



TERMS OF REFERENCE

**PROVISION OF SECURITY SERVICES FOR EASTERN CAPE PROVINCIAL TREASURY
(ECPT) CHRIS HANI (QUEENSTOWN) DISTRICT OFFICE FOR A PERIOD OF TWENTY-
FOUR (24) MONTHS**



1. INTRODUCTION

ECPT seeks to appoint a service provider to render security services to the departmental premises in the Chris Hani District currently situated at corner Robinson and Shepstone Street, 1st floor in Queenstown.

Note: Bidders must note that the location of the offices may change during the period of the contract. The change of location, if applicable, will still be within Queenstown.

2. OBJECTIVES

The objective of this bid is to appoint a service provider to ensure the safeguarding of the ECPT's premises situated in Chris Hani District Office (Queenstown), including all assets and personnel for 24 hours a day.

3. SCOPE OF WORK

- 3.1 The successful bidder must render security services at the above mentioned premises 24/7 including weekends and public holidays as follows:
 - 3.1.1 Access control at entrances / doors;
 - 3.1.2 Searching of designated areas when required;
 - 3.1.3 Patrolling of premises;
 - 3.1.4 Provide, maintain and update occurrence book and security registers (i.e laptop register, visitors register, after hours' register, employee register, access control register, COVID-19 registers and asset removal register);
 - 3.1.5 Ensure that lights are switched off; doors and windows on the premises are closed and secured after hours; and
- 3.2 Assist during emergency preparedness exercises and real emergency situations.

4. DELIVERABLES

4.1. Access control at doors / entrances

- 4.2.1 Ensure that the entrance is neat and tidy at all times;
- 4.2.2 Immediately report any defective facilities and equipment that have negative impact on the security, health and safety of the premises and the employees;



- 4.2.3 Security staff shall be conversant with access control procedures and rules and correctly apply them;
- 4.2.4 Security staff must uphold good relations and a positive image of ECPT;
- 4.2.5 Random searching of handbags;
- 4.2.6 Report any irregularity noticed at the entrance to the building, in writing;
- 4.2.7 Ensure that lights are switched off; doors and windows on the premises are closed and secured after hours;
- 4.2.8 Ensure all safety instructions are adhered to at all times;
- 4.2.9 Report/ alert the police/authorities of unauthorized entry into the building; and
- 4.2.10 Ensure that Treasury access control measures are adhered to and access is only granted to authorised persons.

4.2. Patrolling Services (after hours)

- 4.3.1 Inspect the designated patrol area and immediately report to the shift commander any damage or breach of security and record it in the occurrence book;
- 4.3.2 Maintain and update the occurrence book and all security registers;
- 4.3.3 Comply with security services procedures and rules;
- 4.3.4 Report all occurrences by a two-way radio to the Shift Commander and subsequently in writing in the occurrence book; and
- 4.3.5 Security staff must report / alert the police / authorities of unauthorised intrusion into the premises.

4.4 Assist during emergency preparedness exercises and real emergency situations

- 4.4.1 To check that fire equipment is serviced and in good condition during patrolling and report back to the department;
- 4.4.2 Contact Fire Department and police in the event of a fire break out and evacuate the area. If it is safe to do so, it is expected that the fire be extinguished;
- 4.4.3 To exercise access control during emergency evacuation by preventing access to the building and aiding and complying with the evacuation protocols and processes;
- 4.4.4 Supervisor to be part of emergency evacuation planning exercises; and
- 4.4.5 Ensure all safety instructions are adhered to at all times.

5. GENERAL REQUIREMENTS WITH REGARD TO SUPERVISORS AND SECURITY OFFICERS

- 5.1. Security Officers must be PSIRA registered with Grade C with minimum qualification of



- Grade 10 (Standard 8) and a minimum working experience of 1 year in Security Industry;
- 5.2. Supervisors must be PSIRA Registered with Grade B with a minimum qualification of Grade 10 (Standard 8) and minimum working experience of 3 years in the Security Industry;
 - 5.3. Directors of Company, Supervisors and Security Officers must be South African Citizens as per paragraph 23 (a) of the Private Security Industry Regulation Act, Act 51 of 2001;
 - 5.4. Any person who will be appointed to manage the project must have PSIRA registration at Grade A level;
 - 5.5. The successful bidder shall ensure that officials employed by them are security cleared in respect of criminal offences;
 - 5.6. Supervisors and security officers must possess good communication, reading and writing skills in English and one (1) other local official language;
 - 5.7. Supervisors and Security Officers must have sober habits and portray a professional attitude;
 - 5.8. Security Officers and supervisors must not be younger than 18 years of age in compliance with the labour regulations;
 - 5.9. At all times the Security Officers and Supervisors shall present an acceptable image/appearance;
 - 5.10. Security Officers will be required to always wear their PSIRA identification cards when on duty;
 - 5.11. The successful bidder must provide 24-hour service with two (2) PSIRA Grade C Security Officers during the day from 06H00 to 18H00 and two (2) Grade C Security Officers during the night from 18H00 to 06H00. All Security Officers will be posted on front desk;
 - 5.12. The successful bidder must provide one (1) Grade B Supervisor for the duration of the contract over and above the two guards;
 - 5.13. The successful bidder must at all times ensure that the Security Officers are monitored by their Supervisor;
 - 5.14. The security officers must be trained on basic first aid and refreshers courses/trainings must be provided. Evidence in the form of attendance registers and certificates will be required;
 - 5.15. The Security Officers must reside in the Chris Hani district area where security services are rendered;
 - 5.16. The successful bidder must establish communication linkage with the local police;



