

Annexure A1

Terms of Reference

For Provision of Guarding Services at the CSIR offices for a period of Five (5) years.

RFP No. 3518/25/07/2023

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1. INVITATION FOR PROPOSAL

Proposals are hereby invited for the provision Guarding Services at the CSIR offices for a period of Five (5) years.

The purpose of the Request for Proposal (RFP) is to obtain capability, pricing and general information on the business of potential Contractors for the CSIR to determine the Contractors most capable of providing the service.

This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by the CSIR.

This RFP does not constitute an offer to do business with the CSIR, but merely serves as an invitation to bidders to facilitate a requirements-based decision process.

Responses to this Request for Proposal (RFP) (hereinafter referred to as a Bid or a Proposal) are requested from suitably qualified entities (hereinafter referred to as a Respondent or Bidder for the provision of Guarding Security Services at the CSIR offices for a period of five (5) years. The CSIR requires a physical security service from PSIRA registered security service providers for the provision of guarding services across all CSIR sites. The CSIR sites are as follows:

GAUTENG

- CSIR Pretoria Scientia campus (HQ, Brummeria, Pretoria)
- CSIR Kloppersbos (Pretoria North)
- CSIR Paardefontein (Pretoria North)
- CSIR Johannesburg: Frost Avenue
- CSIR Johannesburg: Carlow Road

WESTERN CAPE

- CSIR Rosebank
- CSIR Stellenbosch

KWA ZULU NATAL

- CSIR Durban

The Bidder must have a proven presence in all Provinces where the CSIR has sites as above. CSIR is looking for a single service provider who will manage the entire contract.

2. PROPOSAL REQUIREMENTS

All proposals are to be submitted in a format specified in this enquiry. However, bidders are welcome to submit additional / alternative proposals over and above the originally specified format.

2.1. Technical Proposal

The following must be submitted as part of the **technical** proposal:

- a. Company Profile
 - Indicate the number of years' experience in the security guarding industry focusing on public sector and/or corporate institutions.
 - Service Offering.
 - Layout of security officers deployed across different provinces.
- b. Annexure E: Proposal Form and List of Returnable documents
- c. Complete and return clause 3.8 Detailed Requirements and Check List, Annexure A: Terms of Reference
- d. Detailed Technical Proposal
 - Response to Annexure B1: Desktop technical evaluation criteria
 - Response to the Mandatory Qualifying Criteria/ Mandatory Returnable Documents
 - Annexure A2 – Site SHEQ File Content
- e. Annexure D: Certificate of Acquaintance with RFP, Terms & Conditions & Applicable Documents
- f. Annexure I: RFP Declaration and Breach of Law Form
- g. Annexure J: Mutual Non-Disclosure Agreement
- h. Annexure K1-K6 – Compulsory Physical Site Visit Forms

2.2. Financial Proposal

The following must be submitted as part of the **financial** proposal:

- a. Cover Letter.
- b. Completed Pricing Schedule (Annexure C).
- c. CSD registration report (RSA suppliers only).
- d. Annexure G: Standard Bidding Document (SBD) 1 Form
- e. Annexure H: Standard Bidding Document (SBD) 4 Form

2.3. Mandatory Qualifying Criteria

Bidder must provide the following mandatory documents, of which failure will lead to disqualification;

(Note: All mandatory documents must be valid at closing date and time of this tender.)

- a. A valid company PSIRA registration certificate.
- b. A valid PSIRA letter of good standing issued to the Company.
- c. A valid National Key Point Registration Letter.
- d. A valid PSIRA Registration Certificate for Company Director(s).
- e. A valid letter of good standing relevant to the scope of work from the Department of Labour (COIDA). The company registration number on COIDA letter must be the same as in the PSIRA and CIPC certificates.
- f. Valid SAPS issued Firearms Licenses x 20 (Firearms must be 9mm Pistols)
- g. Valid SAPS issued Firearm Licenses x 2 (Firearms must be semi – automatic Rifles or shotguns)
- h. Valid ICASA License for Radios or (Valid and signed lease agreements for Radios, in case the radios are leased and a valid ICASA Licence from the lessor)
- i. Provide proof of valid public liability cover of a minimum R 15 000 000.00
- j. Valid Registration with the National Bargaining Council for the Private Security Sector (NBCPSS) and proof of contributing to levies. Evidence provided must not be older than 90 days before closing date of this tender.
- k. Letter from the confirming Medical Insurance company confirming medical aid cover for the Security Officers in the name of the service provider.
- l. Company Presence in CSIR areas of Operations: Gauteng, Western Cape and KZN, which will be supported either by:
 - Valid office lease agreements; or _
 - Title deed in the name of the bidder; or _
 - Municipality bill in the name of the bidder; or
 - Such alternative proof of Company Presence as deemed suitable by the CSIR in its sole discretion.

3. SCOPE OF WORK

This RFP is for the delivery of comprehensive guarding services to the CSIR. Service requirements are described in **Section 3** of this document.

3.1. Operational Duties of a Service Provider

- 3.1.1. Access and Egress Control
- 3.1.2. Searching of Vehicles and Persons
- 3.1.3. Asset Protection
- 3.1.4. Patrolling and status reporting
- 3.1.5. Response to incidents
- 3.1.6. Equipment status Reports
- 3.1.7. Customer Services

3.2. Governance Duties of a Service Provider

- 3.2.1. Monthly Operational Meetings with the Client
- 3.2.2. Quarterly Strategic Meetings with the Client
- 3.2.3. Development of Standard Operating Procedures (SOPs)
- 3.2.4. Incidents Investigations
- 3.2.5. Preparation for National Key Points (NKP) Audits
- 3.2.6. Participation in NKP National Shoot Competitions
- 3.2.7. Preparation of Service Provider for SAPS Audits

3.3. Requirements for Site Manager (based in Scientia Campus)

- 3.3.1. Diploma in Security Management or equivalent
- 3.3.2. Grade 12
- 3.3.3. PSIRA registered Grade A
- 3.3.4. NKP qualifications
- 3.3.5. Firearms Competency
- 3.3.6. A valid SAPS Police Clearance. (Produced within 2 months of commencement date of the contract)
- 3.3.7. South African Citizenship (acceptable form of identification in South Africa)
- 3.3.8. **Six years** minimum experience in Security environment

3.4. Requirements for Access Control Supervisors

- 3.4.1. Supervisory Course
- 3.4.2. Grade 12

- 3.4.3. PSIRA registered Grade B
- 3.4.4. NKP qualifications for Scientia Campus only
- 3.4.5. Firearms Competency for all Scientia Security officers and listed sites (requiring firearms)
- 3.4.6. A valid SAPS Police Clearance for all Officers (Produced within 2 months of commencement date of the contract)
- 3.4.7. South African Citizenship (acceptable form of identification in South Africa)
- 3.4.8. **Five years** minimum experience in Security environment

3.5. Requirements for Security Control Room Operators

- 3.5.1. NKP qualifications for Scientia Campus only
- 3.5.2. Qualification for Control Room Operator Course
- 3.5.3. Firearms Competency for all Scientia Security officers and listed sites (requiring firearms)
- 3.5.4. A valid SAPS Police Clearance for all Officers (Produced within 2 months of commencement date of the contract)
- 3.5.5. South African Citizenship (acceptable form of identification in South Africa)
- 3.5.6. Five years minimum experience in Security Control Room environment

3.6. Requirements for Access Control and Patrol Security Officers

- 3.6.1. Minimum Grade 12
- 3.6.2. PSIRA registered Grade C
- 3.6.3. NKP qualifications for Scientia Campus only
- 3.6.4. Firearms Competency for all Scientia Security officers and listed sites (requiring firearms)
- 3.6.5. A valid SAPS Police Clearance for all Officers (Produced within 2 months of commencement date of the contract)
- 3.6.6. South African Citizenship (acceptable form of identification in South Africa)
- 3.6.7. **Three years** minimum experience in Security environment

3.7. Requirements for Response / Reaction Officers

- 3.7.1. Minimum Grade 12
- 3.7.2. PSIRA registered Grade B
- 3.7.3. Reaction Officer Course
- 3.7.4. NKP qualifications for Scientia Campus only
- 3.7.5. Valid Firearm Competency (requiring firearms)

- 3.7.6. A valid SAPS Police Clearance for all Officers (Produced within 2 months of commencement date of the contract)
- 3.7.7. South African Citizenship (acceptable form of identification in South Africa)
- 3.7.8. **Three years** minimum experience in Security environment

3.8. Detailed Requirements and Check List (Elimination Criteria)

The Bidder must comply with all the requirements. Failure to comply with one (1) or more of the requirement will result in elimination.

	Item Description	Comply	Not Comply	Comments
3.8.1	Security Officers Management			
3.8.1.1	Training of Security Officers Security Officers should be trained by Accredited Institutions with SASSETA standards.			
3.8.1.2	Recruitment of Security Officers by Service Provider CSIR reserves the right to interview Security Officers recommended by the Service Provider and approve the Security Officers before deployment at CSIR.			
3.8.1.3	Substitution of Security Officers After the initial deployment of Security Officers, any future substitution of a Security Officer can only happen with the concurrence of the CSIR Security Manager.			
3.8.1.4	Conditions of Service of Security Officers The service provider undertakes to remunerate the Security Officers in line with the minimum rates as			

	Item Description	Comply	Not Comply	Comments
	prescribed in Sectoral Determination and according to PSIRA grades.			
3.8.1.1.5	Uniform and ID cards Security Officers shall always wear a neat Uniform in line with agreed specifications, with name tags and PSIRA ID cards as mandatory.			

	Item Description	Comply	Not Comply	Comments
3.8.2	Guarding Operations			
3.8.2.1	Service Excellence Service Provider's Security Officers undertake to provide excellent and consistent security services in line with CSIR Standard Operating Procedures.			
3.8.2.2	Posting of Guards There shall be an equitable gender balance in the appointment of Security Officers recommended by the Service Provider.			
3.8.2.3	Security Equipment All specified security equipment as per contract shall be always available and in a functional state.			
3.8.2.4	Shift Duration and Parades The Shifts shall be 12 hrs long and parades shall without fail convene 15 minutes before the shift starts for briefings and debriefings.			
3.8.2.5	Daily Operational Reports			

	Item Description	Comply	Not Comply	Comments
	The Service Provider, through their Site Manager, shall produce daily operational reports, highlighting the state of operations, challenges, incidents, response actions and remedial actions where applicable.			
3.8.2.6	Monthly Performance Assessments CSIR Security Service will subject the Service Provider to a monthly performance evaluation based on the agreed Key Performance Areas (KPA's). The Evaluation report will be signed by both parties reflecting agreed performance and any proposed remedial actions.			
3.8.2.7	Communication with Clients The Service Provider Security Officers shall always display professional etiquette when engaging with CSIR employees and clients. Where disagreements arise, the Gate Supervisor and/or Site Manager shall be engaged to resolve the matter amicably.			
3.8.2.8	Searching Searching of vehicles shall be robust, purposeful, and guided by CSIR SOPs, including actions that should be taken when anomalies are picked up.			
3.8.2.9	Access Control Access Control shall be guided by CSIR procedures, and such procures			

	Item Description	Comply	Not Comply	Comments
	shall be strictly and consistently adhered to.			

	Item Description	Comply	Not Comply	Comments
3.8.3	Contingency Plans			
3.8.3.1	Handling of Protest Actions Protest action (not related to the Service Provider) should be handled with due care and diligence to avoid injuries or acting outside the provisions of force continuum.			
3.8.3.2	Response to Incidents Response to any detected incident should be conducted in a manner that demonstrates effective response that neutralises any malicious activity.			

	Item Description	Comply	Not Comply	Comments
3.8.4	Investigations			
3.8.4.1	Competent Investigator All reported Security Incidents shall be fully investigated by the Service Provider's Investigator and professional reports issued within 48hrs			

	Item Description	Comply	Not Comply	Comments
3.8.5	Unionisation and work stoppage			
3.8.5.1	Whilst the right to unionisation and strike action is enshrined in the Constitution of the RSA, the Service Provider shall endeavour to handle Labour Relation			

	matters with its employees speedily and amicably to avoid unnecessary consequences that may impact on CSIR's business continuity.			
3.8.5.2	The Service Provider will have contingency measures in the eventuality of strike action leading to work stoppage, to ensure business continuity and such contingency measures will be fully funded by the Service Provider.			

	Item Description	Comply	Not Comply	Comments
3.8.6	Governance and NKP Requirements			
3.8.6.1	<ul style="list-style-type: none"> • Comply with statutory requirements for security officers guarding a National Key Point 			
3.8.6.2	<ul style="list-style-type: none"> • Conduct scheduled NKP Refresher training. • Conduct schedule Regulation 21 Refresher training. 			
3.8.6.3	<ul style="list-style-type: none"> • Ensure that all security officers prior to deployment have a positive security clearance (criminal background check) issued by AFIS and SAPS police clearance to be issued within two (2) months of deployment. 			

Name of Bidder's Representative _____

Bidder's Signature _____

Date _____

3.9. Guarding Deployment List

3.9.1 Scientia Campus				
Position	Grade	Day shift 06h00-18h00	Night shift 18h00-06h00	Number of Shifts
Scientia Campus Site Manager	A	1	0	Mon – Fri (5)
Response Tactical Officer (Armed)	B	2 Armed	2 Armed	Mon – Sun (7)
(North Main Gate) Access Control Supervisor	B	1	1 Armed	Mon – Sun (7)
(North Main Gate) Access Control Guards	C	6	2	Mon – Sun (7)
(South Gate) Access Control Supervisor	B	1	1 Armed	Mon – Sun (7)
(South Gate) Access Control Guards	C	6	2	Mon – Sun (7)
(East Gate) Access Control Supervisor	B	1	0	Mon – Fri (5)
(East Gate) Access Control Guards	C	5	2 (1 Armed)	Mon – Fri (5)
(ICC Entrance Gate) Access Control Guards	C	3	4 (2 Armed)	Mon – Sun (7)
(North Visitors Gate) Access Control Guards	C	2	0	Mon – Fri (5)
(Control Room) Control Room Officers	B	2	2	Mon – Sun (7)
Subtotal		<u>30</u>	16	

3.9.2 Johannesburg Carlow Road				
Position	Grade	Day shift 06h00-18h00	Night shift 18h00-06h00	Number of Shifts
(Main Gate) Senior Access Control Officer	B	1	1	Mon – Sun (7)
(Main Gate) Access Control Officer	C	1	1	Mon – Sun (7)
Subtotal		2	2	

3.9.3 Johannesburg Frost Avenue				
Position	Grade	Day shift 06h00-18h00	Night shift 18h00-06h00	Number of Shifts
(Main Gate) Senior Access Control Officer	B	1	1	Mon – Sun (7)
(Main Gate) Access Control Officer	C	1	1	Mon – Sun (7)
Subtotal		2	2	

3.9.4 Pretoria Kloppersbos				
Position	Grade	Day shift 06h00-18h00	Night shift 18h00-06h00	Number of Shifts
(Main Gate) Senior Access Control Officer Mobile Supervisor (Armed)	B	1	1 (Armed)	Mon – Sun (7)
(Main Gate) Access Control Officer	C	1	2 (1 Armed)	Mon – Sun (7)
Subtotal		2	3	

3.9.5 Pretoria Paardefontein				
Position	Grade	Day shift 06h00-18h00	Night shift 18h00-06h00	Number of Shifts
(Main Gate) Senior Access Control Officer Mobile Supervisor (Armed)	B	1	1 (Armed)	Mon – Sun (7)
(Main Gate) Access Control Officer	C	1	2 (1 Armed)	Mon – Sun (7)
Subtotal		2	3	

3.9.6 Western Cape: Stellenbosch				
Position	Grade	Day shift 06h00-18h00	Night shift 18h00-06h00	Number of Shifts
(Main Gate) Senior Access Control Officer	B	1	1	Mon – Sun (7)
(Main Gate) Access Control Officer	C	2	2	Mon – Sun (7)
Subtotal		3	3	

3.9.7 Western Cape: Rosebank				
Position	Grade	Day shift 06h00-18h00	Night shift 18h00-06h00	Number of Shifts
(Main Gate) Senior Access Control Officer	B	1	1	Mon – Sun (7)
(Main Gate) Access Control Officer	C	2	2	Mon – Sun (7)
Subtotal		3	3	

3.9.8 KZN: Durban				
Position	Grade	Day shift 06h00-18h00	Night shift 18h00-06h00	Number of Shifts
(Main Gate) Senior Access Control Officer	B	1	1	Mon – Sun (7)
(Main Gate)	C	1	1	Mon – Sun

Access Control Officer				(7)
Subtotal		2	2	
Total proposed numbers		46	34	
Aggregate Contracted		80		

3.10.Security Equipment List

3.10.1 Scientia Campus	
Equipment Description	Quantity
Base Radio	3
9mm Pistols	7
Handheld radios	10
Cam-coders	8
Patrol Monitors points	50
Bullet Proof	7
External Armed Response (back up for internal team)	1
Single Cab Bakkie 4 x 4 <ul style="list-style-type: none"> - Fitted with a rooftop Strobe light. - Fitted with a rooftop Search Light - Fitted with Dash Cam (Front) - Fitted with base radio. - Installed with a Vehicle tracking System accessible online by CSIR Control Room (24/7) real time. - Vehicle Servicing and Maintenance costs fully included. - Vehicle Insurance full included • Fuel costs fully included 	2

3.10.2 Johannesburg Carlow Road	
Equipment Description	Quantity
Base Radio	1
9mm Pistols	0
Handheld radios	3
Patrol Monitors points	10
Bullet Proof	0
External Armed Response (back up for internal officers)	1

3.10.3 Johannesburg Frost Avenue

Equipment Description	Quantity
Base Radio	1
9mm Pistols	0
Handheld radios	3
Patrol Monitors points	10
Bullet Proof	0
External Armed Response (back up for internal officers)	1

3.10.4 Pretoria Kloppersbos	
Equipment Description	Quantity
Base Radio	2
9mm Pistols	2
Semi-automatic Rifle	1
Handheld radios	3
Patrol Monitors points	15
Bullet Proof	2
External Armed Response (back up for internal officers)	0

3.10.5 Pretoria Paardefontein	
Equipment Description	Quantity
Base Radio	2
9mm Pistols	2
Semi-automatic Rifle	1
Handheld radios	3
Patrol Monitors points	15
Bullet Proof	2
External Armed Response (back up for internal officers)	0
Single Cab bakkie 4 x 4 <ul style="list-style-type: none"> - Fitted with a rooftop Strobe light. - Fitted with a rooftop Search Light - Vehicle supplied with plug-in 12-Volt rechargeable spotlight. - Fitted with Dash Cam (Front) - Fitted with base radio. - Installed with a Vehicle tracking System accessible online by CSIR Control Room (24/7) real time. - Vehicle Servicing and Maintenance costs fully included. - Vehicle Insurance full included - Fuel costs fully included. 	1

3.10.6 Western Cape: Stellenbosch	
Equipment Description	Quantity
Base Radio	1
9mm Pistols	0
Handheld radios	3
Patrol Monitors points	10
Bullet Proof	0
External Armed Response (back up for internal officers)	1

3.10.7 Western Cape: Rosebank	
Equipment Description	Quantity
Base Radio	1
9mm Pistols	0
Handheld radios	3
Patrol Monitors points	10
Bullet Proof	0
External Armed Response (back up for internal officers)	1

3.10.8 KZN: Durban	
Equipment Description	Quantity
Base Radio	1
9mm Pistols	0
Handheld radios	2
Patrol Monitors points	10
Bullet Proof	0
External Armed Response (back up for internal officers)	1