

Subject	Evaluation Criteria & Specifications
Project Name	Anti-Intruder Alarm Monitoring, Repair & Rapid Response Services
Reference	RFQ 21/22/125/ Anti-Intruder Alarm Monitoring, Repair & Rapid Response Services /BM



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1. Background

The South African Post Office Limited require Service Providers to provide an interim six (6) months - alarm monitoring, repair and the deployment of a rapid armed response service across Branches within **Post Office Areas**, in the Eastern Cape, KZN and Gauteng. There are 74 Branches in total. Bidders can tender for **one Province or all Provinces**. Bid documents must be presented individually per Province.

The Post Office has recently standardised and installed the Digital Security Communication (DSC) Power Series NEO control panel.

The intention is to move the monitoring to an external Provider on a mobile GSM / radio Communication platform.

The deployment of these services is required throughout the Republic of South Africa. Cognisance must be taken that this is a **Post Office Provincial RFQ**. The below table outlines the Post Office Areas and Regions / Districts in which they fall, in relation to the Post Office footprint. Annexure A will define the below overview to Branch level.

No.	Post Office Regions	Post Office District	Branches within the Post Office District
1	Gauteng	Ekurhuleni	13
		Tshwane Central	1
		Tshwane North	13
		Tshwane South	8
2	KwaZulu Natal	Drakensburg	6
		Ethekwini	7
		Zululand	7
3	Eastern Cape	Buffalo City	10
		Sarah Baartman	10

2. Objective of bid

To invite registered PSIRA (Private Security Industry Regulatory Authority) Service Providers (incl. their sub-contractors) to submit a comprehensive pricing over a six (6) month period to:

- Provide & install a temporary GSM / radio based communication medium that is compatible with the DSC Power Series NEO
- Monitor and act / report against alarm activations / incidents (All Branches within the Area must be monitored)
- Activate timely, armed response and stand-off services to all Branches.
- Repair (if required) the existing alarm systems, to ensure uninterrupted connectivity.

3. Scope of Work

The bidders are to cost an all-inclusive, monthly fixed fee which will incorporate the following key deliverables:-

- 3.1 **Provide and install** GSM / radio platform, taking the compatibility with the DSC Power NEO panel, into account.
- 3.2 **Monitor and act / report against alarm activations / incidents.** All incidents are to be reported to the Regional Security & Investigation Managers, District Operational Managers and Branch Manager/s (key holder). This must be followed by a written report on the incident. All Branches must be monitored within the Post Office Area.
- 3.3 **Activate armed response services on a 24/7 basis** throughout the Branches. Coupled to this, daily crime awareness visits and response vehicle standoffs in close proximity to the service areas, where possible. All Branches within the Province must have an armed response service. For this reason and the volume of vehicles required, sub-contracting is essential.
- 3.4 **Repair** the existing alarm systems to ensure uninterrupted connectivity.

The number of alarm service areas reflected in the Bid Document - Annexure A, is but an estimate as this number may increase or decrease based on Post Office operational requirements. This may occur during Bid award, contracting phase and or during the contract life cycle.

4. Specification

Monitoring & Armed Response

- 4.1 Provide qualified, competent PSIRA registered controllers who shall at all times be fully accredited (Product) and graded (PSIRA).
- 4.2 All Branches within the Areas for which you Bid, must be monitored. GSM / radio communication medium to be supplied and installed, with connectivity into the control room of the successful bidder.
- 4.3 The related GSM data costs and or radio licence fee are to be factored into the monthly pricing. The individual panels must be connected to the Branch IP Network. Branches must be polled, when in an armed state, every 30mins. The alarm will be in an armed state generally from 6:00pm to 6:30am from Monday to Friday. From Saturday and Sunday, 2pm on Saturday through to 06:30am on Monday.
- 4.4 All individual zone information must be programmed into the Service Providers Control Room monitoring platform, in order to accurately determine point of entry and or location of intrusion.
- 4.5 Upon receipt of an activation, the control room will telephonically contact the Branch / after hour call out representative, in order to:

- Establish the authenticity of the activation and the reason
- Determine the threat
- Activate the response (Private rapid response and SAPs)
- Response to confirm / neutralise threat and or standoff at Service Area
- Remote alarm arming
- Inform Post Office representatives and key holder

4.6 The details of Post Office contact persons are to be recorded and updated monthly.

4.7 Medical and fire panic activations are to be monitored and actioned.

4.8 A guaranteed and minimum standard of 15min response time to any urban Branch and 20min in a rural located Branch is required. Should this not be achievable through the Bidders footprint, sub-contractor/s must be contracted, by the Principal Service Provider, to cover **100% of Branches within the Province, with a rapid response service.**

4.9 Stand-off's and patrolling by the Armed Response Vehicle/s at the Branches are required in order to enforce and maintain law and order and to prevent damage, destruction, sabotage, vandalism, theft of the property.

Replacement / Repair of the alarm systems

4.10 Bidders to cost for the initial basic hardware upgrade / repair to the existing alarm system if required.

Installation Standard

4.11 In the event of the placement of new PIR's, same must be installed to adequately cover all floor space and in doing so mitigate the threat / risk.

4.12 The Service Provider will be required to schedule the required Maintenance / repair with the knowledge of the Regional Security Manager/s. A reference number must be obtained, with regard to the repair and testing of alarm systems, from the Branch Manager and recorded on the individual job card/s.

4.13 Cables and wires that go into the control panel must be clearly identified. Plastic conducting, to guide and hide cables from the roof to the panel must be installed. Where the cables enter the control panel, they must be bunched securely and tied with cable ties. The bunched wires must be attached to the metal cabinet securely so that the bunch cannot be pulled from the cabinet.

Tamper switches and tamper circuits must always be used. No installation may be done without these. Tamper monitoring should be linked to be monitored, as a group, on one zone.

Avoid multicore wires. These may be used in larger installations or flat roofs only. If multicore wires are used, complete sketches with wire colour codes and proper cable codes must be used together with junction boxes. Wires may only be joined in exceptional cases and then only inside a junction box. Data wires, for example keypad's wires must always run separately and not with the zone wires. Cables and wires, especially keypad or data wires, may not run close to power or telephone wires.

4.14 Zone information must be displayed inside the key-pad lid. All critical areas should be covered by motion detection units (PIR). All walk-in safes are equipped with hard wire or remote panic buttons. Magnetic door contacts are fitted to all exterior doors. Hard wire panic button are

installed at each counter point. At least two remote panic units are supplied to each Branch. The siren should be fitted exterior or within the ceiling out of harms reach. The siren must be audible in cases of after hour activations.

4.15 Branch user training is of great importance and the technician must conduct retraining when undertaking repairs.

Reporting

4.16 A monthly report is to be supplied to the Post Office Regional Security Manager/s, reflecting the following:

- Frequency of stand-off in proximity to the Branch
- Branch crime awareness visits by response vehicles
- Alarm activations & positive incidents
- Trending and profiling of individual Branches – alarm activity intel

5. Contract Term

The contract term is a (6) six month period.

6. Service Areas (Branches)

See attached Annexure A.

7. Pricing

Bidders are required to submit their pricing proposals **per Post Office Branch within each Province**, as per the attached Annexure A. Bidders must clearly indicate **for which Province they are bidding** with no alterations or alternate templates. Bidders can tender for one Province or all Provinces. Bids must be presented individually per Province.

7.1 Monitoring

A monthly fee, all inclusive data (GSM), SIM cost, licenses, Control room land line/s, LAN etc on the monitoring service. All Branches falling within the Province, must be monitored.

7.2 Response Service

A monthly fee, irrespective of the number or frequency of the armed response service. This pricing must include the Principal Bidders and that of the sub-contractors vehicles.

7.3 Repair

Bidders are to provide an all-inclusive once off and initial basic hardware upgrade / repair to the existing alarm system if required.

8. Conditions to Bid

8.1 All rapid response vehicles must be branded with the Alarm Bidders and or Sub Contractor's Company logo.

8.2 Should the service provider be awarded the bid, it would be a requirement to appoint a key account manager that is to be assigned to the Post Office.

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- 8.3 All rapid response drivers / officers must be armed and officers are to be registered with PSIRA.
- 8.4 All technical staff must be trained and accredited in the DSC Power Series NEO panel.
- 8.5 Tax compliance requirements
Bidders must ensure compliance with their tax obligations.
Bidders must submit their unique personal identification number (pin) issued by SARS to enable the procuring entity to view the taxpayer's profile and tax status.
Application for tax compliance status (TCS) or pin may also be made via e-filing in order to use this provision; taxpayers will need to register with SARS as e-filers through the website www.sars.gov.za
- 8.6 Bidders must be registered on the National Treasury Central Supplier Database. If the bidders are not registered the bidder can register online at the following website www.csd.gov.za to upload mandatory information as required. Bidders must provide proof of registration, by means of submitting a printed copy of their CSD Registration Summary Report.
- 8.7 The principal bidder must provide, on their bid document, their own **PSIRA current year statement of good standing**. The date of the said statement must not be older than three (3) months of the tender advertisement date.
- 8.8 The principal bidder must provide, on their bid document, that of their listed sub-contractor/s - **PSIRA membership certificate and PSIRA statement of good standing**. The date of the said statement must not be older than three (3) months of the tender advertisement date.
- 8.9 Bidders must submit **Physical address of their Operational Service branch/s**
- 8.10 All Branches within the Post Office Area must be monitored by the bidder. The contractual requirement is that 70% of Branches must be serviced by rapid response.
- 8.11 The Principal Bidder, together with their listed **sub-contractors** must also collectively have a minimum number of armed response vehicles **per the Post Office District** that will operate within the said district borders. The **principal bidder is to list their sub-contractors per District that** are to be used.

9. Penalties

In the instance of a non-response or late response R100 will be levied per alarm activation / incident.

9. BBEE Compliance requirements

- 9.1 Bidders must submit a valid original or certified copy of BBEE (SANAS) Certificate of the bidding company which must be valid at the time of bidding and for the duration of the contract, or sworn affidavit (QSE and EME) for BBEE must be submitted to the procuring entity. The B-BBEE Certificate must be accredited SANAS.
- 9.2 In bids where consortia / joint ventures are involved, these parties will qualify for point for their BBEE status level as an unincorporated entity provided that the entity submits their consolidated BBEE Scorecard (SANAS accredited) as if they were a group structure and that such a consolidated BBEE scorecard is prepared for every separate bid.

10. Sub-Contracting

Where feasible, Bidders are required to sub-contract a minimum of 40% with an EME or QSE suppliers that are at least 51% black owned.

Bidders must submit the following at the bidding stage:

- ✓ a commitment letter confirming that they will meet this requirement ,
- ✓ a scope of work to be subcontracted and (Complete Annexure G)
- ✓ The rand value (minimum 40%) that will be subcontracted (Complete Annexure G)

Note: Only service providers that are registered on National Treasury Central Supplier Database (CSD) must be subcontracted to. A list of such suppliers is obtainable at the CSD

11. BEC Members

SCM and S&I

12. Evaluation Criteria

The evaluation of this bid will be done in 4 phases, namely:

- Phase 1: Gatekeeping criteria
- Phase 2: Bid conditions
- Phase 3: Due Diligence
- Phase 4: Commercial (Price and B-BBEE)

12.1 Phase 1: Gatekeeping criteria

Bidders must submit the following mandatory document. Failure to comply will result in the disqualification of the bidder:

12.1.1 Bidders are required to submit their pricing proposals **per Post Office Branch within each Province**, as per the attached Annexure A. Bidders must clearly indicate **for which Province they are bidding** with no alterations or alternate templates. Bidders can tender for one Province or all Provinces. Bids must be presented individually per Province.

12.1.2 PSIRA REGISTRATION & EXPERIENCE

The principal bidder must be registered with the Private Security Industrial Regulatory Authority (PSIRA) for a **minimum of two (2) years' experience within the alarm monitoring and response environment**. The principal bidder must provide their valid and current Company **PSIRA membership certificate**.

12.1.3 Branch Network

Bidders must have a minimum of one (1) operational branch either within the South African borders (National Branch), within the Provincial borders or within the Post Office Area. The said Branch must incorporate a secure control room. The Control room must be a separate dedicated

area within the Bidders Branch, locked off with access control, equipped with a monitoring platform, radio communications and manned by trained controllers on a 24/7 basis. The said area must be constructed in a secure manner, preventing external breach.

12.1.4 Armed Response Vehicle Deployment

The Principal Bidder, must have a minimum number of armed response vehicles per the Post Office District that will operate within the said borders of the District.

No.	Post Office Regions	Post Office Districts	Branch Offices within the Post Office District	Min number of Armed Response Vehicles which must be deployed
1	Gauteng	Ekurhuleni	13	3
		Tshwane Central	1	1
		Tshwane North	13	3
		Tshwane South	8	2
2	KZN	Drakensburg	6	2
		Ethekwini	7	2
		Zululand	6	2
3	Eastern Cape	Buffalo City	10	2
		Sarah Baartman	10	2

Note: Bidders are to provide a list of vehicle registration numbers per the Post Office District for which they are bidding. The lists must be clearly tabled per District. The actual vehicle registration documents will be verified during the due diligence process.

12.2 Phase 2: Bid Conditions

Bidders must provide the following documentation with their bid proposals:-

All rapid response vehicles must be branded with the Alarm Bidders and or Sub Contractor's Company logo.

12.2.1 Should the service provider be awarded the bid, it would be a requirement to appoint a key account manager that is to be assigned to the Post Office.

12.2.2 All rapid response drivers / officers must be armed and officers are to be registered with PSIRA.

12.2.3 All technical staff must be trained and accredited in the DSC Power Series NEO panel.

12.3 B-BBEE Compliance requirements:

12.3.1 Bidders must submit proof of B-BBEE status level of contributor

a) Tenderers who qualify as Exempted Micro Enterprise(EME's) must submit the following

- ✓ Sworn affidavit signed by the EME representative and attested by a Commissioner of Oaths.
- ✓ B-BBEE certificate issued by the Companies and intellectual Property Commission.

b) Tenderers other than Exempted Micro Enterprise(EME's) must submit the following

- ✓ B-BBEE certificate issued by a verification agency accredited by SANAS.

12.3.2 The proof includes valid B-BBEE status level Verification Certificates together with their tenders to substantiate their B-BBEE rating claims

12.3.3 A consortium or joint venture (including unincorporated consortia and joint venture) must submit a consolidated B-BBEE status level verification certificates for every separate tender

12.3.4 Public entities and tertiary institutions must also submit B-BBEE status level verification certificates together with their tenders

Note: Tenderers who do not submit B-BBEE status level Verification Certificates or who are non-compliant contributors to B-BBEE do not qualify for preference points for B-BBEE but will not be disqualified from the tendering process. They will score point out of 90 or 80 for price only and zero (0) points out of 10 or 20 for B-BBEE

12.4 Bidders must submit their Full CSD Report.

12.4.1 The principal bidder must provide, on their bid document, their own **PSIRA current year statement of good standing**. The date of the said statement must not be older than three (3) months of the tender advertisement date.

12.4.2 The principal bidder must provide, on their bid document, that of their listed sub-contractor/s - **PSIRA membership certificate and PSIRA statement of good standing**. The date of the said statement must not be older than three (3) months of the tender advertisement date.

12.4.3 Bidders must submit **Physical address of their Operational Service branch/s**

12.4.4 All Branches within the Post Office Area must be monitored by the bidder. The contractual requirement is that 70% of Branches must be serviced by rapid response.

12.4.5 The Principal Bidder, together with their listed **sub-contractors** must also collectively have a minimum number of armed response vehicles **per the Post Office District** that will operate within the said district borders. The **principal bidder is to list their sub-contractors per District that** are to be used.

12.5 Phase 3: Due Diligence

Due Diligence

	Yes	No
Branch and secure 24/7 manned control room within the province that the bidder is tendering		
Number of vehicles deployed within the district that the bidder is tendering for Branding / Communication / armed drivers (Vehicle registration to be confirmed)		
Monitoring platform – DSC compatible – GSM & analogue capabilities		
Alarm activation process – controllers operating procedures		
Geographical response vehicle spread (including listed sub-contractors)		

Site visits

- The bidders are entitled to visit any branch as per the 3 annexures to conduct site visits, all such site visits to be arranged via SAPO SCM.

12.6 Phase 4: Commercial Evaluation

The bid will be evaluated on 80/20

Price (80) and BBBEE (20)

Criteria	Weight	Sub-criteria
Total Price	80/100	Benchmark against lowest quote
Contribution to BBBEE	20/100	Points will be awarded to bidders according to their BBBEE status level of contributor as indicated in the BBBEE accreditation certification as indicated below:
BBBEE LEVELS		SCORES
Level 1		20
Level 2		18
Level 3		14
Level 4		12
Level 5		8
Level 6		6
Level 7		4
Level 8		2
Non-compliant Contributor		0

13. Penalties

In the instance of a non-response or late response R100 will be levied per alarm activation / incident.

14. Sub-Contracting

Where feasible, Bidders are required to sub-contract a minimum of 40% with an EME or QSE suppliers that are at least 51% black owned.

Bidders must submit the following at the bidding stage:

- ✓ a commitment letter confirming that they will meet this requirement ,
- ✓ a scope of work to be subcontracted and (Complete Annexure G)
- ✓ The rand value (minimum 40%) that will be subcontracted (Complete Annexure G)

Note: Only service providers that are registered on National Treasury Central Supplier Database

Anti-Intruder Alarm Monitoring, Repair & Rapid Response Services – Gauteng, KwaZulu Natal and East Cape Regions – 6 month contract