

FEBRUARY 2022

**TERMS OF REFERENCE FOR THE APPOINTMENT OF
A SERVICE PROVIDER TO PROVIDE GUARDING AND
ELECTRONIC SECURITY SERVICES TO BOTH THE
NCR PREMISES.**

RFP NUMBER: NCR.802.02.2022

**DUE DATE: 18 MARCH 2022 AT 11H00
CAT
HAND DELIVERY TO NCR OFFICES**

THE COMPULSORY BRIEFING SESSION WILL BE HELD AS FOLLOWS:

DATE: 28 FEBRUARY 2022

TIME: 10H00 AM – 11H00 AM

**VENUE: NATIONAL CREDIT REGULATOR, 127-15TH ROAD, RANDJIESPARK,
HALFWAY HOUSE, MIDRAND**

SECTION 1

GENERAL TERMS OF CONDITIONS

1. General Information for Bidders

The National Credit Regulator (NCR) was established in terms of Section 12 (1) of the National Credit Act (Act 34 of 2005) and came into being on 1 June 2006.

The NCR will determine which bidding organisation ("bid participant"), if any, is appointed in response to this request for submission as stipulated in section 2 of this document.

1.1. General Terms

This tender is issued in terms of the Public Finance Management Act 1 of 1999 (PFMA), the Preferential Procurement Policy Framework Act 5 of 2000 (PPPFA), the Preferential Procurement Regulations, 2017 (PPR), Supply Chain Management Regulations issued by the National Treasury and BBBEE Act.

Parties that wish to submit proposals are required to indicate that they are willing to accept the General Conditions and Procedures of the NCR (see Section 4 below and Annexure B.1). Please read this document carefully prior to submitting your proposal.

1.2. The Proposal Format

1.2.1. Economy of proposal preparation

The proposal should be prepared simply and economically, providing a straightforward and concise description of the bid participant's ability to meet the requirements of the proposal request.

Clear factual responses are required. The content of the proposals shall determine the merit of each participant, not brochures or other marketing material. To facilitate the review of proposals, participants are required to organise their responses according to the format presented below. Should a participant wish to provide additional information, that information should be referred to, and provided for, in a file of Annexures.

1.2.2. Validity of proposals

The proposals must include a statement as to the period for which the proposal remains valid. The proposal must be valid for at least ninety (90) days from the due date for the submission of all bids. Refer to the quarters in the terms of reference (TOR).

1.2.3. Number of proposals

Each bid participant must provide **three (3) hard copies and 1 CD/Stick** of their entire

proposal, including all the documentation referred to in 4 below, in the format specified in that section. All submitted proposals will become the property of the NCR, and will not be returned. Receipt of all proposals will be recorded in a register at the point of receipt. One copy of the proposal must be signed and dated in black ink by the bidder or authorized representative of the bidder and initialled on each page.

2. Submission of proposals

- 2.1.** Proposals must reach the offices of the NCR before **11:00 on 18 March 2022, @11H00am** and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside:

(a) RFP No: NCR 802.02.2022

(b) TERMS OF REFERENCE FOR APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE GUARDING AND ELECTRONIC SECURITY SERVICES TO BOTH THE NCR PREMISES.

(c) CLOSING DATE: 18 MARCH 2022 AT 11H00 SHARP

- 2.2.** Proposals are to be submitted in the marked tender box, in the reception area, National Credit Regulator, 127-15th Road, Randjiespark, Halfway House, Midrand. The tender box will only be available for the depositing of proposals between 08h00 and 16h30 on weekdays (excluding public holidays).
- 2.3.** Please note that this RFP closes punctually at 11h00 on **18 MARCH 2022**. No late submissions will be considered under any circumstances.
- 2.4.** All the documentation referred to in Section 4 below must be submitted. Failure to submit all the documentation referred to in this section may result in a submission being discarded, and not considered for evaluation.
- 2.5.** If responses are not delivered as stipulated in this Section 2.1, such responses will be considered “late”, and will not be considered for evaluation.
- 2.6.** The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.
- 2.7.** Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP.
- 2.8.** The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.
- 2.9.** Only the participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.

- 2.10.** After the evaluation process is completed, the Evaluation Committee may, prior to making a final selection, draw up a shortlist of participants and require them to make a detailed presentation to the Adjudication Committee. A minimum of 2 days' notice will be given to relevant participants in advance of the presentation date.

3. Timetable

Date	Activity
18/02/2022	Advertisement of the RFP
28/02/2022	Compulsory briefing session
18/03/2022	Closing date @ 11h00
18/03/2022	Preliminary evaluation
19/03/2022	Evaluations by the Evaluation Committee
29/04/2022	Adjudication Committee meeting
29/04/2022	Appointment

The National Credit Regulator reserves the right to determine the structure of the process, the right to determine the number of short-listed participants, the right to withdraw from the proposal process, and the right to change this timetable at any time without notice.

4. Documentation to be submitted

Please Note

All of the documentation described below must be submitted, with no omissions whatsoever. Where a particular form or format of documentation is stipulated, this is the only form or format in which these documents must be submitted. Failure to adhere to these requirements may result in the rejection of the entire submission.