- 5.17. To promote clothing and Textile Industry manufacturers / suppliers in Eastern Cape, service providers are required to source uniform for Security Officers from local manufacturers / suppliers based in the Eastern Cape. Therefore, the successful bidder will be required to submit proof thereof in the form of an agreements / invoices with an Eastern Cape textile manufacturers / suppliers;
- 5.18. The successful bidder must submit a valid certified Letter of Good Standing issued by the Department of Labour on Compensation of Injuries and Diseases Act (COIDA) within twenty-one (21) days upon receipt of appointment letter; and
- 5.19. The successful bidder must submit proof of valid Public Liability Insurance of at least not less than R500,000.00 within twenty-one (21) days upon receipt of appointment letter.

6. MINIMUM SECURITY EQUIPMENT AND UNIFORM REQUIRED

The successful bidder must ensure that Security Officers always have the following service aids:

Equipment

- 6.1 A baton
- 6.2 Handcuffs
- 6.3 A whistle
- 6.4 A pocket book
- 6.5 A pen
- 6.6 A torch (at night)
- 6.7 A two-way radio / PTT (Push to talk) or Cellphone radio or Cellphone with airtime
- 6.8 Handheld metal detector
- 6.9 Occurrence book
- 6.10 Registers (Key control register, Visitor's register, Vehicle register, Laptop register, After Hours' register, and COVID-19 register);
- 6.11 A pepper spray; and
- 6.12 Sanitiser

Uniform / Protective Clothing

- 6.13 Shirts
- 6.14 Pair of trousers / skirts
- 6.15 Safety shoes
- 6.16 Socks



- 6.17 Jerseys / Jackets
- 6.18 Face Masks
- 6.19 Face Shields

Note: Security equipment issued for the purposes of rendering security services on site should be worn on the body of security officers on duty at all times and the company must comply with all COVID-19 related legislation.

7. CONDITIONS OF THE CONTRACT

The following conditions shall be applicable during the execution of the contract:

- 7.1 ECPT reserves the right to subject any of the shortlisted bidders (entity and company Directors) to undergo a security screening process to determine security competency. The employees of the successful bidder will be required to undergo screening process at a later stage;
- 7.2 The successful bidder must submit a work plan within fourteen (14) days of receiving the appointment letter from ECPT;
- 7.3 The successful bidder must submit a valid certified copy of Letter of Good Standing issued by the Department of Labour on Compensation of Injuries and Diseases Act (COIDA) within twenty-one (21) days upon receipt of appointment letter;
- 7.4 The successful bidder must provide proof of monthly compliance for those employees that are on UIF;
- 7.5 To promote clothing and Textile Industry manufacturers / suppliers in Eastern Cape, service providers are required to source uniform for Security Officers from local manufacturers suppliers based in the Eastern Cape. Therefore, the successful bidder will be required to submit proof thereof in the form of an agreements / invoices with an Eastern Cape textile manufacturers / suppliers;
- 7.6 The successful bidder must submit proof of valid Public Liability Insurance of at least R500 000.00 within twenty-one (21) days upon receipt of appointment letter;
- 7.7 The successful bidder must commit to pay the salaries and wages to employees at the agreed date and with the applicable rate as per National Bargaining Council for the Private Security Sector issued by Department of Labour, ECPT will monitor this through the request of payrolls and Electronic Funds Transfer (EFT) printouts;
- 7.8 The successful bidder must ensure that Supervisor and Security Officers deployed are screened for COVID-19 in line with the prevailing Health Legislation. Testing should be



- mandatory in all cases where there has been contact with COVID-19 positive people or
- 7.9 where there are visible symptoms. These cases must be immediately reported to ECPT; and
- 7.10 If any of the Security Officers are unable to attend to their duties, the successful bidder must provide a replacement Security Officer with the same grading and skill level.

8. COMMUNICATION, MONITORING AND REPORTING

- 8.1 The successful bidder must submit a monthly report to the Director: Security, Office Support and Auxiliary Services regarding the execution of the scope of work set out in this bid document.
- 8.2 Quarterly meetings will be held to conduct the performance assessments / evaluations with the service provider. ECPT reserves a right to convene urgent meeting as and when need arises.

9. WORK PLAN

The successful bidder must submit a detailed work plan. The work plan must *inter alia* address the following:

- 9.1 How the allocated Security Officers will be assigned to areas of operation;
- 9.2 How Security Officers will be monitored and managed on a 24/7 basis;
- 9.3 How rapid reactions to alerts by Security Officers will be executed in terms of capacity and other relevant security structures;
- 9.4 Measures that will be implemented to ensure minimum response time in reaction to emergencies; and
- 9.5 Contingency plan to ensure continuation of service during abnormal circumstances. e.g. natural disaster, industrial action, service delivery action.

10. TIME FRAMES

The successful bidder will enter into a Service Level Agreement (SLA) with ECPT after award of the contract. The contract shall remain in force for a period of twenty-four (24) months.



11. SPECIAL CONDITIONS

Bidders must comply with all the requirements listed below:

- 11.1 Bidder must have a minimum of two (2) years in provision of security services. Bidders must fully complete **(Annexure A)** with contactable references, reflecting projects that collectively equate to a minimum of two (2) years' experience.
- 11.2 Bidders must submit certified copies of valid **PSIRA registered certificates** for the Company and the Director/s.
- 11.3 Bidders must submit a valid letter of good standing from PSIRA.
- 11.4 **Location:** Bidders must have at least one fully functional office within Chris Hani District in compliance with PSIRA Regulations section 5(1)(b). A valid lease agreement or utility bill must be submitted as proof.
- 11.5 Bidders must fully complete **(Annexure D)** to declare compliance for remuneration of employees as per **National Bargaining Council for the Private Security Sector issued by Department of Labour**. Bidders must consider the specific area for Chris Hani Region (Area 3) in terms of pricing.

NOTE: FAILURE TO COMPLY WITH ALL THE ABOVE REQUIREMENTS WILL RESULT IN DISQUALIFICATION

12. BID PRICING STRUCTURE

- 12.1 Bidders must submit their financial proposal taking into account any price escalations during the period of the contract in the attached pricing schedule **(Annexure B)**. Each bidder must complete and sign the pricing schedule. All the costs must be offered as a total bid price and must reflect in the ECBD 3.1.
- 12.2 All bids must be VAT inclusive and presented in accordance with the stipulation of the VAT Act (1989 of 1991). Where a supplier is not VAT registered at the point of award, but register during the contract period, that supplier must absorb any cost escalations, with the contractually agreed prices not allowed to increase. No payment of VAT will be made to a supplier that quoted VAT that cannot prove its VAT registration at the point of invoicing.
- 12.3 Bidders pricing per Supervisor and Security Officer must not be lower than the Total Direct Cost as per the *National Bargaining Council for the Private Security Sector issued by Department of Labour* (2 March 2022 – 1 March 2023) for the applicable area.



13. BID EVALUATION CRITERIA

In terms of the Preferential Policy Framework Regulations, 2017 pertaining to the Preferential Procurement Policy Framework Act, (Act No 5 of 2000), responsive bids will be evaluated in terms of 80/20 preference point system. Eighty (80) points will be allocated for the price and twenty (20) points for B-BBEE status level.

PRICE AND B-BBEE STATUS LEVEL

CRITERIA		POINTS
PRICE		80
B-BBEE STATUS LEVEL		20
B-BBEE STATUS LEVEL OF CONTRIBUTOR	NUMBER OF POINTS	
▪ 1	20	
▪ 2	18	
▪ 3	14	
▪ 4	12	
▪ 5	8	
▪ 6	6	
▪ 7	4	
▪ 8	2	
▪ Non-compliant Contributor	0	
TOTAL POINTS FOR PRICE & B-BBEE		100

Bidders must submit original and valid status level verification certificate from an accredited verification agency or certified copy thereof in order to be awarded B-BBEE points; or a Sworn Affidavit for EMS (Exempted Micro Enterprise) and QSE (Qualifying Small Enterprise). Bidders who do not submit required documentation shall not be scored for the B-BBEE points.

14. COMPULSORY PRE-BID BRIEFING SESSION

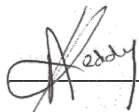
Due to COVID-19 Regulations, no briefing meeting will be held. Potential bidders may sought clarity through email correspondence until three (3) days before the closing date of the bid.



15. COMMUNICATION

All communication or correspondence concerning this bid should be directed as follows:

With regard to Terms of Reference:	With regard to SCM Information
Mr T.K. Dimbaza Provincial Treasury Bhisho <u>e-mail:thembani.dimbaza@ectreasury.gov.za</u>	Ms N. Mangena Provincial Treasury Bhisho <u>e-mail:nomvuyiseko.mangena@ectreasury.gov.za</u>

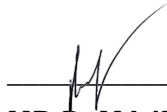


06/06/2022

MR. A. REDDY

CHAIRPERSON: DEPARTMENTAL BID SPECIFICATION COMMITTEE

APPROVED / ~~NOT APPROVED~~



09/06/2022

MR D. MAJEKE

HEAD OF DEPARTMENT





Province of the
EASTERN CAPE
PROVINCIAL TREASURY

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ANNEXURE A – BIDDERS MUST COMPLETE THE FOLLOWING TABLE INDICATING THEIR TRACK RECORDS AND REFERENCES

NO.	COMPANY / CLIENT'S NAME	START DATE yyyyddmm	END DATE yyyyddmm	CONTACTABLE REFERENCES		
				NAME OF CONTACT PERSONS	WORK E-MAIL ADDRESS	CONTACT NUMBERS
1.						
2.						
3.						
4.						
5.						

Bidders Name: _____

Date: _____

Signed by: _____

Signature: _____

PROVISION OF SECURITY SERVICES FOR EASTERN CAPE PROVINCIAL TREASURY (ECPT) CHRIS HANI (QUEENSTOWN) DISTRICT OFFICE FOR A PERIOD OF TWENTY-FOUR (24) MONTHS

ANNEXURE B: PRICING SCHEDULE – PROVISION OF SECURITY SERVICES FOR EC PROVINCIAL TREASURY CHRIS HANI DISTRICT OFFICE FOR A PERIOD OF TWENTY-FOUR- (24) MONTHS.

Name of bidder	Bid number SCMU12 - 2022/23-00....
Closing Time 11H00	Closing date

Description of Site	No of Officer Day shift (A)	Cost per officer day shift per month (B)	Total cost day shift per month (C) AxB	No of officer Night shift (D)	Cost per officer per night shift per month (E)	Total cost night shift per month (F) DxE	Total cost number of officers per month (G) (C+F)	Total Cost of All officers Per Annum (H) (G x 12 months)	Total Cost of All officer for the 24 months (I) (H x 2 years)
Guards (Grade C)	2	R	R	2	R	R	R	R	R
Supervisor (Grade B)	1	R						R	R
Total Direct cost									R
Overheads									R
Other costs (Specify)									R
Sub total									R
VAT									R
Grand total (Bid price)									R

Note: The rates of the officer will be escalated in accordance with the percentage rate increase per officer as per National Bargaining Council for the Private Security Sector issued by Department of Labour.

Bidders Name: _____

Date: _____

Signed by: _____

Signature: _____



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**ANNEXURE C: COMPLIANCE EVALUATION: TO BE FULLY COMPLETED
BY PROSPECTIVE BIDDERS**

Number	Special Conditions	Complied Yes / or No- indicate	Indicate Page Number / s
1	Bidder must have a minimum of two (2) years in provision of security services. Bidders must fully complete (Annexure A) with contactable references, reflecting projects that collectively equate to a minimum of two (2) years' experience.		
2	Bidders must submit certified copies of valid PSIRA registered certificates for the Company and the Director/s.		
3	Bidders must submit a valid letter of good standing from PSIRA.		
4	Location: Bidders must have at least one fully functional office within Chris Hani District in compliance with PSIRA Regulations section 5(1)(b). A lease agreement or utility bill must be submitted as proof.		
5	Bidders must fully complete (Annexure D) to declare compliance for remuneration of employees as per National Bargaining Council for the Private Security Sector issued by Department of Labour . Bidders must consider the specific area for Chris Hani Region (Area 3) in terms of pricing.		

Bidders Name: _____

Date: _____

Signed by: _____

Signature: _____



VISION: We envision a prosperous province supported by sound financial and resource management.



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ANNEXURE D

DECLARATION OF COMPLIANCE WITH NATIONAL BARGAINING COUNCIL FOR THE PRIVATE SECURITY SECTOR ISSUED BY DEPARTMENT OF LABOUR

This is to declare that (company name) will remunerate the security staff in accordance with the prescribed hourly rate of the Sectoral Determination for Security Officers. In the first year of the contract, the employees will be remunerated as follows:

ITEM	SECURITY OFFICERS	SUPERVISOR
Monthly basic salary	R.....	R.....
Annual Bonus	R.....	R.....

The rates above will be adjusted annually in accordance with the percentage rate increase as gazetted by National Bargaining Council for the Private Security Sector issued by Department of Labour.

Company representative name:

Signature:

Date: