

**Evaluation criteria
for
Simmerpan sites, and TTS**

Template Identifier	559-326989598	Rev	1
Effective Date	September 2025		
Next Review Date	September 2031		

1. FUNCTIONALITY

To ensure a robust and fair evaluation of proposals for the Integrated Security Services in NTCSA Simmerpan, TTS Gauteng and Duvha Soc following technical evaluation criteria, adhering to the SMART principle, will be applied. These criteria are designed to assess the tenderer's technical capability, proposed methodology, and strategic approach to meeting NTCSA's security requirements.

The functionality evaluation process will be a two-stage process comprised of a desktop evaluation and an on-site evaluation. The technical evaluation criteria is **80%** weighted. The supplier must achieve a minimum score of **80%** in the desktop evaluation to qualify for progression to the next stage of the tender process.

The supplier is also required to achieve a minimum score of 80% for on-site evaluation to be considered for this tender.

2. DESKTOP EVALUATION

The following minimum requirements shall be assessed as part of the desktop evaluation:

A. MANDATORY REQUIREMENTS (Pass/Fail - No Scoring)

(i) Company Requirements

Requirement	Verification Method	Pass Criteria	Yes/No
Valid PSIRA registration	Certified copy (must not be older than 90 days from the date of submission)	Valid certificate by the time tender closes	
Valid PSIRA good standing letter	Certified copy (must not be older than 90 days from the date of submission)	Valid certified letter by the time tender closes	
Public liability insurance	Policy document	Minimum R10 million coverage, valid for contract period	
NBCPSS (National Bargaining Council Private Security Sector) compliance	Certified copy (must not be older than 90 days from the date of submission)	Valid certified letter by the time tender closes	
Firearm licenses	Document verification	Valid certified copies of firearm licenses of firearms owned by the company	
Valid letter from SAPS	NKP compliance certificate	Valid certified letter from SAPS issued by the NKP office indicating company's valid registration to offer services at National Key Point. (for services requiring NKP)	
Private Security Provident Fund Compliance Letter	Certificate of compliance	Valid certified letter by the time tender closes	
K9 Services	Papa license-Performing Animals Protection Act No.2.	Competency certificate of dog handlers Dog's immunization report Document of the services to show that they are accredited SLA	

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		between service provider and the bidder for dog handler.	
Company Vehicle ownership	Registration Certificates	Provide proof of company vehicles and ownership (certified copy of vehicle registration certificate not older than 3 months).	
Valid COID letter	COID letter	Provide COID letter of good standing (not older than 12 months from date of issue).	


(ii) Personnel Requirements

Requirement	Verification Method	Pass Criteria	Yes/No
PSIRA registration	Certified copy (must not be older than 90 days from the date of submission)	PSIRA list of members	
PSIRA registration (Directors)	Certified copy (must not be older than 90 days from the date of submission)	Certified copy of Grade A certificate, valid by the time tender closes	
Firearm competency and appointment letter	Certified copy (must not be older than 90 days from the date of submission)	Appointment letter of the Firearm Responsible person and valid competency certificate, valid by the time tender closes	
SAPS Clearance certificate (From any accredited institution)	Valid SAPS 365 certificate for all directors	Certificate indicating no offences (SAPS 69 or prove of application not acceptable)	

Note: Failure to meet ANY mandatory requirement will result in automatic disqualification.

Note: All documents must be clear and readable as this will lead to disqualification.

Note: Certification of documents/certificates to be done within 3 months prior tender closing date.

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B. Request for Proposal: Integrated Security Services for NTCSA Simmerpan and TTS Gauteng technical Evaluation Criteria with Required Returnable (Functional

Note: Tenderer to submit proposal for each zone.

Requirements: Total Technical Score: 100 Points

1. Technical Solution & Methodology and Physical security services (80 Points)

This section evaluates the tenderer's comprehensive understanding of the security requirements and the technical soundness of their proposed solutions for each risk category.

1.1 Physical Security Services (13 Points)

Item	Criterion:	Measurement:	Weight:	Required Returnable/Evidence:	Sub-score
1.1.1 Guard Deployment & Management Plan (Specific, Measurable, Achievable, Relevant, Time-bound):	Adequacy and detailed plan for guard deployment, including grading (C-grade where required), training, supervision, and shift management to ensure 100% scheduled shifts are covered across all facilities.	Evaluation of proposed staffing rosters, training matrices (certifications), supervision structure, and incident response protocols. Bidder must demonstrate a clear methodology for achieving the KPI as stipulated on SOW.	4 points	<ul style="list-style-type: none"> ▪ Detailed Guard Deployment Plan: Including proposed organizational structure for physical security, shift rotations, and site-specific allocation. ▪ Training Matrix & Curriculum: Outlining standard and specialized training for guards, including PSIRA certification proof. ▪ Supervision & Quality Control Plan: Detailing how guard performance will be monitored and managed. ▪ Sample Guard Roster: Demonstrating 100% shift coverage for a typical week. 	<ul style="list-style-type: none"> ▪ 1 Points ▪ 1 Point ▪ 1 Point ▪ 1 Point ▪ 0 Point if the document is not submitted or visible

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1.1.2 Access Control Procedures & Implementation (Specific, Measurable, Achievable, Relevant):	Comprehensive plan for managing entry/exit points, including visitor management, personnel verification, and integration with proposed access control technology.	Assessment of proposed access control protocols, technological compatibility with existing/new systems, and adherence to NTCSA's access policies. Bidder must demonstrate how their plan will contribute to incident prevention.	3 points	<ul style="list-style-type: none"> ▪ Access Control Procedures Manual: Detailing protocols for personnel, visitors, vehicles, and goods. ▪ (240-10222095) Technical Specifications of Proposed Access Control Systems: Including integration capabilities. ▪ Diagrams of Proposed Access Control Points: For different risk level sites. 	<ul style="list-style-type: none"> ▪ 1 Points ▪ 1 Point ▪ 1 Point ▪ 0 Point if the document is not submitted or visible
1.1.3 Patrol Services & Monitoring (Specific, Measurable, Achievable, Relevant):	Detailed methodology for regular site inspections and perimeter monitoring, including proposed patrol routes, frequency, and real-time reporting mechanisms.	Review of proposed patrol plans, use of patrol management systems (e.g., guard monitoring systems), and integration with control room operations. The plan must show how it will enhance early detection.	3 points	<ul style="list-style-type: none"> ▪ Patrol Plan per Risk Level: Outlining routes, frequency (daily, hourly, etc.), and methods (foot, vehicle). ▪ Proposed Patrol Management System (PMS) Specification: Including real-time tracking and reporting features. ▪ Sample Patrol Reports: Indicating data captured and escalation paths. 	<ul style="list-style-type: none"> ▪ 1 Point ▪ 1 Point ▪ 1 Point ▪ 0 Point if the document is not submitted or visible
1.1.4 Emergency Management & Coordination (Specific, Measurable, Achievable, Relevant):	Clear procedures for coordinating with emergency services and NTCSA personnel during critical incidents.	Evaluation of proposed emergency response plans, communication flow diagrams, and defined roles/responsibilities.	3 points	<ul style="list-style-type: none"> ▪ Emergency Response Plan (ERP) Outline: Covering various security incidents (e.g., intrusion, fire, medical emergency). ▪ Communication Matrix/Flow Diagram: Illustrating coordination with NTCSA internal teams, SAPS, and other emergency services. ▪ Incident Escalation Matrix: Defining clear roles and responsibilities. 	<ul style="list-style-type: none"> ▪ 1 Point ▪ 1 point ▪ 1 point ▪ 0 Point if the document is not submitted or visible
Total			13 points		/13

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1.2 Technology Integration Services (20 Points)

Item	Criterion:	Measurement:	Weight:	Required Returnable/Evidence:	Sub-score
1.2.1 CCTV Surveillance System Design & Coverage (Specific, Measurable, Achievable, Relevant, Time-bound):	Technical specifications of proposed CCTV systems, camera placements, and coverage plans to ensure 100% coverage as per SOW.	Review of system architecture, camera specifications (resolution, night vision, analytics capabilities), coverage maps, and proposed integration points with NTCSA 's control room. Implementation plan must show commissioning within 6 months of contract award.	6 points	<ul style="list-style-type: none"> ▪ CCTV System Design Document: Including camera types, (240-91190304) specifications, and proposed locations. ▪ Coverage Maps/Drawings: Indicating 100% coverage of critical areas/buildings. ▪ Technical Specifications of NVRs, Storage Solutions: Including video analytics capabilities. ▪ Integration Plan for NTCSA Control Room: (240-170000258) Detailing software/hardware compatibility and data flow. Including integration into the NTCSA PISM ▪ Project Plan: Highlighting commissioning timeline for CCTV systems. 	<ul style="list-style-type: none"> ▪ 2 Points ▪ 1 Point ▪ 1 Point ▪ 1 Point ▪ 1 Point ▪ 0 Point if the document is not submitted or visible
1.2.2 Intrusion Detection System (IDS) & Integration (Specific, Measurable, Achievable, Relevant):	Proposed IDS technologies (perimeter and internal), their effectiveness in deterring/detecting intrusions, and seamless integration with the overall security ecosystem and control room.	Evaluation of IDS technology types, false alarm rate mitigation strategies, and integration architecture with alarm monitoring systems.	4 points	<ul style="list-style-type: none"> ▪ (240-170000691) IDS Technology Specifications: Detailing sensor types (e.g., fence detection, thermal cameras, microwave barriers). ▪ Integration Architecture Diagram: Showing how IDS connects to the control room and other systems. Including integration into the NTCSA PISM ▪ False Alarm Mitigation Strategy: Outlining proposed methods to minimize false alarms. 	<ul style="list-style-type: none"> ▪ 2 Points ▪ 1 Point ▪ 1 Point ▪ 0 Point if the document is not submitted or visible
1.2.3 Advanced Technology Implementation (AI Analytics, PA Systems) (Specific, Measurable, Achievable, Relevant, Time-bound):	Detailed plan for deploying advanced technologies.	Tenderers must provide case studies or proof of concept for similar deployments. For operational capacity, For AI, specify algorithms and functionalities. Deployment plan must ensure initial operational capability for these technologies within 9 months of contract award	5 points	<ul style="list-style-type: none"> ▪ AI Analytics Solution Description: Detailing specific functionalities (e.g., object detection, behavioral anomaly, facial recognition capability if applicable and permissible). ▪ CCTV-Integrated PA System Design: Demonstrating how audio alerts and messages will be managed. Including integration into the NTCSA PISM ▪ Project Plan: Highlighting initial operational capability timeline for advanced technologies. 	<ul style="list-style-type: none"> ▪ 2 Points ▪ 1 Point ▪ 1 Point ▪ 1 Point ▪ 0 Point if the document is not submitted or visible

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				<ul style="list-style-type: none"> Relevant Case Studies/Proof of Concepts: For previous deployments of similar advanced technologies. 	
1.2.4 Control Room Operations & Integration (Specific, Measurable, Achievable, Relevant, Time-bound):	Robust plan for 24/7 monitoring, alarm verification, and dispatch services, including the process for integrating and commissioning newly installed and existing/inactive security systems into the NTCSA control room.	Assessment of proposed control room software, hardware, staffing model, data flow diagrams, and a comprehensive commissioning plan for all systems. The plan must demonstrate full integration and commissioning of all relevant systems.	5 points	<ul style="list-style-type: none"> Control Room Operational Plan: Including staffing model (e.g., shifts, roles), incident handling procedures, and dispatch protocols. Integration & Commissioning Plan: Detailed phased plan for integrating new and existing/inactive systems into NTCSA's control room, including timelines and resource allocation. (240-171000171) Including integration into the NTCSA PISM Proposed VMS (Video Management System) / Existing NTCSA PSIM (Physical Security Information Management) Software Specifications: Highlighting integration capabilities. Data Flow Diagrams: Illustrating data exchange between various security systems and the control room. Project Plan: Confirming commissioning. 	<ul style="list-style-type: none"> 1 Point 1 Point 1 Point 1 Point 1 Point 0 Point if the document is not submitted or visible
Total			20 points		/20

2. Maintenance, Support & Technology Roadmap (23 Points)

This section assesses the tenderer's long-term sustainability plan for the security systems and their commitment to innovation.

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2.1 Maintenance and Support Plan (13 Points)

Item	Criterion:	Measurement:	Weight:	Required Returnable/Evidence:	Sub-score
2.1.1 Preventive & Corrective Maintenance: (Specific, Measurable, Achievable, Relevant, Time-bound)	Comprehensive preventive maintenance schedules, detailed fault resolution procedures, and guaranteed response times to meet the KPIs of "Fault Resolution Time ≤ 24 hours" and "Equipment Functionality ≥ 99.5% operational status"	Review of proposed maintenance schedules, SLA adherence (including penalties), escalation matrix, and reporting mechanisms for system uptime.	4 points	<ul style="list-style-type: none"> ▪ Preventive Maintenance Schedule: Detailed plan for all proposed technologies and systems (e.g., weekly, monthly, quarterly checks).(240-180100001 & 240-170001130) ▪ Corrective Maintenance Procedures: Outlining fault reporting, diagnosis, repair, and testing processes. ▪ Service Level Agreement (SLA) Matrix: Specifying response and resolution times for different severity levels, including proposed penalties for non-adherence. ▪ Sample Maintenance Report: Demonstrating data capture and reporting format. 	<ul style="list-style-type: none"> ▪ 1 Points ▪ 1 Points ▪ 1 Point ▪ 1 Point ▪ 0 Point if the document is not submitted or visible
2.1.2 System Upgrades & Obsolescence Management: (Specific, Measurable, Achievable, Relevant)	Proactive approach to system upgrades, patching, and a strategy for managing technology obsolescence to ensure continuous security posture.	Assessment of proposed upgrade cycles, compatibility assessments, and long-term support plans for installed equipment.	4 points	<ul style="list-style-type: none"> ▪ Technology Upgrade & Obsolescence Management Plan: Detailing approach to software/firmware updates, hardware refresh cycles, and compatibility assessments. ▪ Product Lifecycle Guarantees/Support Statements: From technology partners/manufacturers (if applicable). ▪ Lifecycle management plan that will ensure that none of the hardware is obsolete during the contract period. 	<ul style="list-style-type: none"> ▪ 2 Points ▪ 2 Point ▪ 0 Point if the document is not submitted or visible
2.1.3 Personnel Training & Certification (Specific, Measurable, Achievable, Relevant, Time-bound):	Detailed plan for ongoing personnel development and certification, ensuring "100% personnel certified"	Review of training curriculum, frequency, trainers' qualifications, and methods for tracking personnel certifications (PSIRA, FCA, SHEQ training etc.).	3 points	<ul style="list-style-type: none"> ▪ Comprehensive Training Program Outline: For all operational and technical staff. ▪ Certification Tracking Methodology: Explaining how 100% certification will be maintained. ▪ CVs of Key Trainers: Highlighting relevant qualifications and experience. 	<ul style="list-style-type: none"> ▪ 1 Points ▪ 1 Point ▪ 1 Point ▪ 0 Point if the document is not submitted or visible
2.1.4 Technology Handover package	Detailed plan for transferring assets, licensing and technical documents	Transfer of Technical documents, license, training and asset management.	2 points	<ul style="list-style-type: none"> ▪ Comprehensive handover package plan 	<ul style="list-style-type: none"> ▪ 2 Points
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2.2 Technology Roadmap & Innovation (10 Points)

Item	Criterion:	Measurement:	Weight:	Required Returnable/Evidence:	Sub-score
2.2.1 Implementation Plan & Scalability (Specific, Measurable, Achievable, Relevant, Time-bound):	Realistic and phased timeline for deploying all technologies, and full-scale implementation, demonstrating scalability to meet NTCSA 's evolving needs.	Evaluation of project plan milestones, resource allocation, and technical architecture's ability to scale. The plan must align with NTCSA 's "100% of planned deployments on schedule.	4 points	<ul style="list-style-type: none"> ▪ Master Implementation Project Plan: Detailing phases, timelines, resource allocation, and dependencies for all technology deployments. ▪ Technical Architecture Diagram: Illustrating how the proposed solution is designed for scalability and future expansion. 	<ul style="list-style-type: none"> ▪ 2 Points ▪ 2 Points ▪ 0 Point if the document is not submitted or visible
2.2.2 Innovation Strategy & Guard Reduction (Specific, Measurable, Achievable, Relevant, Time-bound):	Commitment to adopting modern technologies and an actionable plan to achieve "10% guard reduction by Year 2" and "15% by Year 3," along with "20% cost reduction through technology"	Assessment of proposed innovative solutions, their alignment with cost optimization and guard reduction targets, and a clear methodology for tracking "1 new technology per year"	6 points	<ul style="list-style-type: none"> ▪ Innovation Strategy Document: Outlining proposed technologies beyond the baseline, their benefits, and implementation approach. ▪ Guard Reduction Plan: Detailing how technology implementation will lead to specific percentage reductions in physical guards by Year 2 and Year 3. ▪ Cost Optimization Methodology: Explaining how the 20% cost reduction will be achieved and measured through technology. ▪ Innovation Tracking Framework: How the tenderer will identify, test, and propose 1 new technology per year. 	<ul style="list-style-type: none"> ▪ 2 Points ▪ 2 Points ▪ 1 Points ▪ 1 Points ▪ 0 Point if the document is not submitted or visible
Total			10 points		/10

3. Community & Law Enforcement Engagement Strategy (16 Points)

This section assesses the tenderer's strategic approach to external stakeholder management, crucial for long-term security success.

3.1 Community Involvement Plan (8 Points)

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Item	Criterion:	Measurement:	Weight:	Required Returnable/Evidence:	Sub-score
3.1.1 Community Liaison & Intelligence Gathering (Specific, Measurable, Achievable, Relevant, Time-bound):	Detailed strategy for establishing and maintaining effective, positive engagement with local communities surrounding the facilities, including proactive communication channels and mechanisms for gathering actionable community intelligence regarding threats.	Review of proposed community engagement protocols, stakeholder mapping, and examples of successful community initiatives. The plan should outline quarterly community meetings or awareness campaigns within the first 6 months.	4 points	<ul style="list-style-type: none"> ▪ Community Engagement Strategy Document: Detailing approach, frequency of interaction, and roles. ▪ Proposed Community Communication Channels: (e.g., community forums, dedicated liaison officer, hotline). ▪ Methodology for Community Intelligence Gathering: How information will be collected, verified, and shared with NTCSA/SAPS. ▪ Evidence of Prior Community Engagement: Case studies or testimonials from previous projects. 	<ul style="list-style-type: none"> ▪ 1 Points ▪ 1 Point ▪ 1 Point ▪ 1 point ▪ 0 Point if the document is not submitted or visible
3.1.2 Local Economic Development & Safety Initiatives (Specific, Measurable, Achievable, Relevant, Time-bound):	Practical strategies for local job creation, skills transfer, local procurement, and participation in joint safety awareness initiatives with local community structures, aligned with NTCSA socio-economic development goals.	Assessment of proposed local content plans, training initiatives for community members (where applicable), and specific proposals for collaborative safety campaigns (e.g., quarterly safety workshops with community leaders).	4 points	<ul style="list-style-type: none"> ▪ Local Content/Procurement Plan: Outlining targets for local sourcing and supplier development. ▪ Local Job Creation/Skills Transfer Plan: Detailing proposed number of local hires, training initiatives, and skills development programs. ▪ Proposed Community Safety Awareness Program: Outlining topics, target audience, and frequency of initiatives (e.g., quarterly workshops). 	<ul style="list-style-type: none"> ▪ 1 Points ▪ 1 Points ▪ 2 Points ▪ 0 Point if the document is not submitted or visible
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3.2 Liaison with Law Enforcement Agencies (8 Points)

Item	Criterion:	Measurement:	Weight:	Required Returnable/Evidence:	Sub-score
3.2.1 Formal Protocols & Intelligence Sharing: (Specific, Measurable, Achievable, Relevant, Time-bound):	Robust plan for establishing formal communication protocols, secure intelligence sharing mechanisms, and regular engagement with SAPS (including specialized units) and other relevant law enforcement agencies.	Evaluation of proposed MOUs or collaboration agreements with SAPS, defined contact points, frequency of intelligence briefings (e.g., monthly), and secure channels for data exchange. The plan should include evidence of successful past collaborations.	4 points	<ul style="list-style-type: none"> ▪ Law Enforcement Liaison Plan: Detailing communication protocols, escalation paths, and regular meeting schedules (e.g., monthly joint briefings). ▪ Secure Information Sharing Protocol: Describing methods for secure data exchange with SAPS/other agencies. ▪ Letters of Intent/Support: From relevant SAPS units or other law enforcement agencies (if pre-existing relationships allow). ▪ Case Studies: Demonstrating successful intelligence sharing leading to positive outcomes. 	<ul style="list-style-type: none"> ▪ 1 Points ▪ 1 Points ▪ 1 Point ▪ 1 point ▪ 0 Point if the document is not submitted or visible
3.2.2 Joint Operations & Evidence Management (Specific, Measurable, Achievable, Relevant, Time-bound):	Demonstrated capability and willingness to participate in joint operations with law enforcement, coupled with robust procedures for evidence collection, preservation, and chain of custody to support successful arrests and prosecutions.	Review of proposed procedures for supporting police investigations, training modules on evidence handling, and examples of successful joint operations. The plan must demonstrate how it will contribute to improving arrest rates from security incidents.	4 points	<ul style="list-style-type: none"> ▪ Joint Operations Support Plan: Outlining resources, roles, and procedures for participating in SAPS-led operations. ▪ Evidence Collection & Preservation Procedures Manual: Detailing methods for scene management, evidence handling, and chain of custody. ▪ Training Module Outline: For personnel on evidence collection and legal compliance. ▪ Examples of Successful Joint Operations: With documented outcomes (e.g., arrests, recovery of stolen property) from past projects. 	<ul style="list-style-type: none"> ▪ 1 Points ▪ 1 Point ▪ 1 Point ▪ 1 Point ▪ 0 Point if the document is not submitted or visible
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4. Tenderer’s Experience & Capacity (8 Points)

This section assesses the overall capability and experience of the tenderer.

Item	Criterion:	Measurement:	Weight:	Required Returnable/Evidence:	Sub-score
4.1 Company Experience & Track Record: (Specific, Measurable, Achievable, Relevant, Time-bound):(240-17000723)	Proven experience in providing integrated security services for critical infrastructure (e.g., energy, telecommunications, water, roads, mining, etc) within the past 5 years, particularly in similar high-risk environments.	Submission of at least two (2) verifiable references for comparable projects, including contract values, project durations, and client contact details. Evaluation of company profile, certifications, and operational footprint in South Africa.	4 points	<ul style="list-style-type: none"> ▪ Company Profile: Detailing history, mission, and organizational structure. ▪ List of Comparable Projects: Minimum of two, undertaken in the past 5 years, including project description, client name, contract value, duration, and key outcomes. ▪ Letters of Reference/Client Contact Details: For all listed comparable projects. ▪ Copies of Relevant Industry Certifications/Accreditations: (e.g., PSIRA, ISO certifications related to security or quality management). 	<ul style="list-style-type: none"> ▪ 1 Points ▪ 1 Points ▪ 1 Point ▪ 1 point ▪ 0 Point if the document is not submitted or visible
4.2 Resources & Organizational Capacity (Specific, Measurable, Achievable, Relevant, Time-bound):	Adequacy of human resources (management, technical, and operational staff), financial stability, and logistical capabilities to effectively manage a project of this scale across multiple sites.	Review of organizational structure, CVs of key personnel (Project Manager, Technical Lead, Operations Manager), evidence of financial soundness, and demonstration of sufficient equipment/vehicle fleet.	4 points	<ul style="list-style-type: none"> ▪ Organizational Chart: Highlighting key project roles and reporting lines. ▪ CVs of Proposed Key Personnel: (e.g., Project Manager, Technical Lead, Operations Manager), demonstrating relevant experience and qualifications. ▪ List of Major Equipment & Vehicle Fleet: Relevant to the provision of services (e.g., response vehicles, technical equipment). 	<ul style="list-style-type: none"> ▪ 2 Points ▪ 1 Points ▪ 1 Point ▪ 0 Point if the document is not submitted or visible
Total			8 points		/8
TOTAL SCORE			80 points		/80

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ON SITE EVALUATION - RESOURCES - CONTROL ROOM / FACILITY				
Item	Criterion:	Measurement:	Weight:	Sub-score
The supplier must have an emergency preparedness and response procedure, and the operators must be knowledgeable and familiar with it.	<p>Controllers/Operators to demonstrate their knowledge of the EP procedure by outlining the EP activities,</p> <p>Observe the Controllers live tracking of vehicles,</p> <p>Note the number of Controllers on shift,</p> <p>Verify the existence of the Contingency plan for Security operations.</p>	<ul style="list-style-type: none"> Is the Emergency preparedness and response procedure with contact numbers available in the Control room? Operators must demonstrate a scenario on the emergency process on. Is there a minimum of two controllers/Operators on duty? Are controllers/Operators able to monitor and track vehicles on the tracking system Is there a contingency plan for the overall Security Operations? Visibly displayed Confirm communication from control room to vehicles and site guards Is an Occurrence Book in use and up to date and record keeping (Reaction units) and response times to incidents 	5	<ul style="list-style-type: none"> 3 Point 1 Point 1 Point 0 Point for non-compliance
Control Room Capacity		<ul style="list-style-type: none"> Does the control Room have Centralised Monitoring The contractor must have a central security control room where security personnel monitor multiple areas, such as surveillance cameras, access control systems, alarm systems, and other security devices. Ability to bring independent communications to their server room on a separate rack to be supplied. Surveillance Systems: Video surveillance cameras, Closed Circuit Television (CCTV) are a fundamental component of a control room monitoring Does the Security Contractor have the necessary bandwidth and IT infrastructure to manage Video and CCTV surveillance Alarm Systems: Control rooms must be equipped with alarm monitoring systems that receive and process 	7	<ul style="list-style-type: none"> 1Point 1Point 1Point 1Point 1Point 1Point 0 Point for non-compliance

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		<p>alerts from various sensors and detectors, such as motion sensors, door/window sensors, fire alarms, and intrusion detection systems. When an alarm is triggered, it is immediately relayed to the control room, enabling prompt action</p> <ul style="list-style-type: none"> • Communication and Collaboration: Control room personnel will be responsible for receiving and disseminating information to relevant parties, such as security guards, emergency response teams, or law enforcement agencies. • Radio network, Telephone, Panic Buttons and Monitoring 		
Firearms				
Firearm registers	Inspect register on site	Firearm Register A7(2) and A8, Discharge register	1	<ul style="list-style-type: none"> • 1 Point • 0 Point for non-compliance
Firearms site inspection	Firearm and Ammunition Register, Condition of Firearms in good Condition and must be cleaned.	<p>Handguns- Pistol</p> <ul style="list-style-type: none"> • Minimum number of firearms 10 Handguns (Pistols and Short gun) for inspection in the company's name • If less than 10 firearms for inspection the score will be zero • Firearm inspection must be done using the registers if any firearm has been booked out this will collate the number within the arsenal. 	2	<ul style="list-style-type: none"> • 1 Point • 1 Point • 0 Point for non-compliance
Armoury		<ul style="list-style-type: none"> • Condition of armoury, suitable locking controls (keys safeguarding) As per the FCA requirements. 	1	<ul style="list-style-type: none"> • 1 Point • 0 Point for non-compliance
Bullet catcher		<ul style="list-style-type: none"> • Provide proof of adequate standard/specified units. (Drawings and certificates of compliance Original 	1	<ul style="list-style-type: none"> • 1 Point • 0 Point for



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		Equipment Manufacturer (OEM)		non-submission
Vehicle inspection		<ul style="list-style-type: none"> Condition of vehicles (LDV 4x2) (bodywork, windows, tyres, seats seatbelts), odometer reading compares to service record. 05 vehicles must be presented for inspection as per desktop submission 1 vehicle presented for inspection score No vehicles 	3	<ul style="list-style-type: none"> 1 Point 1 Point 1 Point 0 Point
SCORE				20
TOTAL SCORE (C+D)				100%
THRESHOLD				80 %
FINAL % (C+D)				

A combined total 80 points equals 80 % which is required to be technically accepted.

NTCSA Security Technical Evaluation Team

Evaluator Name:		Evaluator Name:		Evaluator Name:	
Designation:		Designation:		Designation:	
Signature:		Signature:		Signature:	
Date:		Date:		Date:	

Compiled by:

(Senior Advisor Security Ops)

Date: 08/04/2026

Approved by:

(Act Manager Facilities)

Date: