

**SECURITY SERVICE PROVIDER
EVALUATION DOCUMENT**



Annexure H

RFI / RFP Reference Number	
Registered Name of Company	
Trade Name of Company	
Physical Address where evaluation is conducted	
Transnet sites / areas intended to provide physical security services to:	
Telephone Number	
Fax Number	
E-mail Address	
Website Address	
Evaluation Date	
Time of Arrival	
Time of Departure	
Transnet cross-functional sourcing team (CFST)	
Service provider representatives (Initials, Surname and Designation)	
CD Reference of photographs taken	

Guidelines for the completion of evaluation document

- ➔ Be fair and objective in your evaluation.
- ➔ Complete in full - neat and tidy, as this becomes an official document for future record.
- ➔ Be transparent and share observations with the company representatives.
- ➔ Do not give a copy of the completed document to the company.
- ➔ You are a guest at the company, act accordingly.
- ➔ Transnet and company representative must initial all pages.
- No cell phones /No recording equipment (except recording from TIA to ensure a fair process)
- Please keep smoke breaks, etc until after the evaluation.

Please take note that no time will be granted to collect documents from other sites or departments.

Successful service providers will be re-evaluated at least once a year without prior notice.

Transnet will evaluate any regional offices of the service provider at any time without prior notice.

Legend	I - Inadequate	A - Adequate	N – No	Y- Yes
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Balanced Score Card

	Score Max	Score achieved	Score %
Geographical proximity	0		
Infrastructure - General	14		
Infrastructure - Administrative	4		
Infrastructure - Communications	10		
Infrastructure – Operations	31		
Offices	5		
Motorised vehicles	10		
Operational Control Room	16		
Training Capability	8		
Occupational Health and Safety	13		
Human Resources	29		
Recruitment and selection criteria	9		
Uniform and Safety Equipment	15		
Total (Firearms not required)	119		
Firearms and FCA Compliance	17		
Total (Firearms required)	136		

Methodology

Example: Company XYZ scores 23 out of a possible 40 points for Human Resources.
Calculate % : $23/40 \times 100 = 57.5\%$

(FCA = Firearms Control Act 60 of 2000, as amended, including the regulations in terms of the FCA)

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Organisational Structure and Capability					
Management structure of company		(organogram)			
Criminal Clearance records for company directors, shareholders or members					
Regional Structure of company		(organogram)			
Total number of employees nationally					
Total number of management nationally		Ratio: Supervisors / Guards Minimum 1 : 10			
Total number of supervisors nationally					
Total number of guards nationally					
Does the company have a fully functional office/(s) in the areas indicated					
Regional Office	Yes	No	Within approximate km radius	Staff Compliment	Remarks
KwaZulu Natal					>25 <25
Gauteng					>25 <25
Free State					>25 <25
Mpumalanga					>25 <25
North West					>25 <25
Western Cape					>25 <25
Eastern Cape					>25 <25
Northern Cape					>25 <25
Limpopo					>25 <25
Previous contracts (in the last 2 years minimum)					
Client		Client			
Period		Period			
Contract value		Contract value			
No of security guards		No of security guards			
Reason for termination		Reason for termination			
Contact person		Contact person			
Contact detail		Contact detail			

Current Contracts			
Client		Client	
Period		Period	
Contract value		Contract value	
No of security guards		No of security guards	
Reason for termination		Reason for termination	
Contact person		Contact person	
Contact detail		Contact detail	
Infrastructure - General			
Administrative	Score		Remarks
Reception	I (0)	A (1)	
Financial Department	I (0)	A (1)	
Human Resources Department	I (0)	A (1)	
Logistics Department	I (0)	A (1)	
Score obtained (max 4)			
Communications			
Communications	Score		Remarks
Landline (PSTN)	I (0)	A (1)	
Dedicated Fax line / e-mail	I (0)	A (1)	
Emergency / Hotline	I (0)	A (1)	Number:
ADSL / 3G / HSDPA	I (0)	A (1)	
VHF / UHF Radio base station units	I (0)	A (1)	State quantity
VHF / UHF Radio Mobile (Vehicle) units	I (0)	A (1)	State quantity
VHF / UHF Radio Portable (Handheld) units	I (0)	A (1)	State quantity
Own Radio frequencies (not shared)	N (0)	Y (1)	
ICASA certificate & proof of payment	N (0)	Y (1)	
Operational mobile phones (Contract)	I (0)	A (1)	State quantity
Score obtained (max 10)			