All of the documentation referred to below (in Parts One – Twelve) must be acknowledged and submitted. For ease of reference and to facilitate the evaluation process, you are requested to clearly mark each part of the submitted documentation as it is referred to below.

4.1. Table of content

Introductory letter by the bidder with authorized contact person and details for this specific tender

4.2. SBD 1 – should be the completed and inserted after the introductory letter

One – Proposal drafted in response to Terms of Reference

Section 2 of this document below, contains the terms of reference (TOR) for the above mentioned tender. Bid participants are required to draft a proposal that will clearly indicate to the Evaluation Committee how they will fulfil the requirements as set out in the TOR.

Bid participants should include the following information when drafting their proposals:

- Proposals should make clear the relevant skills, experience and capacity of the participant, in respect of this particular TOR. This is an important evaluation criterion. Bid participants should ensure that their proposals focus on how they will address the requirements of this TOR, rather than on achievements.
- Proposals must contain the details of the proposed approach to be adopted in order to deliver the service in accordance with the TOR.
- Proposals should clearly indicate whether or not bid participants have the internal capacity to meet the requirements of the TOR.

4.3. Two – Pricing Proposal- SEPERATE ENVELOPE

SBD 3.1 Pricing Schedule together with signed off detailed pricing on the company's letter head. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected. Additional information may be added on a separate page if necessary.

The total price that the participant will charge to deliver services in accordance with the TOR must be clearly indicated. The pricing proposal should contain sufficient information to allow the Evaluation Committee to estimate the cost of the service, to a high degree of accuracy.

Please note that a financial proposal must be submitted in a separate sealed envelope together with your submission. The financial Proposal will be opened once all technical proposals have been evaluated. This appointment will be made in line with QBS. All prices provided must be inclusive of Value-Added Tax (VAT).

Please note that the prices contained in the pricing proposal are the only charges that may be levied if the participant's proposal is successful, unless explicitly agreed to in writing by the National Credit Regulator, and in terms of the General Conditions of Contract, no additional cost will be accepted after the bidding documents have been submitted and the tender closing date has expired. Any cost for additional parts and peripherals needed for the successful implementation of the project shall remain and form part of the bidding price.

4.4. Three – General Conditions and Procedures of the NCR

Annexure B and B1 - General Conditions and Procedures of the NCR. Bid participants must indicate clearly that they have read this document, and have no objections to being bound

by its contents. In cases where any provisions of the General Conditions and Procedures conflict with this General Information for Bidders and/or Terms of Reference, the latter will take precedence over the General Conditions of Contract.

4.5. Four – Contract Form: Rendering of Services

Annexure C - Contract Form: Rendering of Services. This will only be completed by the successful bidder once a selection has been made by NCR. Participants do not, therefore, need to complete this form at the bidding stage but their proposals must clearly indicate that they have read this form, and have no objections to signing it as is, if selected as the successful participant.

4.6. Five – Tax status

Annexure D - Please attach CSD showing Tax status

A CSD print out must also be attached.

4.7. Six – Preference Points Claim Form

Annexure E – form SBD 6.1. Bid participants must complete Sections 8 and 9 in full. DO NOT RETYPE THESE FORMS. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected. *## Please note that a **BBEE certificate/ sworn affidavit** must also be attached to the bid documents. None submission will result in zero scoring in this competitive bidding process*

4.8. Seven – Declaration of Interest

Annexure F – form SBD 4. DO NOT RETYPE THESE FORMS. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

4.9. Eight – Declaration of past Supply Chain Management Practices

Annexure G – form SBD 8. DO NOT RETYPE THESE FORMS. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

4.10. Nine – Non-Disclosure Agreement

Annexure H – Non-Disclosure Agreement. Participants must indicate clearly that they have read this agreement, and have no objections to signing it, as is.

4.11. Ten – Certificate of Independent Bid Determination

Annexure I – Certificate of Independent Bid Determination Participants. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

4.12. Eleven – SLA draft version for supplier review

Annexure K – SLA draft version for supplier review. The participants must indicate clearly that they have read this agreement, and have no objections to signing it, as is. If not objections should be outlined separately in a letter. NB: all the SBD documents can be downloaded from our website - <https://www.ncr.org.za/tenders-download/current-tenders>

4.13. Pre-qualification Criteria

Without limiting the generality of the NCR's other critical requirements for this Bid, bidders must submit the documents listed in **Table 1** below. All documents must be completed and signed by the duly authorised representative of the prospective bidders. During this phase, Bidders' responses will be evaluated based on compliance with the listed administration and mandatory bid requirements. The bidders' proposals may be disqualified for non-submission of any of the documents.

Table 1: Documents that must be submitted for Pre-qualification

Document that must be Submitted	Guideline		Consequence of Non-submission
Invitation to Bid – SBD 1	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Tax status SBD 1	Yes	Written confirmation that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status. Proof of Registration on the Central Supplier Database Vendor number	Disqualification from process
Declaration of Interest – SBD 4	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Preference Point Claim Form – SBD 6.1	Yes	Non-submission will lead to a zero (0) score on BBBEE	Zero points awarded for B-BBEE

Document that must be Submitted	Guideline		Consequence of Non-submission
Declaration of Bidder's Past Supply Chain Management Practices – SBD 8	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Certificate of Independent Bid Determination – SBD 9	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Registration on Central Supplier Database (CSD)	Yes	The Service Provider must be registered as a service provider on the Central Supplier Database (CSD). If not registered, to complete the registration of company prior to submitting the proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number starting with MAAA. Submit proof of registration.	Disqualification from process
Pricing Schedule SBD 3.1	Yes	Submit full details of the pricing proposal in a separate envelope	Disqualification from process
General terms and conditions	Yes	Bidders are required to read and accept the terms as outlined	Disqualification from process

5. Evaluation Criteria

Proposals will be evaluated on the 80/20 preference points scoring system: that is, 80% of the points awarded will be based on price, as indicated in the table below; and 20% of the points awarded will be based on B-BBEE codes system, allocated as indicated in the table below:

B-BBEE status level of contributor	Number of points	Price
Total maximum points	20	80

Functionality will be evaluated in terms of Section 2 point 10

6. Conflict of interest

Service providers are required to provide services that are professional, objective and impartial. Service providers must ensure that there is no conflict of interest between existing assignments, obligations and responsibilities to other clients and the services set out in the TOR. In the event of any uncertainty in this regard, full disclosure in the submitted proposal

should be considered. Non-disclosure of a conflict of interest may be grounds for termination of any contract.

7. Confidentiality agreement

The successful service provider may have access to confidential data or information. The appointment of a successful bidder is subject to that bidder agreeing to the contents of, and signing, the NCR's standard Non-Disclosure Agreement.

8. Contact details

This no-contact policy does not apply to any information deemed to be in the public domain, or which is readily available from organs of State, which are repositories of such information. All communications and enquiries/requests for clarification relating to this proposal should be directed to procurement@ncr.org.za.

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE GUARDING AND ELECTRONIC SECURITY SERVICES TO BOTH THE NCR PREMISES.

1. Introduction

The National Credit Act, 2005 (Act No. 34 of 2005), establishes a National Credit Regulator (NCR).

NCR promotes a fair and non-discriminatory market place for access of consumer credit provides for the general regulation of consumer credit and improved standards of consumer information, promotes black economic empowerment and ownership within the consumer credit industry, prohibits certain unfair credit and credit-marketing practices, promotes responsible credit granting and use, and for that purpose to prohibit reckless credit granting, provides for debt re-organisation in cases of over-indebtedness, regulates credit information, provides for registration of credit bureau, credit providers and debt counselling services, establishes national norms and standards relating to consumer credit, promotes a consistent enforcement framework relating to consumer credit.

2. Objective

The NCR seeks to appoint a security service provider to provide 24 hour / 7 days a week physical and technical security systems services at its buildings / premises in Midrand.

The NCR has the following buildings / premises in Randjespark Midrand, Gauteng:

127 – 15th Road

232 – 15th Road

3. The duration of the contract

The contract for both the NCR premises will start on different times and end on different times. The contract will effective upon the final signing of the contract by NCR and the service provider. The contracts at both buildings will commence and end as follows:

- The contract at the building situated at 127 – 15th Road Randjespark, Midrand will commence on the 17 May 2022 and end on 30 April 2024, which means the duration of the contract is contract at 127 -15th Road is twenty-three months and fourteen days.
- The contract at the building situated at 232 – 15th Road Randjespark, Midrand will commence on the 12 December 2022 and end on 30 August 2025, which

means the duration of the contract is contract at 232 -15th Road is thirty-two months and eighteen days.

4. Special bid conditions

- The service provider must be qualified, experienced and credible to provide security services.
- It is the duty of the service provider as an employer to provide all security officers stationed at both sites with the necessary Personal Protective Equipment (PPE) and workwear as per the Occupational Health & Safety Act 85 of 1993
- The service providers must have capacity to provide ad-hoc security services as and when required by the NCR.
- The service provider must use a hand held metal detector for access control.
- Provide standard security aids like handcuffs, batons, registers etc.
- The service provider must make use of an identity scanner (compliant to the Protection of Personal Information Act 4 (POPIA) of 2013), to scan driver's licences and vehicle licences of visitors and ID documents of walk-in visitors to the NCR premises. NCR may request these reports as and when required.
- Visitor's registers should only be used in the event that the identity scanner is faulty and for the purposes of COVID-19 tracking.
- The service provider must use a hand held metal detector for access control in the event of a system failure of the X-Ray machine and metal detector
- The service provider will be required to provide armed response and proof of firearm licenses.
- The service provider must use a guard monitoring system.
- Due to COVID -19 pandemic, the NCR has implemented a COVID-19 Access Control Protocol. Access to the NCR premises will only be granted under the following conditions and must be executed by the security guards:
 - ❖ All visitors/walk-in consumers must wear facemasks or face shields
 - ❖ All visitors/walk-in consumers are required to sanitize their hands
 - ❖ The register and self-declaration questionnaire must be completed by the driver and all passengers. In the event that a visitor/walk-in consumer displays any

COVID-19 related symptoms, access must be denied. Body temperature of all visitors/walk-in consumers must be taken.

- The appointed service provider will be subjected to vetting investigations by the State Security Agency (SSA). The appointment of the preferred bidder will depend on a positive clearance from SSA.
- The service provider must be PSIRA accredited.

5. Scope of work

The security officers will be required to perform the following security duties:

5.1 Act as authorised officers in terms of the Control of Access to Public Premises and Vehicles Act 53 of 1985 as amended, which entail requesting a person who require entry into the premises to:

- Furnish his/her name, address and any relevant information required by the authorized officer;
- Produce proof of his/her identity to the satisfaction of the authorized officer;
- Declare whether he/she has any dangerous object in his possession or custody or under his control;
- Declare what the contents of any vehicle, suitcase, attaché' case, bag, handbag, folder, envelope, parcel or container of any nature which he has in his possession or custody or under his control, and show those contents to him;
- Subject him/herself and anything which he/she has in his/her possession or custody or under his/her control to an examination by electronic or other apparatus in order to determine the presence of any dangerous object;
- Hand to an authorized officer anything, which he/she has in his possession or custody, or under his/her control for examination or custody until he/she leaves the premises.

5.2 Perform Access Control duties which entail:

- Recording visitors' particulars in a Visitors Register and booking them out on departure. This should include the driver and all passengers in a vehicle, and pedestrians.
- Recording details of all NCR staff members visiting the premises after normal working hours in after-hours register.
- Recording all events/ incidents in the prescribed Occurrence Book.

- Advising the NCR security personnel of all access control implications, deficiencies, or imminent or perceived security crime risks occurring at the entrance gate or its vicinity.
- Ensuring that traffic congestion do not occur at the entrance gate during peak hours, by directing incoming visitors' vehicles into the first parking bays where access control can be completed, while making way for NCR staff members.
- Perform other access control duties as may be instructed from time to time.

5.3 Patrol Duties:

- Patrol duties shall entail patrolling the NCR premises regularly day and night.
- The service provider shall provide a patrol monitoring equipment (Guard track) which shall be used as a patrol tool for the security officers.
- Protect the NCR staff members against injuries, death or any other offence including Schedule 1 offence of the Criminal Procedure Act 51 of 1977, as amended.
- Protect the properties of NCR at the site against theft, vandalism or any other criminal activity.
- Ensure that all strategic installations, vulnerable points or key areas are frequently checked to maintain their safety and security against intrusion for any unauthorized purpose.
- Check for intruders, identify strangers and ascertain their right to be present in that particular area or building.
- Check the perimeter fences and security lighting to ensure that both are operational.
- Check and report on physical problems along the perimeter fence such as long grass, trees overgrowing or overhanging on the fence, obstruction of illumination, materials stacked against or near the fence etc.
- Check that all outer doors, windows and gates are secure each time the patrol passes. A physical examination of each point is required.
- Check for actual or potential fire hazards and risks.
- Check for potential safety hazards and report them.

5.4 On-Site Supervision and Reporting Protocol

- The security officers provided and placed on site by the Service Provider shall be subject to supervision by the NCR Facilities and Security Unit. Such supervision shall include, but is not limited to:
- Giving instructions
- Redeploying the security officers within the premises as may be necessary.
- Perusing security registers and any other relevant material used by the security officers.

5.5 Security Operations Procedures

- In addition to these specifications, the security officers provided and placed on site shall be required to discharge their duties and responsibilities in accordance with the Security Operations Procedures (SOP) compiled and produced by the Bidder in consultation with the NCR.

NB: The bidder must note that this scope is basic, and can elaborate more in the proposal.

5.6 Security Officers (Competency, Educational Level and Experience)

- The security officers must be registered in terms of the Private Security Industry Regulation Act 56 of 2001 and accredited by the Security Industry Regulatory Authority.
- The security officers must have a minimum of Grade 12 (Matric) and applicable security certificates.
- Security officers must be able to speak, read and write in English and two other official languages.
- Security officers must have a minimum of two (2) years security services experience.

NB: The bidder can further propose/or enhance in terms of the education and level of experience.

5.7 Security Uniform and Identification

- The security officers will at all times while on duty be dressed in a neat, clean and clearly identifiable corporate (not combat) uniform, which will include raincoats/ jackets to suit weather conditions. The NCR requires that all consumer/staff facing security officers are clothed in corporate clothing to portray a corporate image
- A clear identification card of the service provider or issued by PSIRA with the member's photo shall be worn noticeably on his outer garment at all times.
- It is the duty of the service provider as an employer to provide security officers stationed at both sites with the necessary PPE and workwear as per the Occupational Health & Safety Act 85 of 1993. The service provider must note that the allocation of work wear/PPE is role based.

NB: The bidder can further propose/or enhance in the proposal in terms of the uniform and identification.

5.8 General Requirements for Security Officers

a. Security officers must always present an acceptable image and appearance, which implies <i>inter alia</i> that they may not smoke, eat, drink or be under the influence of drugs, substances or alcohol while attending to clients.
b. They must at all-time present a professional and dedicated attitude/ approach, which shall imply, <i>inter alia</i> that there shall be no argument with visitors / staff or discourteous behavior towards them.
c. They must be physically fit and mentally capable to execute their security duties.
d. Security officers must be 21 years and older in age.
e. The service provider or its security officers will under no circumstance divulge, furnish or disclose any sensitive information concerning the NCR or any other Stakeholders' activities to the public or news media.
f. The security officers will be properly trained to use equipment identified in the bid, including any replacements.
NB: The bidder can further propose/or enhance in the proposal in terms of the General Requirements for Security personnel.

5.9 Number of Security Officers per site

Site	Address	Quantity		Grade	Days
		Day	Night		
National Credit Regulator	127-15th Road Randjespark Midrand	1		B	Monday to Friday
		2 (one male and one female)		C	Monday to Friday
		2		C	Saturday & Sunday
			1	C	Monday to Sunday
			1	C	Monday to Sunday
	232-15th Road Randjespark Midrand	1		B	Monday to Friday
		2 (one male and one female)		C	Monday to Friday
		2		C	Saturday & Sunday
			1	C	Monday to Sunday
			1	C	Monday to Sunday

NB: The service provider can propose more personnel, but provide reasons for the increase in numbers. At least one of the security officers in each premise must be firearm competent as both the NCR premises are gun free zones.

5.10 Shifts

Day shift	06:00 to 18:00 (Monday to Sunday, weekends and Public Holidays included)
Night shift	18:00 to 06:00 (Monday to Sunday, weekends and Public Holidays included)

5.11 Inspections by Supervisors/ Management Staff

Supervisory / Managerial staff of the service provider must inspect the security officers at least twice a day i.e. one inspection during dayshift and one inspection during nightshift.

NB: The service provider is not limited to the above, please propose an inspection schedule.

5.12 Security Aids and Facilities

- a) Occurrence Books
- b) Pocket Books (note books)
- c) Access Control Registers
- d) Have a fully-equipped 24/7 security control room for constant communication with security officers on site, i.e. reporting on duty, hourly / two-hourly security status report, emergency situations, etc.
- e) Offsite monitoring

NB: The service provider is not limited to the above; please propose more aids and facilities if any.

5.13 Security Equipment

Equipment and Services	Quantity
Guard monitoring check point system	2 (Patrol reports to be emailed to the NCR on a weekly basis on both premises.)
Two way radios	6 (3 for 232 – 15 th Road) (3 for 127 – 15 th Road)
Radio base station	2 (1 per premises)

5.14. Technical Services

24/7 Armed response	Make provision for a 24 hour armed response service.
Batons	6 (3 for 232 – 15 th Road) (3 for 127 – 15 th Road)
Hand held metal detector	2 (1 per premises)
Portable operational torch	4 (2 per premises)
Hand cuffs	4 (2 per premises)
Cellular phone	2 (1 for each building)
Mobile panic buttons linked to the security company control room or the 3rd party armed response service provider.	14 (7 per premises)
Fixed panic buttons to be mounted in all departments including the reception area and guardhouse. These panic buttons must be linked to the security company control room or the 3rd party armed response service provider. The bidder should indicate to the NCR if the existing fixed panic buttons are compatible to be used by them.	30 (15 per premises)
Garden maintenance around the electric fence.	The area around the electric fence must be kept free of weeds, grass, branches and any other objects that may cause the electric fence to malfunction. Cleaning must be done once a month.
Additional Security equipment	
NB: Please indicate which equipment will not be charged, i.e. part of the package / services.	

5.14.1. Assist the NCR with supply, installation, support and maintenance of electronic devices comprising:

- Alarm System
- Electric Fence and Energizer
- CCTV system (internal and external cameras and monitors)
- Biometric system and back ups
- External beams
- Access control gate and remote controls
- Automated boom and remote

- Spikes and remove control
- Perimeter lighting
- Panic button (fixed and remote)
- Break glass units
- X-Ray Machine and UPS
- Metal Detector
- Identity Scanner
- Access doors remote controls
- Fire Detection and Suppression System
- Public Address System
- Magnetic door locks
- Door bells
- All receivers for remote controls

5.14.2. Any spare parts required must be quoted to the NCR in writing and the bidder should only proceed with the work after NCR approval in writing has been given.

5.14.3. The service provider will include a preventative maintenance agreement for all security related systems.

5.14.4. The service provider will have an in-house technical team for installation and maintenance services of security systems.

5.14.5. Twelve months' warranty on all new installations must be included as part of the costs.

5.14.6. The NCR reserve the right to approach the market if the service provider has not met aforementioned requirements.

5.14.7. See attached Annexure A relating to the NCR Security Systems and frequency of services.

5.15. Deliverables

5.15.1. Armed response must respond in at least 5 minutes from the time of activating the panic button.

5.15.2. Take full responsibility for and 3rd party sub-contractors to the successful bidder.

5.15.3. Make provision to retrieve of CCTV footage and biometric reports as & when required.

5.15.4. Make provision for the Security Area Manager and Technical Manager to meet with the NCR on a monthly basis.

5.15.5. Provide monthly and quarterly reports.

- 5.15.6.** Provide the NCR with custom designed visitor registers. The service provider quote for an estimated ten books at a time.
- 5.15.7.** When the visitors register is used, the guards must ensure all visitors sign in at the boom gate before entering the NCR premises. All visitors to be issued with a visitor slip which must be signed by the person being visited and thereafter returned to the guard at the gate upon exiting the NCR site.
- 5.15.8.** All staff entering the NCR site during the weekend must also sign a staff weekend entry register. (Register to be provided by the successful bidder).
- 5.15.9.** All visitors entering the NCR site after 17h00 must be escorted by the guard to the reception area. The guard must wait with the visitor until the NCR person being visited comes through to fetch the visitor.
- 5.15.10.** A vehicle search may be conducted as and when required by the NCR.
- 5.15.11.** Additional security guards should be provided on the request of the NCR as and when required. A quotation for these services must be approved by NCR before implementation.

5.16. The bidders' costing must include but not limited to the following:

- Costing for the security guards as indicated in the scope of work
- Identity scanner
- Costs for the visitor's registers
- Uniforms for the guards
- Monitoring check point system
- Armed response services
- Radio communications services
- Reporting to management as required by the NCR
- Panic buttons
- Support and preventative maintenance for security systems
- Offsite monitoring of the CCTV cameras and related systems
- Responding to the alarm system
- Attendance of monthly meeting
- Removing of grass, weeds and branches monthly.

5.17. EVALUATION CRITERIA AND METHODOLOGY

5.17.1. Technical mandatory requirement

All Bidders who do not meet functional mandatory requirements will be disqualified and will not be considered for further evaluation on the functional requirements.

5.17.1.1. Mandatory

Private Security Industry Regulatory Authority (PSIRA) Certificate	Comply	Not Comply
Service Provider must attach a valid Private Security Industry Regulatory Authority (PSIRA) Certificate and a valid letter of good standing from PSIRA for the company and directors. Letter must not be older than three (3) months. Failure to submit certified copies of both documents will lead to disqualification. Please attach valid accreditation.		
Substantiate / Comments		

5.17.1.2. Mandatory

COIDA certificate/ Valid certificate of good standing	Comply	Not Comply
The Service Provider must attach a valid Certificate of Good standing from the Compensation Commissioner to comply with the Compensation for Occupational Injuries and Disease Act, Act 130 of 1993 (COIDA). The successful bidder will be required to comply with the requirements of the Occupational Health and Safety Act, 1993 (Act No. 85 of 1993). Note: COIDA certificate must NOT be older than twelve (12) months. Failure to submit a certified copy will lead to disqualification.		
Substantiate / Comments		

5.17.1.3. Mandatory

PUBLIC LIABILITY	Comply	Not Comply
The service provider must provide and maintain public liability insurance. Proof must be submitted.		
Substantiate / Comments		

5.18. FUNCTIONAL REQUIREMENTS

The Functional / Technical criterion that will be utilized to test the capability of service providers is indicated below: Technical / Functionality will be evaluated against the following detailed requirements:

5.18.1. Functional Requirements

Sub-Criteria	Description	Weightings
Proposal The service provider must provide the NCR with a proposal with the following headings:		
Who is the service provider?	The bidder submitted a company profile which includes the following: • Business Contact Details • Company background • Company Strategy • General Business Activities • Work force Point allocation: The bidder did not submit a Company profile = 1 The bidder submitted a company profile which meets one of the requirements = 2	5

	The bidder submitted a company profile which meets three of the requirements = 3 The bidder submitted a company profile which meets four of the requirements = 4 The bidder submitted a company profile which meets all the requirements = 5	
Track record and experience	The bidder must have a minimum of seven (7) years' experience. Point allocation: The bidder has no experience = 1 The bidder has one to three years' experience = 2 The bidder has four to six years' experience = 3 The bidder has seven years' experience = 4 The bidder has more than 7 years' experience = 5	20
Compliance to regulations and standards	• Submitted a valid PSIRA certificate • Provided a valid letter of good standing with the COIDA • Submitted a Standard Employment Contract • Submitted a Standard Operating Procedure Point allocation: The bidder did not demonstrate adherence to the above legislation and standards = 1 The bidder demonstrated adherence to only one legislation and or standard = 2 The bidder demonstrated adherence to 2 legislation and standards = 3 The bidder demonstrated adherence to 3 of the above legislation and standards = 4 The bidder demonstrated adherence to all above legislation and standards = 5	20
References	The bidder must furnish a minimum of three (3) reference letters where relevant services have been rendered. The letters must stipulate that the services	10

	rendered were done in a satisfactory manner, which must include, but not be limited to: ▪ Type of services rendered ▪ Date of service ▪ Duration and ▪ If the company delivered the services as required The reference letters must be on the clients' official letterhead and also include the company name, contact person, contact details (telephone number and/ or email address.) Point allocation: <table><tr><th>Description</th><th>Weight</th></tr><tr><td>4 reference letters and more</td><td>5</td></tr><tr><td>3 reference letters</td><td>4</td></tr><tr><td>2 reference letters</td><td>3</td></tr><tr><td>1 reference letter</td><td>2</td></tr><tr><td>0 reference letters</td><td>1</td></tr></table>	Description	Weight	4 reference letters and more	5	3 reference letters	4	2 reference letters	3	1 reference letter	2	0 reference letters	1	National Credit R
Description	Weight													
4 reference letters and more	5													
3 reference letters	4													
2 reference letters	3													
1 reference letter	2													
0 reference letters	1													
Implementation Plan	The bidder must submit an implementation plan which include the following requirements: a) Staffing structure. b) Guarding services plan and security operations procedures. c) Control measures in the implementation of the contract. d) Security equipment (5.13 of the scope of work) and other facilities or aids to be used (including vehicles) e) The service provider must provide current wage / salary structure used and indicate benefits and	30												

	increase provided for its security officers, not PSIRA. Point allocation: The bidder did not submit an implementation plan = 1 The bidder submitted an implementation plan which included only one of the five requirements = 2 The bidder submitted an implementation plan which included only two of the five requirements= 3 The bidder submitted an implementation plan which included only three of the five requirements= 4 The bidder submitted an implementation plan which included all the requirements = 5	
Armed response	The bidder must provide an armed response plan indicating five minutes response time. Point allocation: The bidder did not submit an armed response plan. = 1 The bidder submitted an armed response plan without indicating the response time. = 2 The bidder submitted an armed response plan indicating more than 5 minutes response time. = 3 The bidder submitted an armed response plan indicating 5 minutes response time = 4 The bidder submitted an armed response plan indicating less than 5 minutes response time = 5	15
Total		100

5.18.2. Functional Requirements

Sub-Criteria	Description	Weightings
Site Visit	Inspection will be done at the offices of the bidder based on the following: a) Access control measures (such as registers, biometric systems etc. are implemented on site. b) Has an existing control room and operations of the control room was demonstrated. c) Demonstrated the use and reporting of the guard monitoring check point system. d) Demonstrated the use of security equipment, as indicated in 5.12 and 5.13 (excluding garden maintenance around the electric fence) of the TOR and showed the vehicles used by roaming supervisors. e) Presented the type of uniform that will be worn by security officers. Point allocation: The bidder does not comply with the requirements = 1 The bidder comply with one to two of the requirements = 2 The bidder comply with three of the requirements = 3 The bidder comply with all of the requirements = 4	100
Total		100

6. Terms of the RFP

- All NCR bids and all contracts emanating there from will be subject to General Conditions of Contract issued in accordance with Treasury Regulation 16A published in terms of the Public Finance Management Act, 1999 (Act 1 of 1999) as well as the Preferential Procurement Policy Framework Act 2000 (PPPFA) with its latest 2017 Regulations. The Special Conditions of Contract (SCC) are supplementary to that of General Conditions of Contract. However, where the Special Conditions of Contract

are in conflict with the General Conditions of Contract, the Special Conditions of Contract prevail.

- This bid and/or contract is subject to all applicable industry related legislation, particularly the legislation stated below. Contravention of any provision of the below mentioned legislation as well as the following legislation may result in disqualification of this bid or termination of Contract in the event that the contravention occurs after the contract award: -
 - a. Broad -Based Black Economic Empowerment Act 53 of 2003;
 - b. Sector Codes of Good Practice;
 - c. Preferential Procurement Policy Framework Act, (No.5 of 2000);
 - d. Broad-Based Black Economic Empowerment Amendment Act, (No.46 of 2013);
 - e. Broad-Based Black Economic Empowerment Regulations 2016.
- The NCR's objective is to appoint strictly South African service providers, companies or entities as well as to promote and advance the employment of South African citizens.
- The NCR's objective is to promote transformation in the economy through the procurement of goods and services from companies and businesses owned by women.

Bidders are required to achieve a minimum score of 70 points in order to be considered for the BBBEE and price evaluations.

**ANNEXURE “A” OF THE TERMS OF REFERENCE
FOR NCR PREMISES 127 – 15TH ROAD RANDJESPAK MIDRAND**

PRICING SCHEDULE

GUARDING:

Site	Address	Quantity		Grade	Days	Monthly Rate	Yr 1	Yr 2	Yr3
National Credit Regulator	127 – 15 th Road Randjespark MIDRAND	Day	Night						
		1		B	Monday to Friday				
		2		C	Monday to Friday				
		2		C	Saturday & Sunday				
			2	C	Monday to Sunday				

**PREVENTATIVE MAINTENANCE
OF SECURITY SYSTEMS:**

Preventative Maintenance	Description	Unit Rate	Monthly Rate	Yr 1	Yr 2	Yr3
Preventative maintenance	Preventative maintenance of security systems.					
SUBTOTAL EXCLUDING VAT						
15 % VAT						
TOTAL INCLUDING VAT						

**CCTV OFFSITE
MONITORING:**

CCTV Offsite Monitoring	Description	Monthly Rate	Yr 1	Yr2	Yr3
CCTV Offsite Monitoring	Offsite monitoring of CCTV cameras from the control room.				
SUBTOTAL EXCLUDING VAT					
15 % VAT					
TOTAL INCLUDING VAT					

IDENTITY SCANNER

Identity Scanner	Description	Monthly Rate	Yr1	Y2	Yr3
Identity Scanner	At The Gate ID Scanner				
SUBTOTAL EXCLUDING VAT					
15 % VAT					
TOTAL INCLUDING VAT					

GARDEN MAINTENANCE AROUND THE ELECTRIC FENCE

Garden Maintenance	Description	Monthly Rate	Yr1	Yr2	Yr3
Garden maintenance around the electric fence	The area around the electric fence must be kept free of weeds, grass, branches and any other objects, that may cause the electric fence to malfunction. Cleaning must be done once a month.				
SUBTOTAL EXCLUDING VAT					
15 % VAT					
TOTAL INCLUDING VAT					
SUMMARY FOR 127 – 15TH ROAD RANDJES PARK					
ITEM		MONTHLY RATE		TOTAL FOR 23 MONTHS AND 14 DAYS	
Guarding					
Preventive maintenance of security system					
CCTV Offsite monitoring					
Identity Scanner					
Garden maintenance around the electric fence					
SUBTOTAL EXCLUDING VAT					
VAT 15%					
TOTAL INCLUDING VAT					

**ANNEXURE “B” OF THE TERMS OF REFERENCE
FOR NCR PREMISES 232 – 15TH ROAD RANDJESPAK MIDRAND**

PRICING SCHEDULE

GUARDING:

Site	Address	Quantity		Grade	Days	Monthly Rate	Yr 1	Yr 2	Yr3
National Credit Regulator	232 – 15 th Road Randjespark MIDRAND	Day	Night						
		1		B	Monday to Friday				
		2		C	Monday to Friday				
		2		C	Saturday & Sunday				
			2	C	Monday to Sunday				

**PREVENTATIVE MAINTENANCE
OF SECURITY SYSTEMS:**

Preventative Maintenance	Description	Unit Rate	Monthly Rate	Yr 1	Yr 2	Yr 3
Preventative maintenance	Preventative maintenance of security systems.					
SUBTOTAL EXCLUDING VAT						
15 % VAT						
TOTAL INCLUDING VAT						

**CCTV OFFSITE
MONITORING:**

CCTV Offsite Monitoring	Description	Monthl y Rate	Yr1	Yr2	Yr3
CCTV Offsite Monitoring	Offsite monitoring of CCTV cameras from the control room.				
SUBTOTAL EXCLUDING VAT					
15 % VAT					
TOTAL INCLUDING VAT					

IDENTITY SCANNER

Identity Scanner	Description	Monthly Rate	Yr1	Yr2	Yr3
Identity Scanner	At The Gate ID Scanner				
SUBTOTAL EXCLUDING VAT					
15 % VAT					
TOTAL INCLUDING VAT					

GARDEN MAINTENANCE AROUND THE ELECTRIC FENCE

Garden Maintenance	Description	Monthly Rate	Yr1	Yr2	Yr3
Garden maintenance around the electric fence	The area around the electric fence must be kept free of weeds, grass, branches and any other objects, that may cause the electric fence to malfunction. Cleaning must be done once a month.				
SUBTOTAL EXCLUDING VAT					
15 % VAT					
TOTAL INCLUDING VAT					

SUMMARY FOR 232 – 15 TH ROAD RANDJES PARK		
ITEM	MONTHLY RATE	TOTAL FOR THIRTY-TWO MONTHS AND EIGHTEEN DAYS.
Guarding		
Preventive maintenance of security system		
CCTV Offsite monitoring		
Identity Scanner		
Garden maintenance around the electric fence		
SUBTOTAL EXCLUDING VAT		
VAT 15%		
TOTAL INCLUDING VAT		

Additional information:

ADDITIONAL INFORMATION

- Brief company profile, as relevant to the above mentioned terms of reference.
- Experience in the relevant areas.
- Clientele.
- A proposal including methodology
- Confirmation that the proposed team members will in fact be available to undertake this exercise at the appropriate time and meet the necessary deadlines.
- The proposal should contain a work plan, showing tasks, timelines etc.
- Contact details of at least three references from amongst recent clients with whom similar work has been conducted in the past.
- Certificate of incorporation / legal status.
 - Company registration documents
 - Certified copy of directors identity documents
 - Certified BBBEE certificate
- Financial proposal.
 - Detailed pricing on the company letter head, the total cost must link to SBD 3.1 attached.
 - All costs associated with the project should form part of the bidding proposal

**NB: Bidders must also submit a proof of registration on the central database system.
(National Treasury system)**
