documents required

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

- a) **Company information and profile:** mission statement and policies with an indication of the management, communication and supervision structures and include a section on how staff will be managed on campus.
- b) A copy of the latest **Audited Financial Statement**.
- c) **CVs** of Project Manager, Control Room personnel, and the Supervisors.
- d) A SABS ISO 9001 Certificate (this is optional).
- e) **Track record:** a list of similar contracts held in the past three (3) years that should include the name of the client, scope of the services, duration dates and value of contract.
- f) **Three reference letters** (see Annexure D): letters of reference from at least three (3) signed current or previous clients that have been provided with security services within the past 5 years.
- g) **Evidence of operational capacity to perform the required security services:**
 - 1) **Details of the availability of control room/s situated in Worcester, vehicles, and other equipment** to fulfil duties as per the specification and **systems and processes** for management, communication, and support for guards on duty.
 - 2) Radio communication:

- h) Effective communication can be maintained across the KDNBG. On site test will be done between the control room and KDNBG:
- 1) Using the response vehicle mobile radio from one (1) location on KDNBG, and
 - 2) Using the companies' handheld radio from one (1) location at the entrance area.
 - 3) Alarm Technician:
 - i. Proof of company's Alarm technician's qualification and number of qualified technicians, or
 - ii. If the service is outsourced: the service provider is to provide the service level agreement that is in place and covers the term of the contract together with technicians' qualifications of that company.

NB: SANBI reserve the right to verify and vet all provided documentation with relevant third parties.

7. Confidentiality

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

8. Preparation of Proposal

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

9. Tender documentation availability

The tender documents are available from the SANBI website – www.sanbi.org

10. Contract period

A five (5) year (60 months) contract will be entered into with the service provider and will be reviewed based on performance every twelve (12) months from the date of commencement.

11. Pricing

Based on the tender specifications outlined above, give a **specific pricing breakdown** for the five (5) year contract and include the pricing for all the items/equipment charged for in the breakdown.

Wages/salaries must meet a minimum sectorial wage determination set by PSIRA each year. As the increases are not known in advance for years two to five, please include 9% increase per year for bidding purposes only. Increases in wages and salaries will only be in accordance with the sectorial wage determination formula and must be furnished under Annexure C. Bids indicating wages/salary levels below the minimum levels set by PSIRA for the first year will be disqualified.

NB: Pricing details (ANNEXURE C) should only be included in the envelope only containing the printed copy!

12. Compliance reports and meetings

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

13. Evaluation criteria

In accordance with the National Treasury Instruction Note on the Amended Guidelines in Respect of Bids that include Functionality as a Criterion for Evaluation (Issued 3 September 2010), this bid will be evaluated in two stages:

Stage 1:

The first stage will evaluate functionality according to the criteria listed in the tables below.

Phase 1:

Bids that fail to score a minimum of 70 points out of a possible 100 points for functionality will not be eligible for further consideration.

CRITERIA FOR EVALUATING FUNCTIONALITY				
No	Criteria	Sub Criteria		Weight
1	Company Experience			35
1.1	Bidders must demonstrate an in-depth experience and expertise in the field of Security Services within Government or Private sector, with relevant supporting documents provided.	More than nine (9) years' relevant experience.	15	
		Between six (6) to nine (9) years' relevant experience.	11	
		Between than three (3) to six (6) years' relevant experience.	7	
		One (1) to three (3) years' relevant experience.	3	
		No submission of evidence or less than one (1) year relevant experience	0	
1.2	COMPANY TRACK RECORD	More than nine (9) clients	10	
	Attach the following documents: Provide a list of current and previous clients (company name, contact person, telephone number, services provided, total value of the contract and contract duration with dates).	Between six (6) to 9 clients	7	
		Between three (3) to six (6) clients	5	
		Between one (1) to three (3) clients	3	
		No submission	0	
		Provide reference letters from clients in the past five years (company name, contact person, telephone number, services provided, total value of the contract and contract duration with dates, performance of the service provider per service provided). The reference letters must be relevant to the tender.	More than five (5) relevant reference letters with requested supporting documents	10
	In addition, provide the following supporting documents pertaining to the list and reference letters (Official Purchase Orders, or Service Level Agreement, or Appointment Letters with contact details and value of contracts)	More than three (3) to five (5) relevant reference letters with requested supporting documents	7	
		One (1) to three (3) relevant reference letters with requested supporting documents	5	
		No submission	0	

CRITERIA FOR EVALUATING FUNCTIONALITY				
No	Criteria	Sub Criteria	Weight	
2	Financial Capacity			15
	Bank ratings code Bidders must submit bank rating code letter valid for three (03) months showing the conduct of the account (Supplemented by Audited financial statement showing financial capacity to implement and run the contract without foreseen cashflow challenges, liquidity)	Undoubted for the amount of enquiry or Good for the amount of enquiry. (Bank code: A)	15	
		The subject has a good record of meeting their financial commitments, and the amount is well within the capacity of an ordinary business commitment. (Bank code: B)	12	
		The subject has a good record, the amount may appear high in relation to normal transactions on the account. (Bank code: C)	9	
		The financial position of the subject is modest or unknown, but where the account is satisfactorily conducted, and the subject is considered business commitments. (Bank code: D)	5	
		The amount of the enquiry is too high for the subject and terms given. (Bank code: E)	2	
		This code is given when there is insufficient information to assess the position of the subject. (Bank code: F)	0	
		Occasional / Frequent dishonors (Bank code: G and H)	0	
		Non submission of bank rating letter	0	
3	Supervisory Qualification and experience			30
3.1	Site manager's qualification in the Security Industry <i>(Attach certified copies of qualification, i.e. certificates of site manager)</i>	Grade A/B, Matric or Grade 12 and Post Matric qualification in Security	5	
		Grade A/B and Matric or Grade 12	3	
		Grade A/B	2	
		Non-submission	0	
3.2	Site Manager's Experience <i>(Submit curriculum vitae indicating site manager's experience in security services in terms of supervision role)</i>	More than six (6) years' relevant experience	5	
		Between four (4) to six (6) years' relevant experience	4	

CRITERIA FOR EVALUATING FUNCTIONALITY				
No	Criteria	Sub Criteria		Weight
		Between three (3) to four (4) years' relevant experience	3	
		More than one (1) to three (3) years' relevant experience	2	
		Below one (1) year relevant experience	1	
		Non-submission	0	
3.3	Supervisor's qualification in the Security Industry <i>(Attach certified copies of qualification, i.e. certificates of at least three supervisors).</i>	Grade A/B, Matric or Grade 12 and Post Matric qualification in Security	5	
		Grade A/B and Matric or Grade 12	3	
		Grade A/B	2	
		Non-submission	0	
3.4	Supervisory Experience <i>(Submit curriculum vitae of at least three supervisors indicating experience in security services in terms of supervision role)</i>	More than six (6) years' relevant experience	5	
		Between four (4) to six (6) years' relevant experience	4	
		Between three (3) to four (4) years' relevant experience	3	
		More than one (1) to three (3) years' relevant experience	2	
		Below one (1) year relevant experience	1	
		Non-submission	0	
3.5	Technical capabilities (Availability of an alarm technicians) Provide proof of company's alarm technical support in the form of relevant qualifications for installation and servicing of alarms. (If outsourced the service provider must provide service level agreement that is in place.)	2 or more certified technicians within the company with relevant experience	10	
		2 certified technicians with relevant experience	6	
		1 Technician with relevant experience	3	
		No submission	0	
4	Training and Skills Development Plan			20
	Provide a detailed training and skills development Plan that cover:	Training and skills development plan with time frame that covers code of conduct	20	

CRITERIA FOR EVALUATING FUNCTIONALITY			
No	Criteria	Sub Criteria	Weight
	<ul style="list-style-type: none"> Code of conduct and new procedures of PSIRA Access control Procedure and record keeping, and In-depth knowledge on security services 	and new procedures of PSIRA, access control, Procedures, and record keeping and in-depth knowledge on security services	
		Training and skills development plan with time frame that covers code of conduct and new procedures of PSIRA, Procedures and record keeping and in-depth knowledge on security services	15
		Training and skills development plan with time frame that covers code of conduct and in-depth knowledge on security services	10
		Training and skills development plan that covers in-depth knowledge on security services	5
		No submission of Trainings and Plan or Training plan that does not cover any of the elements above	0
	Total		100

NB: Compliance with the minimum of **70 points** is required to be considered for the next evaluation phase.

Phase 2: Site inspection

- The physical inspection would be limited to bidders who passed the minimum threshold on functionality for security guarding, armed response and cashier services.
- Site inspection will be conducted to confirm representations made in the bid document.
- Bidders that does not comply with all site inspection equipment requirement checklist below will be disqualified.

The following would be used for infrastructure and equipment verification during site inspection:

INFRASTRUCTURE AND EQUIPMENT VERIFICATION CHECKLIST			
No	Criteria		
1	Office Infrastructure	YES	NO
	a) Existing office structure.		
	b) Office equipment (i.e computers, printers, cabinets, etc..)		
	c) Office staff.		
	Site inspection report		
2	Control Room	YES	NO
	a) The control room's ability to contact the various guards at the facilities they are guarding.		
	b) The guards' ability to contact the Control Room and Police if required.		
	c) Power supply: two sources of power supply, preferred supply, (e.g. electricity) and an alternative ready for use.		
	d) Communication, i.e. Telephones, with alternative backup communication system dedicated as alternative and independent from the initial service.		
	e) Base radio/alternative onsite security communication: receiver and transmitter (to be tested).		
3	Security Equipment	YES	NO
	Security equipment must be presented to officials on the day of the inspection:		
	(a) Combat Uniform (branded).		
	(b) Corporate Uniform (branded).		
	(c) Valid company PSIRA certificates (Guarding and armed response services).		
	(d) Valid employees PSIRA certificates (Guarding and armed response services).		
	(e) Firearms (i.e. hand guns) with valid licenses.		
	(f) Branded Security vehicles and vehicle registration certificate (Natis).		
	(g) Guard monitoring system.		
	(h) Technical Equipment for Alarm inspections and maintenance: (i.e. laptop with compatible software for programming and testing the alarms installed, ladders, general tools), with a dedicated Technician's vehicle.		

Stage 2:

The second stage will evaluate the price and preference points of those bids that meet the minimum threshold for functionality. In accordance with the Preferential Procurement Regulations, 2017 pertaining to the Preferential Procurement Policy Framework Act (No. 5 of 2000), the 80/20-point system will be applied in evaluating proposals that qualify for further consideration, where price constitutes 80 points and a maximum of 20 points will be awarded based on the bidder's B-BBEE Status Level Certificate.

Sufficient information must be provided to allow the Bid Evaluation Committee to score bids against all criteria.

14. General terms

All documents submitted in the response to this Request for Tender (RFT) must be written in English.

Security service providers shall not assume that information and/or documents supplied to the KDNBG at any time prior to this RFT are still available or that they will be considered and shall not make any reference to such information and/or documentation in their response to the RFT.

Each tender shall be valid for a period of three months calculated from the closing date of this tender. Any enquiries in connection with this RFT shall be submitted in writing to the following e-mail address: Sanbi.tenders@sanbi.org.za, referring to your request as: **Tender number: SANBI: G423/2022 The Provision of Security Guarding, Armed Response, and Cashier Services for the Karoo Desert National Botanical Garden** as the subject.

For any technical information the following person may be contacted:

Mr R Riddles, Curator: Karoo Desert National Botanical Garden, Worcester at the following e-mail address:
R.Riddles@sanbi.org.za

NB: The deadline for submission of enquiries is 12:00 on 24 August 2022. No feedback will be provided after the deadline.

The appointment of a successful service provider shall be subject to all parties agreeing to mutually acceptable contractual Terms and Conditions. In the event of all parties failing to reach an agreement within 30 days from the appointment date, SANBI reserves the right and shall be entitled to appoint the second contractor or to re-advertise should the second tender not be acceptable.

SANBI has the right:

- To verify any information supplied in the tender documents.
- Not to appoint any service provider.
- To cancel or withdraw this RFT at any time without attracting any penalties or liabilities.
- To appoint one or more service providers, depending on the outcome, to separately or jointly be responsible for the provision of security services on the campus.
- To have the final say in the appointment and that this will be binding.
- To disqualify a tender or cancel any subsequent contracts should it be found that information disclosed was factually inaccurate and/or that a misrepresentation of facts may have occurred.
- To know the minimum wages paid to security personnel by the service provider (Should be in line with sectorial prescribed).

15. Safety, health and environmental requirements

Service providers are required to comply with all acts, regulations and standards relating to Safety, Health and Environment.

All service providers entering a contract with the South African National Biodiversity Institute (SANBI) shall, as a minimum, comply with the following requirements:

- The Occupational Health & Safety Act (OHSA) (Act 85 of 1993) and its Regulations: **A current, up-to-date copy of the Occupational Health and Safety Act as well as Safety, Health and Environment file for the company shall be available on site at all times.** The Health and Safety file will become SANBI property at the end of the contract.
- The service provider's staff will be expected to attend induction training including being familiar with the part of the garden they are stationed in, and evacuation procedures within the first week before commencing any work (A signed register of such induction must be available in the Safety, Health and Environmental file and be available to the internal and external auditors and SHE representatives of SANBI on request).
- The Compensation for Occupational Injuries & Diseases Act (Act 130 of 1996): The service providers will be required to submit a letter of good standing from the office of the Compensation Commissioner as required by the Compensation for Occupational Injuries and Diseases. The letter should be issued by the Department of Labour. **A current, up-to-date copy of the Compensation for Occupational Injury and Diseases Act (COIDA) shall be available on site at all times.**
- National Environmental Management Act (Act No. 107 of 1998).
- Waste Act (Act 59 of 2008).

The service provider shall:

- Create and maintain a safe and healthy work environment for its own staff and those of SANBI.
- Execute the work in a manner that complies with all the requirements of OHASA and all its associated Regulations, and in so doing, minimize the risk of incidents occurring. Should an incident occur, report this to SANBI within 24 hours and explain the remedial processes put in place.
- Provide all related working equipment such as protective clothing, harnessing, etc. to ensure the safety and health of its own staff and those of others.
- Respond to the notices issued by SANBI's Health and Safety Agent as follows:
 - a. Improvement Notice: improve health and safety performance over time so that repeat notices are not issued.
 - b. Contravention Notice: rectify contravention within given time.
 - c. Prohibition Notice: terminate affected activities with immediate effect and only resume activities when it is safe to do so.

16. Submission of tender

Respect of Bids that includes Functionality as a Criterion for Evaluation (Issued 3 September 2010), the two-envelope system will be used for this bid.

Service providers are to submit (1) printed document with pricing included in an envelope, marked '**ORIGINAL**', and in a separate envelope provide a copy of the document without pricing as a PDF file on a memory stick.

NB:

- **Financial or pricing details (Annexure C) should ONLY be included in the printed document marked 'ORIGINAL', and not in the PDF file of the document on the non-returnable memory stick.**
- **Failure to submit one printed document with pricing in one envelope, and a PDF document without pricing on the non-returnable memory stick will lead to your bid being disqualified.**

Tenders can be submitted in the Tender Box located in the Biodiversity Building at the Pretoria National Botanical Garden, 2 Cussonia Avenue, Brummeria, Pretoria during office hours (08:00 – 16:00). Tenders may also be submitted by post addressed to:

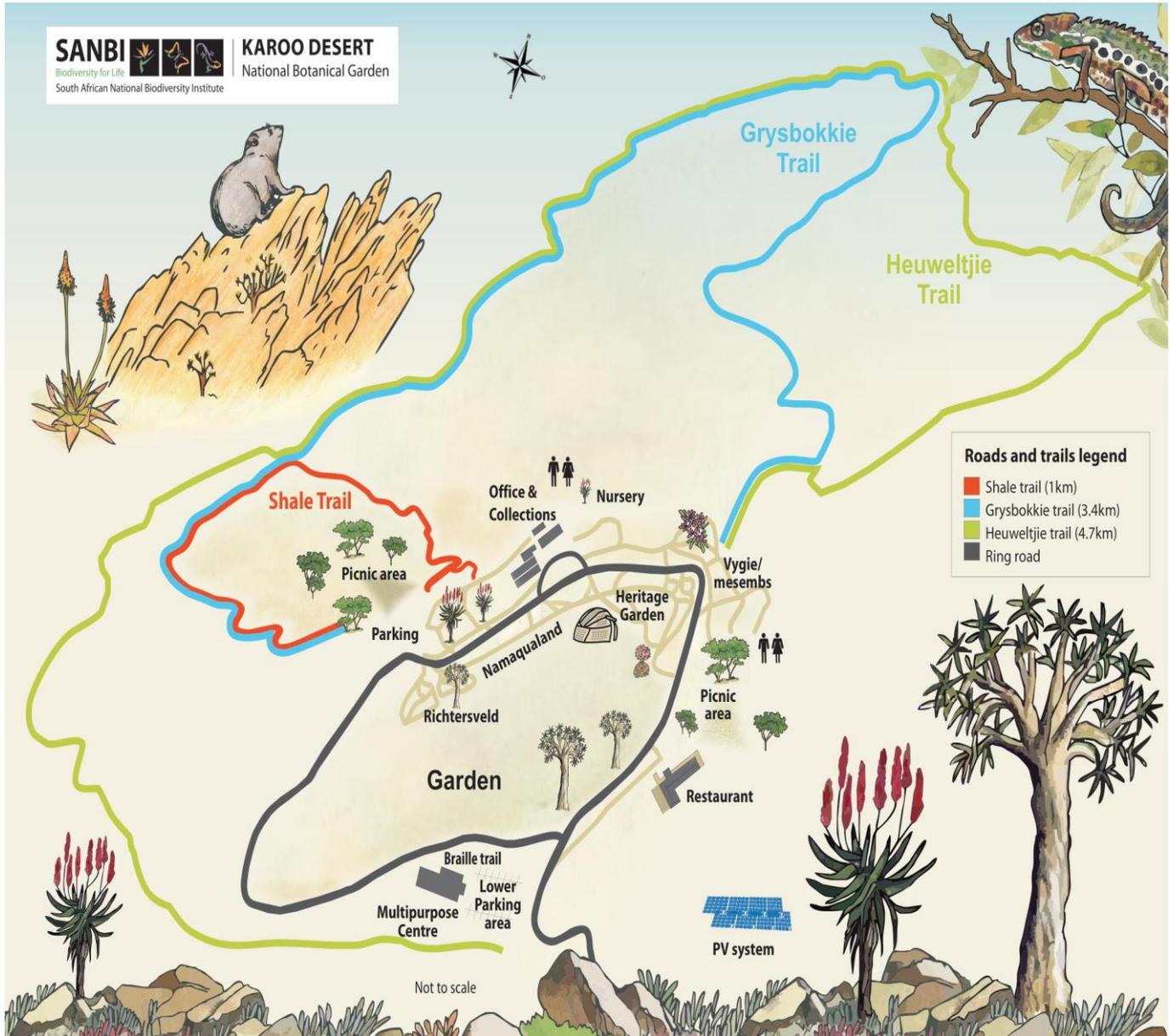
The Deputy Director: SCM
The South African National Biodiversity Institute (SANBI)
Private Bag X101
Silverton
0184
Tender Number: SANBI: G423/2022

NB: All documents must be clearly labelled.

Closing date for submissions is 1 September 2022 at 11:00 am.

Note: E-mailed and faxed submissions will not be accepted. Late submissions will be disqualified.

ANNEXURE A. GARDEN MAP



ANNEXURE B. SUMMARY OF KDNBG RULES

- No pets allowed, except guide/service dogs.
- No weapons permitted.
 - o Any type of Firearm must be declared with the management.
- The speed limit inside the reserve is 25 km/hour.
 - o People found to be driving exceedingly fast will be informed to leave the premises.
- No feeding of animals or poaching.
- No “braais or cooking”
- No cycling allowed
- No camping on the premises
- No ball games allowed on the premises, especially in the landscaped garden areas
- No littering, all rubbish is to be taken with when leaving the garden in line with the garden’s bin free policy.
- No person is permitted to make a fire.
- No person is to leave marked roads and travel through the veld or to travel along roads which are marked by a no entry sign.
- Non - smoking areas (toilets, in-side all buildings).
- No Hi-fi / radios systems / No music / No artificial (un-natural) noise e.g., car hooters, musical instruments etc.
- No ‘drones’ or similar flying equipment/devices onto the site.
- Covid-19 regulations must be adhered to at all times.
- Vandalism and defacing of walls, buildings, signage, plants (e.g., graffiti) is strictly prohibited and Prosecutable.
- No damage to property, no removal of plants, seeds or any other plant material or animals etc, no climbing of trees.
- No selling of or promotion of any goods or services may take place in the garden without prior written permission from the garden management.
- The use of the garden for private functions may only take place after written agreements have been obtained by the event or function organiser.
- Professional or commercial photography and videography is only allowed if prior written permission is obtained.
- No flying of drones anywhere on the KDNBG campus without prior management permission.
- This is a conservation area and all plants and animals in the garden are protected.
- The catching and collecting of any animals, plants or seeds are strictly prohibited.
- You enter the KDNBG at your own risk and the South African National Biodiversity Institute (SANBI) will not be responsible for any claims of any nature whatsoever for loss, damage of property or injury sustained on its premises by any persons or damage to or loss or property from any cause whatsoever.

Right of admission is reserved.

ANNEXURE C. PRICING SCHEDULE

(NB: This section must only be included in the pack marked “Original” and not in any of the copies).

Bidders Declaration:

I, _____ in the capacity of _____

representing the bidder (company name) _____ is hereby dually authorised to declare that:

1. The payment of security guards will take place on the following (date or day) _____ Monthly / Weekly and is not dependant on the payment of services by SANBI.
2. Pricing is fully inclusive of all required services, with associated salaries, items, equipment, vehicles, and functions required to provide an effective security service to SANBI.
3. Accept that any omission of any pricing related to providing an effective security service by the bidder of will not be accepted once the RFT has closed.

Name: (printed): _____ Capacity: _____

Signature: _____ Date: _____

Bidders: Witness

Name: (printed): _____ Signature: _____ Date: _____

Table C1: Pricing schedule for year 1

	1 x Cashier (including relief cashier*)	1 x Grade C Night security (including relief security guard*)	1 x Grade C Day security (including relief security guard*)
(A): BASIC COSTS PER MONTH			
Basic monthly salary	R	R	R
Provident fund (Monthly)	R	R	R
Statutory annual bonus (Monthly)	R	R	R
UIF (Monthly)	R	R	R
COID/WCA (Monthly)	R	R	R
SUB TOTALS PER MONTH (SUM OF ABOVE) (A)	R	R	R
(B): OTHER DIRECT COSTS AS PER PSIRA SECTORAL DETERMINATION PER MONTH			
Sunday pay premium	R	R	R
Public holiday premium	R	R	R
Leave Provision	R	R	R
Sick pay	R	R	R
Night Shift allowance	R	R	R
Study leave	R	R	R
Family responsibility leave	R	R	R
Premium allowance	R	R	R
Sets of uniform	R	R	R
Training	R	R	R
Cleaning Allowance	R	R	R
TOTAL COSTS PER MONTH PER GUARD EXCLUDING VAT (A+B)	R	R	R
	X 12 MONTHS	X 12 MONTHS	X 12 MONTHS
TOTAL ANNUAL COSTS EXCLUDING VAT	R	R	R

*Pricing for the first year will be fixed. The pricing schedule must comply with the Private Security Industry Regulatory Authority guidelines

*Relief Security guard and Cashier is a permanent employee.

Equipment costs to include the following:

Table C2: Equipment costs (once off at start of contract)

Items or equipment	Quantity	Rand per item	Total price
Communication method: Specify what method(s) is to be used			
a) Cell phone	1		
b) Two-way Radio(s) Specify - Two-way Radios (base radio) or / and - Two-way Radios (handheld)	1 or / and 1		
Other Equipment			
GPS or clocking tags	8		
Rechargeable torches	1		
Taser / Shock Sticks	2		
Pepper sprays	2		
Hand Cuffs	2		
Notebooks & Pens (for 2 guards and 1 cashier)	3		
TOTAL			

Table C3: Total costs to SANBI

	Year 1 costs per annum	Year 2 costs per annum (9% increase*)	Year 3 costs per annum (9% increase*)	Year 4 costs per annum (9% increase*)	Year 5 costs per annum (9% increase*)	Total costs for five years
1x Grade C Night Security Guard <i>(from 18:00 to 06:00 daily).</i> Total annual cost excluding VAT)	R	R	R	R	R	R
1 x Grade C Day Security guard. <i>(From 06:00 to 18:00 daily)</i> Total annual cost excluding VAT)	R	R	R	R	R	R
1 x Cashier <i>(From 07:30 to 16:30 daily)</i> Total annual cost excluding VAT)	R	R	R	R	R	R
24-hour armed response <i>(To alarms and security threats)</i>	R	R	R	R	R	R

Monthly Alarm Inspections and Testing	R	R	R	R	R	R
Equipment (from list above on table C2) excluding VAT	R	R	R	R	R	R
*overheads costs excluding VAT	R	R	R	R	R	R
Sub-total Excluding VAT	R	R	R	R	R	R
VAT	R	R	R	R	R	R
Total costs including VAT	R	R	R	R	R	R

NB: *9% increase is for bidding purposes only. Actual salary/wage increases will follow the PSIRA sectoral wage determination formula.

*Overhead costs must be broken down as prescribed by PSIRA which must include supervision of work by the service provider and other overhead costs which are important according to PSIRA.

Estimated “Budgeted” Maintenance costs for Alarms

An estimated “budgeted” maintenance cost is requested to be provided for repairs and replacement of the ten alarms with associated accessories (sensors, keypads, cameras, beams etc.) and batteries.

This estimation is to include all costs: parts, labour, travelling costs.

	Year 1 daily rate including VAT	Year 2 daily rate including VAT	Year 3 daily rate including VAT	Year 4 daily rate including VAT	Year 5 daily rate including VAT
Alarm Maintenance services	R	R	R	R	R

Note: All repairs and replacements are first to be quoted for and approved before such repairs can be carried out.

Not to be included in total quote, but for information only:

Table C4: Ad hoc guards costing per 8-hour shift

Grade	Year 1 daily rate including VAT	Year 2 daily rate including VAT	Year 3 daily rate including VAT	Year 4 daily rate including VAT	Year 5 daily rate including VAT
Grade C Night Shift	<i>R</i>	<i>R</i>	<i>R</i>	<i>R</i>	<i>R</i>
Grade C Day Shift	<i>R</i>	<i>R</i>	<i>R</i>	<i>R</i>	<i>R</i>

ANNEXURE D. REFERENCE DOCUMENTS

1. Company information and profile:
 - i. Company profile:
 - a. Number of years providing Security Services as a registered member of PSIRA?
 - b. What security service is the company registered for at PSIRA?
 - c. What services does the company currently provide their clients?
 - d. Company hierarchy structure.
2. Track Record
 - i. List of clients comprising of:
 - a. Company Name.
 - b. Contact person.
 - c. Telephone number.
 - d. Services provided.
 - e. Total value of contract over what time period.
 - ii. Signed reference letter must be on a letterhead of the client and must include the following:
 - a. Company Name.
 - b. Contact person.
 - c. Telephone number.
 - d. Contract duration.
 - e. Total value of contract for specified duration.
 - f. Performance evaluation and comments relating to each specific type of that was or is provided.
 - g. Supporting document of evidence (Official purchase order(s), Appointment letters or Service level agreements).
3. Site Manager and Supervision Qualification & experience:
 - i. A 3-page CV with supporting evidence of owner / Project manager, control room staff, shift supervisor, armed response personnel, and technicians to be used in this contract.
 - a. Personal Information (Name, RSA Identity number, Gender, contact details)
 - b. PSIRA registration number.
 - c. Accredited security qualifications.

- d. Employment history for the past 5 years (Dates, Company, contract details, position).
- e. Security related work experience.
- f. Certified supporting documents, (ID, PSIRA membership card (valid) and security related certificates.

ANNEXURE E. SERVICE LEVEL AGREEMENT (SLA)

Service level agreement – technical aspects

TECHNICAL	FREQUENCY	ACTION
1. Guards and Cashiers to report on duty 15 minutes before shift starts.	Daily	Service provider
2. Timesheet register done at the beginning of each shift for each official	Daily	Service provider
3. Handing over procedures to be followed at the start and end of the shift and recorded and signed off by both SANBI and Security Guard.	Start and end of each shift.	Service provider
4. Day guards to be visible at the entrance gate at all times, doing access control, assisting the cashier and operating the boom gate	Always	Service provider
5. Nights guards are to patrol the entire campus area according to the clock points on an hourly basis after the closure of the entrance gates in the evenings	Nightly, throughout night	Service provider
6. Any security breach (including alarms) to be recorded using red pen in the OB.	Always	Service provider
7. Any and all alarms are to be signed off by the shift supervisor, when they occur.	Always	Service provider
8. Security threats, Alarms including false alarms are to be investigated and reported to the Curator immediately when the event occurs.	Always	Service provider
9. The use of remote control for gates be safeguarded and handed over between day and night guards every day	Always	Service provider
10. The use and availability of remote control for gates be in possession of armed response and daily duty driver/supervisor at all times when on duty	Always	Service provider
11. The malfunction of remote control, radio and/or gate be reported to Curator for approval and immediate repair/replacement.	Always	Service provider / Client
12. Opening and closing of entrance gates at designated times, or as required according to specific instructions from appropriate SANBI staff	Daily	Service provider
13. Security Supervisor vehicle patrols – one (1) midday patrol and two (2) nighttime patrols	Daily	Service provider
14. Cashiers to be accompanied by the security supervisor with the security company's vehicle twice a day for collection of float in the mornings (07:30) and cash-up in the afternoons (16:00).	Daily	Service provider

15. Performance and efficiency of cashier monitored and reported monthly between SANBI and Service Provider	Monthly	SANBI and Service Provider
16. Monitoring and recording of alarms, opening and closing, control room to ask for a password when telephonically responding to an alarm	Always	Service provider
17. Armed Response Officers to respond to all security risks, criminal activities and alarms at KDNBG	Always	Service provider

Service level agreement – Administrative aspects

ADMINISTRATION	FREQUENCY	RESPONSIBILITY
1. Submission of the night OB book to Security Officer	Daily before 10:00	Service provider
2. Submission of daily Alarm reports and Patrol reports.	Daily before 10:00	Service provider
3. Submission of Cashier daily income reports to SANBI Admin Officer	Daily	Service provider and SANBI
4. Submission of Cashier monthly income/ visitor stats report to SANBI Admin Officer	1 st working day of each new month	Service provider and SANBI
5. Submission of monthly invoice and statement. After the completion of a month's service.	The 1 st working day of each new month. Per contractual requirements	Service provider
6. Monthly meeting with KDNBG Compliance Officer, and the Security Company Site Supervisor.	1 st Monday of each month	Service provider and SANBI
7. SLA compliance meetings with the, KDNBG Curator, KDNBG Curator's Assistant, KDNBG Health and Safety and Compliance Officer and Supervisors and Directors of the Security Company.	Quarterly	Service provider and SANBI
8. Investigation reports	Five (5) days after the incident	Service provider

ANNEXURE F. NON-COMPLIANCE AND MITIGATION MEASURES

Table E1: Non-Compliance and migratory measures

Item	Non-compliance	1 st Offence	2 nd Offence	3 rd Offence	Outcomes
1	Guards or Cashier not posted on duty as agreed	<p>A. Replacement made within one (1) hour</p> <p>B. If replacement is not done within one (1) hour – the service provider would not be paid for the whole shift</p> <p>C. Verbal notice (confirmed in writing)</p>	<p>A. Replacement made within one (1) hour</p> <p>B. If replacement is not done within one (1) hour – the service provider would not be paid for the whole shift</p> <p>C. Meeting with the Curator KDNBG</p> <p>D. Written Executive Director notice of non-compliance</p>	<p>A. A final written notice of non-compliance</p> <p>B. If replacement is not done within one (1) hour – the service provider would not be paid for the whole shift</p> <p>C. Meeting with the Curator KDNBG</p>	Depending on the severity of the case, a contract may be terminated even if it is the first offence. Apart from warning and penalties, the service provider must rectify the deficiency within a day of notification.
2	Guards or Cashier intoxicated or under the influence of alcohol/drugs	<p>A. Service provider must replace the security guard or cashier within an hour</p> <p>B. If not able to replace within one hour – no payment for the whole shift</p>	<p>A. Service provider must replace the security guard or cashier within an hour</p> <p>B. If not able to replace within one hour – no payment for the whole shift</p>	<p>A. Service provider must replace the security guard or cashier within an hour</p> <p>B. If not able to replace within one hour – no payment for the whole shift</p>	If this practice continues, the KDNBG Curator will call a meeting with the security service provider and final written notice of failure to manage own employees will be issued.
3	Refusal to comply with lawful instructions	<p>A. A written notice for non-compliance and rectification within agreed timeframe</p>	<p>A. Service provider must remove the guard or cashier immediately, and replace him/her within one hour</p> <p>B. If not able to replace will constitute no payment for the entire shift</p>	<p>A. Service provider must remove the guard or cashier immediately, and replace him/her within one hour</p> <p>B. If not able to replace will constitute no payment for the entire shift</p>	If this practice continues, the KDNBG Curator must call for a meeting with the security service provider owners.

Item	Non- compliance	1st Offence	2nd Offence	3rd Offence	Outcomes
4	Negligence in the performance of security duties or breach of security	A. Service provider must replace the guard immediately	A. A written notice for non-compliance and rectification within agreed timeframe	A. Remove the guard from the site and final written notice	If this practice continues, the KDNBG Curator will call for a meeting with the security service provider.
5	Guard(s) or cashier(s) unable to carry out duties effectively	A. A joint investigation will be conducted. B. Decision on liability will be determined by such an investigation. If there is evidence of negligence, the service provider will be held liable for replacement or repairs	A. Non-compliance letter will be issued to the service provider	A. KDNBG Curator must call for a meeting with the security service provider to address non-compliance	The security service provider must rectify the deficiency within a day of notification.
6	Damage to the SANBI property or staff or guest's property	A. A joint investigation will be conducted. B. Decision on liability will be determined by such an investigation. C. If there is evidence of negligence, the service provider will be held liable for replacement or repairs	A. A joint investigation will be conducted. B. Decision on liability will be determined by such an investigation. C. If there is any evidence of negligence, the service provider will be held liable for replacement or repairs	A. A joint investigation will be conducted. B. Decision on liability will be determined by such an investigation. C. If there is evidence of negligence, the service provider will be held liable for replacement or repairs and the contract may be terminated	The liability will be determined by the outcome of the internal investigation and will be reported to SANBI Executive Director.

Item	Non- compliance	1 st Offence	2 nd Offence	3 rd Offence	Outcomes
7	Loss of SANBI property or theft of SANBI or Staff or guest's property	A. Failure to clock must be recorded in the pocketbook and in the OB and giving reasons	A. A joint investigation will be conducted. B. Decision on liability will be determined by such an investigation. C. If there is evidence of negligence, the service provider will be held liable for replacement or repairs	A. A joint investigation will be conducted. B. Decision on liability will be determined by such an investigation. C. If there is evidence of negligence, the service provider will be held liable for replacement or repairs	The liability will be determined by the outcome of the internal investigation.
8	Non-compliance with regards to patrol clocking.	A. The service provider will be liable for replacement within two days.	A. Missing more than 5 clocking times per night shift will lead to non-payment of that security guard shift	A. Should there be a breakage or burglary and there were no clocking or clocking discrepancies, the service provider will be liable for repairs and the replacement of lost items	The service provider will be liable for repairs and replacement.
9	Vandalism of patrolling clocking points	A. A written notice of non-compliance	A. The service provider will be liable for replacement within two days	A. The service provider will be liable for replacement within two days	The security service provider will be liable for replacement within two days.
10	Breach of contract	A. A first written notice of non-compliance	A. Second written notice of non-compliance	A. A final written notice of non-compliance if no change after the Final written warning a contract will be terminated in line with the termination clause of the contract	The Contract of the security service provider will be terminated.

ANNEXURE G. NON-PERFORMANCE PENALTIES

The bidder must take note of the under listed penalties which will be imposed should ineffective services be rendered during the contract period.

The bidder must also take note that if the transgression(s) are of such nature that severity of the incident and/or non-compliance is detrimental to the organisation, or any losses occurred due to the actions or non-compliances the SANBI reserves the right to start legal procedures to recover such losses.

ITEM	SECURITY PENALTIES		
	Prescribe Penalties for Security Personnel	Prescribe Penalties for the Service Provider	Frequency
SECURITY GUARDING SERVICES:			
Security Officer is on duty without pocketbook and a pen.	R50.00	R150.00	Per Incident
Security Officer not registered with PSIRA.	R0.00	R2000.00	Per Incident
Security Officer is on duty without PSIRA Identity Card or Company name tag.	R50.00	R150.00	Per Incident
Security Officer leaving post un-attended (Based on outcome of the investigation).	R500.00	R1500.00	Per Incident
Security Officer stealing from the client, officials or any other person on SANBI premises.	Dismissal	R2000.00	Per incident
Abuse of client resources/facilities. E.g., Official landline phone.	R500.00	R1500.00	Per Incident
Security Officer conducting patrols whilst carrying a private firearm whilst on duty.	Dismissal	R1500.00	Per Incident
Late posting of security officers/ Cashier.	R0.00	R150.00	Per Incident
Security Officer/ Cashier absent from duty and/or not deployed.	R0.00	R1500.00	Per Incident
Communication on private cell phone by a security officer whilst assisting the customer.	R100.00	R0.00	Per Incident
Failure to update the Pocket Book as required.	R50.00	R0.00	Per Incident
There is no base / PTT radio on site where required or such radio is not in a working condition (Based on outcome of the investigation).	R0.00	R150.00	Per Incident
Security Officer wearing earphones/headset whilst on duty.	R150.00	R0.00	Per Incident
Late submission of any required information or documentation as per agreement and specified by the organisation.	R0.00	R200.00	Per Incident
Misconduct towards the clients and officials (Based on outcome of the investigation).	R500.00	R500.00	Per Incident
Late submission of incident and/or progress report or statement as specified without valid reason.	R0.00	R300.00	Per Incident
Lack of site visit by the Supervisor/	R0.00	R500.00	Per Incident

Stop Fraud, Theft, and Corruption without Fear or Favour - Call our Hotline 086 011 1899 Anytime

ITEM	SECURITY PENALTIES		
Operational Manager as per agreement.			
Non-attendance of monthly or quarterly meetings by the Service Provider without a valid reason.	R0.00	R500.00	Per Incident
Security Officer found sleeping on duty.	R500.00	R1500.00	Per Incident
Security Officer failing to report an incident as soon as it happened.	R500.00	R1500.00	Per Incident
Security guardroom(s) and surrounding area are not clean and in disarray.	R50.00	R150.00	Per Incident
Security Officer found to be under the influence of alcohol or drugs (Based on outcome of the investigation).	Dismissal	R500.00	Per Incident
Non-compliance with the organisational security Standard Operating Procedures (SOP's).	R150.00	R300.00	Per Incident
There is no cell phone on site where required or a cell phone has no airtime/data or is not working.	R0.00	R150.00	Per Incident
Security Officer is without handheld metal detector, handcuffs, firearm or bulletproof vest where required.	R50.00	R150.00	Per Incident
Service Officer is without a complete/ full uniform.	R50.00	R150.00	Per Incident
Site security personnel failed to respond to an alarm activation (Based on outcome of the investigation).	R100.00	R0.00	Per Incident
Security Officer compromising site security by his conduct/behaviour or bringing the service into disrepute.	R1000.00	R0.00	Per Incident
Service provider bringing the service recipient name into disrepute by its conduct/behaviour.	R0.00	R2500.00	Per Incident
ARMED RESPONSE SERVICES			
Service provider failed to respond to an alarm as required (Applicable to armed response Service Provider).	R0.00	R1000.00	Per Incident
Service provider provided a response but later than required or agreed response time (Applicable to armed response Service Provider).	R0.00	R700.00	Per Incident
Service provider failing to provide and/or maintain security equipment and aids as per agreement and specified by the organisation (Applicable to armed response Service Provider).	R0.00	R1200.00	Per Incident
Security Officer stealing from the client, officials or any other person on SANBI	Dismissal	R2000.00	Per incident

Stop Fraud, Theft, and Corruption without Fear or Favour - Call our Hotline 086 011 1899 Anytime

ITEM	SECURITY PENALTIES		
premises.			
Abuse of client resources/facilities. E.g. Official landline phone.	R500.00	R1500.00	Per Incident
Late submission of any required information or documentation as per agreement and specified by the organisation.	R0.00	R200.00	Per Incident
Late submission of incident and/or progress report or statement as specified without valid reason.	R0.00	R300.00	Per Incident
Non-attendance of monthly or quarterly meetings by the Service Provider without a valid reason.	R0.00	R500.00	Per Incident
Armed Response Officer found to be under the influence of alcohol or drugs (Based on outcome of the investigation).	Dismissal	R500.00	Per Incident
Armed Response Officer compromising site security by his conduct/behaviour or bringing the service into disrepute.	R1000.00	R0.00	Per Incident
Service provider bringing the service recipient name into disrepute by its conduct/behaviour.	R0.00	R2500.00	Per Incident

NB: All issued and agreed penalties must be consolidated and paid to SANBI on a quarterly basis or before month end of the contract.

Stop Fraud, Theft, and Corruption without Fear or Favour - Call our Hotline 086 011 1899 Anytime