Infrastructure - Operations				
Offices		Score		Remarks
Meeting room / area		I (0)	A (1)	
Dressing rooms		I (0)	A (1)	
Toilets		I (0)	A (1)	
Equipment store room		I (0)	A (1)	
Stock		I (0)	A (1)	
Score obtained (max 5)				
Motorised vehicles		Score		Remarks
Type & Number (owned/leased in company name)	LDV	Y (0)	N (1)	
	Sedan	Y (0)	N (1)	
	Minibus	Y (0)	N (1)	
	4-Wheeler/Motorcycle	Y (0)	N (1)	
Roadworthy and licensed		N (0)	Y (1)	
General condition		I (0)	A (1)	
Identifiable (company logo / detail)		N (0)	Y (1)	
Maintenance schedule		N (0)	Y (1)	
Contingency / Replacement vehicles		N (0)	Y (1)	
Vehicle inspections		N (0)	Y (1)	
Score obtained (max 10)				
Operational Control Room		Score		Remarks
Geographical maps		N (0)	Y (1)	
Emergency telephone numbers		N (0)	Y (1)	
Fire fighting equipment		N (0)	Y (1)	
Control documentation		N (0)	Y (1)	
24 hour manned		N (0)	Y (1)	
Is relief staff available in case of emergency		N (0)	Y (1)	
Training / Competency of Ops Room Controller		N (0)	Y (1)	
Contact with security officials and vehicles		N (0)	Y (1)	
Occurrence Book		N (0)	Y (1)	
Filing system		N (0)	Y (1)	
Access control to Control Room and register		N (0)	Y (1)	
Contingency planning		N (0)	Y (1)	
CCTV Surveillance System		N (0)	Y (1)	
Burglar alarm system		N (0)	Y (1)	
GPS vehicle tracking		N (0)	Y (1)	
Real Time monitoring		N(0)	Y(1)	
Score obtained (max 16)				

Training Capability	Score		Remarks
Training facilities	N (0)	Y (1)	
Annual training plan	N (0)	Y (1)	
Management training	N (0)	Y (1)	
Supervisory training	N (0)	Y (1)	
Specialised training	N (0)	Y (1)	
Frequency and type of re-training	N (0)	Y (1)	
Do you have additional training? If so, what training?:	N	Y	
SASSETA Training Accreditation	N (0)	Y (1)	
PSIRA Training Accreditation	N (0)	Y (1)	
Score obtained (max 8)			
<i>(Should external training facilities be used, attach Memorandum of Agreement)</i>			

Occupational Health and Safety Act			
Administration	Score		Remarks
OHS Act prominently displayed/available	N (0)	Y (1)	
Safety policy	N (0)	Y (1)	
SHEQ Rep trained & register completed	N (0)	Y (1)	
Previous Risk Assessments	N (0)	Y (1)	
OHS Act Incident Investigation & Recording	Score		Remarks
Recording of all incidences	N (0)	Y (1)	
Investigation of incidences and findings	N (0)	Y (1)	
Incidents discussed at SHEQ meetings	N (0)	Y (1)	
Incident recommendations	N (0)	Y (1)	
Actions implemented and followed up	N (0)	Y (1)	
Trained medical first aids responder	N (0)	Y (1)	
First aid box available & not expired	N (0)	Y (1)	
OHS Act Training	Score		Remarks
Induction training to all new employees	N (0)	Y (1)	
Training register	N (0)	Y (1)	
Score obtained (max 13)			

Human Resources				
Remuneration Advice / Payslip		Score		Remarks
Normal time		N (0)	Y (1)	
Overtime		N (0)	Y (1)	
Sunday time		N (0)	Y (1)	
Public holiday time		N (0)	Y (1)	
Statutory Deductions	Tax	N (0)	Y (1)	
	UIF	N (0)	Y (1)	
	PSIRA	N (0)	Y (1)	
	Provident Fund	N (0)	Y (1)	
Unlawful Deductions, eg:	Uniform	Y (-5)	N (1)	
	Penalties			
	Damages			
Cleaning Allowance		N (0)	Y (1)	
Attendance Registers		N (0)	Y (1)	
Personnel file / Employee Records		Score		Remarks
SAPS Criminal record clearance certificate (Annual)		N (0)	Y (1)	
PSIRA registration certificate		N (0)	Y (1)	
PSIRA / SASSETA training certificates		N (0)	Y (1)	
Employment contract		N (0)	Y (1)	
Job description / Post description		N (0)	Y (1)	
BCEA - Sectoral Determination 6 Compliance		Score		Remarks
Sick leave		N (0)	Y (1)	
Annual leave		N (0)	Y (1)	
Family responsibility leave		N (0)	Y (1)	
Maternity leave		N (0)	Y (1)	
Study leave		N (0)	Y (1)	
Annual bonus		N (0)	Y (1)	
Performance / Incentive Bonus		N (0)	Y (1)	
Provident Fund		N (0)	Y (1)	
HR Policies and procedures		Score		Remarks
Recruitment and selection		N (0)	Y (1)	
Terms and conditions of employment		N (0)	Y (1)	
HIV / AIDS, Disability, Sexual Harassment		N (0)	Y (1)	
Performance Management		N (0)	Y (1)	
Disciplinary Code (Policy, Procedures, Guideline)		N (0)	Y (1)	
Score obtained (max 29)				

Draw a random sample of any 5 employees from the employee list. Inspect personnel files and pay slips to verify the above. If time allows, these persons should be interviewed briefly. A negative score from any of these employees on any one of the indicators as set out above will be regarded as sufficiently representative and points will be allocated accordingly. A default on any one of the 5 employees will thus be taken as to represent the entire workforce.

Recruitment and selection criteria	Score		Remarks
RSA Citizenship	N (0)	Y (1)	
Criminal record verification	N (0)	Y (1)	
Age group (18 – 50)	N (0)	Y (1)	
Educational level (minimum grade 10- 12)	N (0)	Y (1)	
Language proficiency (English mandatory)	N (0)	Y (1)	
PSIRA qualifications	N (0)	Y (1)	
Minimum relevant experience	N (0)	Y (1)	
Vehicle driver's license	N (0)	Y (1)	
Firearm competency certificates	N (0)	Y (1)	(The SASSETA certificate is sufficient)
Score obtained (max 9)			

Uniform and Safety Equipment provided by the Service Provider	Score		Remarks
Shirt / blouse	N (0)	Y (1)	
Pants / Trouser / Skirt	N (0)	Y (1)	
Belt	N (0)	Y (1)	
Boots / Safety Boots / Shoes	N (0)	Y (1)	
Company insignia – clearly visible	N (0)	Y (1)	
Cold weather jacket / jersey	N (0)	Y (1)	
Raincoat	N (0)	Y (1)	
Annual issue of the above	N (0)	Y (1)	
Reflective vest / jacket	N (0)	Y (1)	
Identity card	N (0)	Y (1)	
Baton	N (0)	Y (1)	
Whistle	N (0)	Y (1)	
Handcuffs and Keys	N (0)	Y (1)	
Pocket book and pen	N (0)	Y (1)	
Flashlight (Flameproof)	N (0)	Y (1)	
Score obtained (max 15)			

Firearms and FCA Compliance	Score		Remarks
SAPS CFR list of company firearms	N (0)	Y (1)	
Responsible person	N (0)	Y (1)	
Security officers issued with firearms in possession of competency permits	N (0)	Y (1)	
Total number of company firearms	Pistol		
	Revolver		
	Shotgun		
	Rifle		
Number of company firearms currently utilised	Pistol		
	Revolver		

	Shotgun		
	Rifle		
Certification of serviceability by qualified and accredited gunsmith (attach proof)	N (0)	Y (1)	
Inspection and maintenance intervals - internally	N (0)	Y (1)	
Storage facilities for firearms (SABS approved safe) – attach SAPS inspection report	N (0)	Y (1)	
On site Storage facilities for firearms (SABS approved safe) – attach SAPS inspection report	N (0)	Y (1)	
Firearm register	N (0)	Y (1)	
Correct and complete completion of firearm register	N (0)	Y (1)	
Firearm permits and control system	N (0)	Y (1)	
Holsters for handguns / slings for shotguns	N (0)	Y (1)	
Bullet proof vests – protection level 2/3	N (0)	Y (1)	
Bullet proof vests – SABS approved	N (0)	Y (1)	
Ammunition register and control documentation	N (0)	Y (1)	
Bi-annual firearm training – theory & practical	N (0)	Y (1)	
SAPS Accreditation (In-house firearm training)	N (0)	Y (1)	
SABS Accreditation (In-house shooting Range)	N (0)	Y (1)	
Score obtained (max 17) - Mandatory score 15/17			

Canine (K9) Services	Score		Remarks
Licence in terms of The Performing Animal Protection Act and Amendments	N (0)	Y (1)	
Company appointed / contracted veterinary surgeon	N (0)	Y (1)	
Company appointed personnel to care for dogs	N (0)	Y (1)	
Feeding program - Certified by Vet	N (0)	Y (1)	
Latest veterinary certificates	N (0)	Y (1)	
Latest training certificates for dogs	N (0)	Y (1)	
Security officers registered at PSIRA as dog handlers	N (0)	Y (1)	
PSIRA security officers trained per K9 program	N (0)	Y (1)	
Latest train certificates / records for all dog handlers	N (0)	Y (1)	
Files for each dog with all documentation and certificates	N (0)	Y (1)	
Roadworthy vehicles/trucks to transport dogs	N (0)	Y (1)	
Roadworthy dog trailers	N (0)	Y (1)	
Inspection reports from PSIRA and/or NSPCA and/or other reputable organisations	N (0)	Y (1)	
There are blankets for the dogs	N (0)	Y (1)	
Adequate water and food supply for dogs	N (0)	Y (1)	
Clean kennel facilities for the dogs and protected from inclement weather.	N (0)	Y (1)	
Only one handler per dog	N (0)	Y (1)	
Dogs utilized for security purposes must not be older than six years	N (0)	Y (1)	
Proper breeds of dogs are utilized for security services.	N (0)	Y (1)	
Leads, water bowls, choke chains and combs are available at all times	N (0)	Y (1)	
Score obtained (max 20) - Mandatory score 16/20			

Respondents are to note that Transnet will round off final technical scores to the nearest two decimal points for the purposes of determining whether the technical threshold has been met. Respondents to submit supporting documentation to assist the evaluators in scoring. Failure to provide adequate and relevant supporting document will result in a low score, or a zero score, due to lack of evidence or supporting documents.

The minimum threshold for the desktop technical evaluation [Phase 1] must be met or exceeded for a Respondent's Proposal to progress to the technical site visits [Phase 2].

/We, duly authorised, hereby declare that my/our Company-

1. Was/were willing and prepared to be subjected to an evaluation.
2. Fully accepts the adjudication as set out in the evaluation form;
3. That all relevant documentation, as requested, is attached and we accept that failing to adhere /comply with requirement of the evaluation, my/our tender may be disqualified;
4. The contents of the evaluation were discussed with me/us and I do understand and accept the outcome of the evaluation.
5. The information supplied to the evaluation team is true at the time of the evaluation.
6. In case of supplying of false information Transnet have the right to disqualify our company from the tender process.

Signed at _____ *Place* _____ on this *day* _____ of _____ *month* _____ 20

Evaluation Team

1	2
3	4
5	6

Name of company representative 1	
Signature of company representative 1	
Name of company representative 2	
Signature of company representative 2	

NB: All pages in this document to be initialled.