



in the footprints ...

NELSON MANDELA MUSEUM

Bunga Building, Owen Street, Mthatha, South Africa | P O Box 52808, Mthatha, 5100, South Africa

Telephone: +27 (0) 47 501 9500 | Facsimile: +27 (0) 047 532 3345

Email: info@nelsonmandelamuseum.org.za | www.nelsonmandelamuseum.org.za



PROVISION OF SECURITY SERVICES FOR THE NELSON MANDELA MUSEUM AT BHUNGA BUILDING AND QUNU YOUTH & HERITAGE CENTRE FOR A PERIOD OF THREE (3) YEARS

NMM-2022-04

TERMS OF REFERENCE

1. BACKGROUND

The Nelson Mandela Museum (NMM) is a not-for-profit institution established by the government of South Africa as an agency of the National Department of Sports, Arts and Culture. It was established as part of a portfolio of legacy projects that seek to transform the heritage landscape from our apartheid past. At the same time, it is a resource for promoting economic development through tourism in an impoverished region of the country. The museum primarily houses collections of gifts to the nation given by Nelson Mandela to the museum to share his legacy with the nation.

The mandate of the Nelson Mandela Museum is to preserve and promote the legacy of Nelson Mandela and one of its main strategic goals is to improve the museum's public profile and access. This mandate is executed through the museum's two main facilities, the Qunu Youth and Heritage Centre, and the Bhunga Building in Mthatha CBD. The Bhunga Building doubles as the administrative office of the museum.

Provision of security services.

2. PURPOSE

The purpose of the request for proposals is to solicit tenders from bidders (s) for the provision of security services for the Nelson Mandela Museum. This document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder as required by the Nelson Mandela Museum, for the aforementioned services. The appointed service provider is expected to provide the Nelson Mandela Museum with security services that are consistent and reliable while maintaining a high level of satisfaction.

3. SCOPE OF WORK

Nelson Mandela Museum invites suitably qualified, professional, experienced and competent service providers to render ***Security Services*** for the period of 3 years (36 months) as per the scope of work below:

The Nelson Mandela Museum will require the above-mentioned services at its two sites, namely **Bhunga Building** and **Qunu Youth & Heritage Centre**. However, the provision of security services at Qunu Youth Centre will commence when the site has been officially handed over to the Nelson Mandela Museum as it is currently under refurbishment.

BHUNGA BUILDING

Appearance

The Service Provider shall ensure that personnel appearance is neat, that such personnel are well groomed, have duty wear, uniforms and all-weather gear that meet with the NMM approval.

Provision of security services.

Identification and Tags

The Service Provider shall ensure that they have a file on site with the names, grades, PSIRA registration numbers and photographs of all Security personnel posted at the NMM at all times. In addition, all security personnel must be fitted with relevant identity tags depicting their names, grades & PSIRA registration numbers.

Turnover in staff

The Service Provider shall ensure that turnover of key personnel (Site Manager, Site shift Supervises, Control Room Operators, Receptionists, Grade A and B staff) is limited, and that any proposed change is discussed and agreed to with the NMM.

The service provider shall ensure that the qualifications, skills and experience of personnel employed to replace key personnel are the same qualifications, skills and experience as the personnel they will be replacing.

Professionalism

The Service Provider shall ensure that whilst on duty, security personnel are always sober, professional and courteous towards NMM employees, contractors and visitors.

Communication Skills

The Service Provider shall ensure that security personnel have well-developed linguistic skills and are able to communicate information in English and Xhosa whenever the need arises. Personnel placed in reception areas must be capable of performing receptionist-related functions in a professional manner that include: receiving and addressing incoming calls, receiving and relaying messages as well as receiving and addressing visitors at the area being manned, while carrying out relevant procedures.

Knowledge of the Premises

The Service Provider shall ensure that personnel: -

- have full knowledge of the Premises, as well as services/ facilities locations and availability at the Premises;
- are able to communicate activities, events on-site, or any other relevant site information to interested parties like visitors or contractors.

Risk Management

The service provider shall ensure that there is a formal approach to Risk Management in terms of the producer and risk assessment methodology approved by the NMM. The service provider may choose to adopt the NMM risk management methodology.

Using the above-mentioned formal approach to Risk Management at the NMM, the service provider shall ensure the development, maintenance, periodic review and reporting on SHE & museum-related risks.

Staff Training

The Service Provider shall ensure that all personnel involved in the provision of the Security Services at the NMM are trained or are planned for training on:

- Customer services
- Refresher training as specified by the Security Regulating bodies of the Officers Board
- Emergency and reaction response
- Basic Safety, Health and Environmental management training that includes but might not be limited to:
 - fire -fighting
 - first aid and
 - environmental management awareness.

All training required in terms of this agreement is to be conducted by suitably qualified training providers and proof of training must be on file, on site and available to the NMM on request.

Cell Phones

All key personnel (Site Managers, Site Shift Supervisors) must be equipped with cell phones, which are fully operable at all times (24/7). The related cell phone numbers must be made available to the NMM SFL Manager and kept relevant at all times.

The service provider shall make a cell phone available and operational at all times in the security control room as an alternative emergency communication device should other devices fail. The related cell phone number must be made available to NMM SFL Manager and kept relevant at all times.

Radio Contact

The Service Provider shall ensure that all personnel on duty should be in radio contact with one another and must ensure that proper radio communication procedures are followed at all times (24/7).

Use of Facilities

The Service Provider shall ensure that its personnel only make use of facilities specifically provided to such personnel at the NMM Premises. The service provider shall ensure that the facilities utilized are kept clean and presentable at all times (24/7). Facilities include but might not be limited to ablution facilities, guard houses and control rooms. The service provider is to ensure that ablution facilities allocated for their use are kept sanitized at all times.

At the end of the contract period, the service provider shall further ensure that facilities utilized are handed back to the NMM in the condition received.

Personnel Shortages

The Service Provider shall ensure that there are no personnel shortages at any time for the duration of the contract. The Service Provider shall develop and have the NMM-approved contingency plans to address planned or unplanned personnel shortages. Any personnel shortages experienced must be reported to the NMM along with an interim plan to cover the shortage and an action plan to prevent a recurrence. The service

provider must submit a plan for the approval of the NMM to address any planned or unplanned strike action of service provider personnel. The plan must ensure that all NMM security requirements as per this agreement are not compromised at any time for the duration of the planned or unplanned strike action nor the contract period at large.

Business Continuity Planning

The service provider shall develop a 24/7/365 - Business Continuity Plan (contingency plans for NMM approval) for eventualities that include but might not be limited to:

- community unrest;
- Employee strike action;
- Employee illness;
- Employee death/disability;
- Patrol Vehicle breakdown;
- Taxi strikes, fire and other natural disasters compromise employees to get to work.

Use of firearms

The Service Provider shall ensure that it complies with the Statutory Firearms Act. Failure to comply with this responsibility shall constitute a material breach of this agreement, which is not capable of being remedied.

The service provider shall ensure that a portfolio of evidence of compliance to applicable legal and other requirements for armed response and use of firearms is submitted to the NMM, is kept on the NMM site and remains relevant at all times.

Standard arrest procedures and SAPS relations

The Service Provider shall ensure that all Security personnel are familiar with standard arrest procedures and local authority security regulations. To this end, the service provider is to establish a formal relationship with the SAPS.

The service provider will on behalf of the NMM, coordinate quarterly meetings with the SAPS, develop a standard agenda and maintain minutes approved by the NMM for these sessions.

Confidential Information

The Service Provider shall ensure that no confidential information of any nature is divulged via security personnel to any member of the press, public or any third party. The Service Provider shall abide by the Disclosure of Information Act in its relationship with the NMM as its client.

Compliance

The Compliance Requirements for all Responsibilities and Service Levels as set out in the contractual agreement shall be implemented and complied to by the Service Provider at all times. These include but are not limited to complying with all applicable procedures, policies, and instructions as well as applicable legal and other requirements.

The service provider will be expected to comply with elements of a Scorecard to be used to measure performance.

Resources

The Service Provider shall comply fully with the resource requirements detailed below. The Service Provider shall ensure that equipment resources (including and not limited to, vehicles, communication equipment, etc. are fully functional, operational and on-site at all times for the duration of the contract. To this end, the Service Provider shall develop contingency plans for such equipment breakdown to the satisfaction and for the approval of the NMM.

Equipment Requirements

Communication Equipment

The Service Provider shall provide a base UHF / VHF radio transceiver and repeater, equipped with a minimum of two channels which will enable clear voice communication throughout the entire NMM at all times (24/7).

Hand-held Radio's

The Service Provider shall ensure that hand-held radios used in the provision of the services work according to factory specifications and is fit for purpose on-site at all times (24/7).

Fully charged spare batteries must be available as replacement batteries. Discharging batteries must be replaced before they are fully discharged.

Motor vehicles

The Service Provider shall ensure that all motor vehicles used in the provision of the Services are

- Suitably branded, equipped and in good working condition at all times (24/7);
- Repaired or replaced to the extent required to comply with the responsibilities stipulated in this Agreement;
- Fitted with warning lights on the roof of the vehicles.

Staff Equipment requirements

The Service Provider shall ensure that Security Officers are equipped with the following equipment at all times whilst on duty:-

- Handcuffs and batons
- pens and notebooks
- torches (night staff)
- timepieces

Traffic Cones, Barricades & Traffic flow signage

The Service Provider shall ensure that the following equipment is available on site (24/7) :

- 10 x traffic cones
- portable barricades
- 2 x portable no-entry signage

- 2 x vehicle wheel clamping devices to regulate illegal parking

Compliance to NMM Rules

The Service Provider shall:-

Ensure capability to administer Security related Zone rules that include but might not be limited to:

- Illegal Parking wheel clamping: in relation to procedures and equipment;
- Speed control: in relation to procedures and equipment;
- Incident or other ad hoc Perimeter control: in relation to procedures and equipment;
- loitering

Equipment Maintenance

The Service Provider shall:-

- ensure that all equipment used in the provision of the Services are in good working condition at all times (24/7), with no parts missing;
- inspect the equipment daily to ensure compliance with this responsibility;
- Immediately repair or replace all equipment to the extent required to comply with the responsibilities stipulated in this Agreement.

Administration and Reporting Requirements

Reporting of incidents

The Service Provider shall ensure that all security-related incidents are immediately reported to the NMM SFL Manager and further reported to the NMM in writing within 12 hours of the occurrence of an incident.

Reporting must be in accordance with best practice reporting protocol and include a root cause analysis as well as recommendations for correction, improvement or mitigation. Templates used for incident management must be approved by the NMM. Security personnel are expected to become familiar with and to comply with NMM emergency preparedness protocol at all times.

The NMM emergency preparedness protocol is centralized through the security control room manned by the security service provider controllers and receptionists. Posted controllers and supporting reception staff will be required to become familiar with the emergency preparedness protocol and competent in giving effect to the role of controller and supporting receptionist in this regard.

Monthly Report

The Service Provider shall provide the NMM with a detailed monthly report relating to the Security Services in a format to be agreed upon between the parties, within 10 (seven) days of the last day of the month to which the report relates.

The report is to include but might not be limited to:

- results of an agreed scorecard
- the security risk register
- action management
- statistics relating to incidents, including but not limited to:
 - Vehicle theft and attempted theft on the Premises
 - Arrests made
 - Warnings issued
 - Problems encountered
 - Crime prevention measures
 - Visitors concerns pertaining to security measures

- emergencies, irregularities, suspect persons and movements reported to the control room
- condition of the perimeter fence
- building doors left open
- NMM street lights not working
- posting problems
- training
- staffing
- incidents and alarms
- access control anomalies
- agreed to access control reporting requirements
- consolidation of access control procedures
- other issues that the service provider may find to be critical to the security of the NMM
- other issues that the NMM might find to be critical to the NMM security risk management.

Reporting requirements may be reviewed from time to time at the discretion of the NMM.

Emergency Procedures

The Service Provider shall in conjunction with the NMM regularly review, amend existing or draft emergency procedures and shall implement and maintain such procedures and practices.

Emergency Procedures shall be reviewed by the service provider on an annual basis and such reviews approved by the NMM as and when required.

Occurrence Book (OB)

An OB must be maintained at all times (24/7) by applicable security personnel.

An OB should be held in the Control Room as well as all satellite stations throughout the zone and must be accessible to authorized staff of the NMM immediately upon request.

Copies of the OB entries from the previous shifts must be provided to the NMM as and when required.

<u>Incident Report Book</u> The service provider shall ensure that all posts are issued with an incident report book to record incidents.
<u>Information Book</u> The service provider is to ensure that all posts are issued with an information book in which instructions and information from the previous shift will be recorded for the incoming shift.
<u>Alcohol and Drug Testing</u> The service provider shall have trained to administer alcohol testing when required to do so. The service provider shall provide equipment for alcohol testing that: • Where applicable, is calibrated as per manufacturers guide in this regard. • Produces test results that are admissible in a court of law. The service provider shall provide an alcohol and drug register into which all records of alcohol and drug tests must be recorded.
<u>Duty Roster</u> The Service Provider shall ensure that a duty roster is kept detailing the identity of personnel on duty and the times and shifts. A copy of the duty roster must be immediately available and provided to the NMM upon request.
<u>Personnel Files</u> Copies of personnel files including CV's relating to the Service Provider's personnel involved in the provision of the Services should be provided to the NMM on request.
<u>Incident Response Requirements</u>

Response to alarms

The Service Provider shall ensure that at least one Security Officer will immediately respond to any alarm at the Premises or any reported incident. Details of the alarm and the response must be reported on as per agreed to reporting protocol. Where applicable, NMM emergency preparedness protocol must be followed.

Response to complaints

The Service Provider shall ensure that all complaints and or requests from tenants or visitors are promptly reported to the NMM and addressed by means of systems and procedures to be agreed upon with the NMM to ensure customer satisfaction.

Notification

The Service Provider shall immediately notify the NMM of any emergency, like a bomb scare, fire, flooding, unrest, etc. as they become aware of such event.

Control Rooms

Control Room Training

The Service Provider shall ensure that Control Room personnel undergo specific control room operator training, as required by the employer or the PSIRA and that there is continuity of the provision of the services as per the Service Level Agreement at all times 24/7.

Monitor Systems and Procedures

The Control Rooms are for monitoring and control all emergency procedures, CCTV and security systems.

CCTV Network in Control Rooms.

The service provider is at all times (24/7) responsible for monitoring CCTV and reporting and responding (where required to do so) on any irregularity observed. The service provider will also report on defects/deficiencies in the CCTV availability, functioning of cameras, camera locations, number of cameras in strategic locations, focusing and positioning of cameras, camera lens cleanliness and risk assessments related to locating of cameras and scope of CCTV network.

Monitor Communications

The Control Room is to monitor all communications between personnel in order to detect emergencies or irregularities, which might affect the security of the Premises and / or require reaction from the Armed Response team.

Recording and Administration

The Control Room is to house all records and reports as described in the contract.

Unauthorized Personnel

No unauthorized or non-essential personnel are allowed in the CCTV control room, only personnel appointed specifically as control room operators, the security service provider on-site manager and the NMM SFL Manager should be permitted entrance.

No unauthorized or non-essential personnel are allowed to loiter in the general / satellite control rooms, only personnel appointed specifically as control room operators, the security service provider on-site manager and the NMM SFL Manager should be permitted entrance.

Reception Function

- The receptionist shall:
- Respond to calls from visitors, tenants, personnel or any other party in respect of any operational, security, safety health or environmental related incidents at the premises.
- Receive and process visitors, tenant personnel, NMM personnel, or any other party in respect of construction, maintenance, safety, health, environmental or security practitioners.
- Be responsible for providing records of access and exit of the NMM access points.
- Manage firearm protocol as per regulated requirements that includes storing firearms and verifying license holders upon collection of firearms if required to do so.

Reporting to NMM SFL Manager

The Service provider shall only take instructions from the SFL Manager, unless otherwise directed by the SFL Manager.

The Service Provider shall ensure that all emergencies and irregularities are reported to the NMM SFL Manager immediately, including all reports concerning suspect persons, movements and/or actions on the Premises.

The service provider shall attend all meetings as well as develop and provide relevant reports as requested by the SFL Manager.

Access Control:

Manning of Access points

The Service Provider shall ensure that all access and exit points to the Premises are manned by its security personnel at all times (24/7).

Access and Exit Control

The Service Provider shall control all access and exit to the Premises and follow procedures in such a manner to ensure maximum security of the Premises without undue inconvenience for visitors and employees.

Identification of suspect persons

The Service Provider shall ensure that through the controlling of access it will identify suspicious persons entering the premises and shall report such persons to the SFL Manager.

Patrols

The Service Provider shall patrol the Premises in accordance with the provisions of this section.

Night shift patrol and related personnel shall in addition, patrol NMM office blocks and direct facilities to check that doors are locked and lights are switched off. Any deviations found shall be reported as per afore mentioned reporting protocol.

Visible patrols

The Service Provider shall be responsible to ensure that visible patrols on the Premises takes place at all times (24/7).

Perimeter Fence

The perimeter fence is to be patrolled on a continuous basis by means of foot patrols to ensure that high visibility and the integrity of the fence is maintained at all times (24/7). Frequency of patrols may change at the discretion of the NMM.

Street patrols

Streets within the NMM premises are to be constantly patrolled by means of foot patrols and vehicles to ensure that high visibility is maintained and suspect movements, incidences and irregularities are identified and responded to.

Discrepancy reporting

The Service Provider shall ensure that all discrepancies observed in all areas on the premises, and patrol areas including but not limited to maintenance issues, equipment failure, suspicious activity, unsafe activities or conditions, negative environmental impacts and irregular tenant activity are reported to the SFL Manager as per aforementioned reporting protocol.

Vulnerable Areas

The Service Provider shall ensure that, in the course of patrolling, regular checks are done on vulnerable areas and other areas identified through security risk management procedures.

Armed Response

The Service Provider shall provide an armed response service in respect of the NMM premises on a 24/7 basis. The plan for armed response must be communicated to the NMM for NMM approval.

Personnel on Standby

The Service Provider shall ensure that appropriate personnel are on immediate standby to react to personnel failing to report for duty.

The Service provider shall ensure that there is a standby armed response to react to all incidences requiring an armed response within the minimum time delay and within agreed response times.

Handling of emergencies

The Service Provider shall ensure coordination of emergencies from the NMM premises as per NMM emergency preparedness protocol.

The service provider shall ensure that the armed response is able to handle all foreseeable scenarios in an efficient manner, and provide backup support as per the security emergency procedures.

Reaction Time

The Service Provider shall ensure that all emergencies are reacted to immediately and that response teams are at the scene of the incident within 9 (nine) minutes of a call being received.

Vehicles

The Service Provider shall ensure that the vehicles used in the provision of the services are branded and their contents and accessories are fully serviceable when assuming duty. Emergency lights are to be fitted and operational when assuming duty.

Training for in-house armed response

Where applicable, the Service Provider shall ensure that all in-house armed reaction personnel allocated to the NMM receive regular (twice per year) refresher training in armed reaction.

SECURITY PERSONNEL REQUIREMENTS

Security Officers (7 personnel):

- All security officers must be registered with PSIRA with a minimum of Grade C.

Security Supervisor (proposed for this contract):

- Must have at least three (3) years of experience as Security Supervisor (a CV must be provided).
- Must be registered with PSIRA with Grade B.
- A clearance certificate must be provided.
- The Supervisor must make daily contact with the NMM representative at the site in order to verify and handle mutual complaints, problems and requests concerning the rendering of service. At least once a month, a formal discussion must be held and minutes taken, which must be kept by the NMM representative.

Provision of security services.

Site Manager (proposed for this contract):

- Must have at least five (5) years' work experience in the field of security management (a CV must be provided).
- Must have a Grade A PSIRA certificate.

Control Room Operator

- Must have at least (5) years 'work experience in the field of control room operations (a CV must be provided)
- Any relevant qualification and training in the control room operations.

NB: THE REQUIREMENT TO REDUCE, RESHUFFLE, CHANGE OF GUIDES MIGHT BE PROPOSED BY THE MUSEUM WHERE THERE ARE REQUIREMENT CHANGES IN ITS OPERATIONS.

QUNU YOUTH & HERITAGE CENTRE

Appearance

The Service Provider shall ensure that personnel appearance is neat, that such personnel are well groomed, have duty wear, uniforms and all-weather gear that meet with the NMM approval.

Identification and Tags

The Service Provider shall ensure that they have a file on site with the names, grades, PSIRA registration numbers and photographs of all Security personnel posted at the NMM at all times. In addition, all security personnel must be fitted with relevant identity tags depicting their names, grades & PSIRA registration numbers.

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The Service Provider shall ensure that turnover of key personnel (Site Manager, Site shift Supervisors, Control Room Operators, Receptionists, Grade A and B staff) is limited, and that any proposed change is discussed and agreed to with the NMM.

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- are able to communicate activities, events on site, or any other relevant site information to interested parties like visitors or contractors.

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Facilities include but might not be limited to ablution facilities, guard houses and control rooms. The service provider is to ensure that ablution facilities allocated for their use are kept sanitized and at all times.

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Resources

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- Incident or other ad hoc Perimeter control: in relation to procedures and equipment;
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Equipment Maintenance

The Service Provider shall:-

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- Immediately repair or replace all equipment to the extent required to comply with the responsibilities stipulated in this Agreement.

Administration and Reporting Requirements

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Emergency Procedures shall be reviewed by the service provider on an annual basis and such reviews approved by the NMM as and when required.

Occurrence Book (OB)

An OB must be maintained at all times (24/7) by applicable security personnel.

An OB should be held in the Control Room as well as all satellite stations throughout the zone and must be accessible to authorized staff of the NMM immediately upon request.

Copies of the OB entries from the previous shifts must be provided to the NMM as and when required.

Incident Report Book

The service provider shall ensure that all posts are issued with an incident report book to record incidents.

Information Book

The service provider is to ensure that all posts are issued with an information book in which instructions and information from the previous shift will be recorded for the incoming shift.

Alcohol and Drug Testing

The service provider shall have trained to administer alcohol testing when required to do so.

The service provider shall provide equipment for alcohol testing that:

- Where applicable, is calibrated as per manufacturers guide in this regard.
- Produces test results that are admissible in a court of law.

The service provider shall provide an alcohol and drug register into which all records of alcohol and drug tests must be recorded.

Duty Roster

The Service Provider shall ensure that a duty roster is kept detailing the identity of personnel on duty and the times and shifts. A copy of the duty roster must be immediately available and provided to the NMM upon request.

Personnel Files

Copies of personnel files including CV's relating to the Service Provider's personnel involved in the provision of the Services should be provided to the NMM on request.

Incident Response Requirements

Response to alarms

The Service Provider shall ensure that at least one Security Officer will immediately respond to any alarm at the Premises or any reported incident. Details of the alarm and the response must be reported on as per agreed to reporting protocol. Where applicable, NMM emergency preparedness protocol must be followed.

Response to complaints

The Service Provider shall ensure that all complaints and or requests from tenants or visitors are promptly reported to the NMM and addressed by means of systems and procedures to be agreed with the NMM to ensure customer satisfaction.

Notification

The Service Provider shall immediately notify the NMM of any emergency, like a bomb scare, fire, flooding, unrest, etc. as they become aware of such event.

Control Rooms

Control Room Training

The Service Provider shall ensure that Control Room personnel undergo specific control room operator training, as required by the employer or the PSIRA and that there is continuity of the provision of the services as per the Service Level Agreement at all times 24/7.

Monitor Systems and Procedures

The Control Rooms are for monitoring and control all emergency procedures, CCTV and security systems.

CCTV Network in Control Rooms.

The service provider is at all times (24/7) responsible for monitoring CCTV and reporting and responding (where required to do so) on any irregularity observed. The service provider will also report on defects / deficiencies in the CCTV availability, functioning of cameras, camera locations, number of cameras in strategic locations, focusing and positioning of cameras, camera lens cleanliness and risk assessments related to locating of cameras and scope of CCTV network.

Monitor Communications

The Control Room is to monitor all communications between personnel in order to detect emergencies or irregularities, which might affect the security of the Premises and / or require reaction from the Armed Response team.

Recording and Administration

The Control Room is to house all records and reports as described in the contract.

Unauthorized Personnel

No unauthorized or non-essential personnel are allowed in the CCTV control room, only personnel appointed specifically as control room operators, the security service provider on-site manager and the NMM SFL Manager should be permitted entrance.

No unauthorized or non-essential personnel are allowed to loiter in the general / satellite control rooms, only personnel appointed specifically as control room operators, the security service provider on-site manager and the NMM SFL Manager should be permitted entrance.

Reception Function

- The receptionist shall:
- Respond to calls from visitors, tenants, personnel or any other party in respect of any operational, security, safety health or environmental related incidents at the premises.
- Receive and process visitors, tenant personnel, NMM personnel, or any other party in respect of construction, maintenance, safety, health, environmental or security practitioners.
- Be responsible for providing records of access and exit of the NMM access points.
- Manage firearm protocol as per regulated requirements that includes storing firearms and verifying license holders upon collection of firearms if required to do so.

Reporting to NMM SFL Manager

The Service provider shall only take instructions from the SFL Manager, unless otherwise directed by the SFL Manager.

The Service Provider shall ensure that all emergencies and irregularities are reported to the NMM SFL Manager immediately, including all reports concerning suspect persons, movements and/or actions on the Premises.

The service provider shall attend all meetings as well as develop and provide relevant reports as requested by the SFL Manager.

Access Control:

Manning of Access points

The Service Provider shall ensure that all access and exit points to the Premises are manned by its security personnel at all times (24/7).

Access and Exit Control

The Service Provider shall control all access and exit to the Premises and follow procedures in such a manner to ensure maximum security of the Premises without undue inconvenience for visitors and employees.

Identification of suspect persons

The Service Provider shall ensure that through the controlling of access it will identify suspicious persons entering the premises and shall report such persons to the SFL Manager.

Patrols

The Service Provider shall patrol the Premises in accordance with the provisions of this section.

Night shift patrol and related personnel shall in addition, patrol NMM office blocks and direct facilities to check that doors are locked and lights are switched off. Any deviations found shall be reported as per afore mentioned reporting protocol.

Visible patrols

The Service Provider shall be responsible to ensure that visible patrols on the Premises takes place at all times (24/7).

Perimeter Fence

The perimeter fence is to be patrolled on a continuous basis by means of foot patrols to ensure that high visibility and the integrity of the fence is maintained at all times (24/7). Frequency of patrols may change at the discretion of the NMM.

Street patrols

Streets within the NMM premises are to be constantly patrolled by means of foot patrols and vehicles to ensure that high visibility is maintained and suspect movements, incidences and irregularities are identified and responded to.

Discrepancy reporting

The Service Provider shall ensure that all discrepancies observed in all areas on the premises, patrol areas including but not limited to maintenance issues, equipment failure, suspicious activity, unsafe activities or conditions, negative environmental impacts and irregular tenant activity are reported to the SFL Manager as per afore mentioned reporting protocol.

Vulnerable Areas

The Service Provider shall ensure that, in the course of patrolling, regular checks are done on vulnerable areas and other areas identified through security risk management procedures.

Armed Response

The Service Provider shall provide an armed response service in respect of the NMM premises on a 24/7 basis. The plan for armed response must be communicated to the NMM for NMM approval.

Personnel on Standby

The Service Provider shall ensure that appropriate personnel are on immediate standby to react to personnel failing to report for duty.

The Service provider shall ensure that there is standby armed response to react to all incidences requiring armed response within the minimum time delay and within agreed response times.

Handling of emergencies

The Service Provider shall ensure coordination of emergencies from the NMM premises as per NMM emergency preparedness protocol.

The service provider shall ensure that the armed response is able to handle all foreseeable scenarios in an efficient manner, and provide back-up support as per the security emergency procedures.

Reaction Time

The Service Provider shall ensure that all emergencies are reacted to immediately and that response teams are at the scene of the incidence within 9 (nine) minutes of a call being received.

Vehicles

The Service Provider shall ensure that the vehicles used in the provision of the services are branded and their contents and accessories are fully serviceable when assuming duty. Emergency lights are to be fitted and operational when assuming duty.

Training for in house armed response

Where applicable, the Service Provider shall ensure that all in house armed reaction personnel allocated to the NMM receive regular (twice per year) refresher training in armed reaction.

Quad Bikes

The Service Provider shall ensure that there are at least two quad bikes available specified working order at all times (24/7) on the NMM premises.

The Service Provider shall ensure that the two quad bikes are fitted with front lights for night driving.

The Service Provider shall ensure that security personnel authorized to use the two quad bikes are trained and deemed competent to drive them. Proof of training and sign off of competency must be available on file and on site at all times for such personnel.

The service provider shall provide the NMM with a contingency plan that ensures at least two quad bikes are available and in factory specified working order at all times (24/7) on the NMM premises.

SECURITY PERSONNEL REQUIREMENTS

Security Officers (12 personnel):

- All security officers must be registered with PSIRA with a minimum of Grade C.

Security Supervisor (proposed for this contract):

- Must have at least three (3) years of experience as Security Supervisor (a CV must be provided).
- Must be registered with PSIRA with Grade B.

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- A clearance certificate must be provided.
- The Supervisor must make daily contact with the NMM representative at the site in order to verify and handle mutual complaints, problems and requests concerning the rendering of service. At least once a month, a formal discussion must be held and minutes taken, which must be kept by the NMM representative.

Site Manager (proposed for this contract):

- Must have at least five (5) years' work experience in the field of security management (a CV must be provided).
- Must have a Grade A PSIRA certificate.

Control Room Operator

- Must have at least (5) years 'work experience in the field of control room operations (a CV must be provided)
- Any relevant qualification and training in the control room operations.

NB: THE REQUIREMENT TO REDUCE, RESHUFFLE, CHANGE OF GUIDES MIGHT BE PROPOSED BY THE MUSEUM WHERE THERE ARE REQUIREMENT CHANGES IN ITS OPERATIONS.

4. TERMS AND CONDITIONS

- All costs and expenses incurred by the potential service providers relating to their project proposal will be borne by each respective service provider. NMM is not liable to pay such costs and expenses or to reimburse or compensate service providers in the process under any circumstances, including the rejection of any proposal or the cancellation of this project.
- NMM reserves the right to request new or additional information regarding each bidder and any individual or other persons associated with its proposal.

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- NMM may require responsive bidders to present and discuss their proposals in person.
- NMM reserves the right not to make any appointment from the proposals submitted.
- Bidders shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of NMM.
- Bidders are required to declare any conflict of interest they may have in the transaction for which the bid is submitted or any potential conflict of interest. It is important that bidders declare their conflict of interest through completion of relevant attached forms.
- NMM reserves the right not to consider further any bid where such a conflict of interest exists or where such potential conflict of interest may arise.
- Any and all project proposals shall become the property of NMM and shall not be returned.
- The bid offers and proposals should be valid and open for acceptance by NMM for a period of 120 days from the date of submission.
- NMM reserves the right not to award the bid to the bidder that scores the highest points. Disputes that may arise between NMM and a bidder must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.

- In addition to adherence to the specific terms and conditions of proposals, provided in this document, the bidder shall be bound by the provisions of the General Conditions of Contract, an original signed copy of which must be submitted together with all other bid documentation.
- All returnable bid documents must be completed in full and submitted together with the bidder's proposal. Should the returnable documents not be completed, the bid will not be considered any further.
- The successful bidder will be subject to supplier clearance process as prescribed by the National Treasury. This process includes, verification of supplier and its shareholders/directors/members' status on the list of defaulters and restricted suppliers.
- After the successful service provider has received the appointment letter, they must be able to deliver in full compliance with South African approved standards and in compliance to the specifications provided.
- No tender shall be awarded to a bidder whose name (or any of its directors or partners or associates and/or attorneys) appears on the Register of Defaulters kept by the Treasury, or who have been placed on the National Treasury's List of Restricted Supplies. The NMM reserves the right to withdraw an award or cancel the Service Level Agreement concluded with the bidder should it be established, at any time, that a bidder has been blacklisted with the National Treasury by any Government Institution
- No tender shall be awarded to a bidder whose tax affairs are not in order. NMM reserves the right to withdraw an award made, or cancel the Service Level Agreement concluded with the successful bidder(s) should it be established that such bidder was

in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate to the NMM

5. ACCOUNTABILITY

The service provider will be accountable to and under the direction of the CEO of the NMM in the performance of the assignment duties.

6. PRICING INSTRUCTION

- The provision of security services must be rendered as per the requirements of the NMM, and it must be invoiced on completion;
- The bid and the total price for the provision of security services may not be exceeded;
- Amounts due to the Service Provider shall be paid by the NMM within thirty (30) days of receipt of the invoice.
- The NMM reserves the right by giving written notice to the service provider to stop the works' progress at any time. Should the client exercise this right, the NMM will pay the service provider for work done and expenses incurred only up to the time that the notice was given.

7. RETURNABLE DOCUMENTS

Service providers are required to submit all the returnable documents together with their proposal. ***Failure to provide all the Compulsory Returnable Documents at the closing date and time of this RFP will result in a respondent's disqualification. Respondents are therefore urged to ensure that all these Documents are returned with their Proposals. Failure to submit the Supporting documents for functionality scoring will result in a scoring of zero.***

7.1 Compulsory Returnable Documents

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- Duly signed & completed **SBD 1** Invitation to BID
- **SBD 2** Tax Clearance Requirements
- Duly signed & completed **SBD 3** Pricing Schedule
- Duly signed & completed **SBD 4** Declaration of Interests form.
- Duly signed & completed **SBD 6.1** Preference points claim form (valid BBBEE certificate must be submitted together with this completed document).
- Duly signed & completed **SBD 7.2** Contract Form (Rendering Services).
- General Conditions of Contract
- Duly signed & completed **SBD 8** Declaration of Bidder's Past Supply Chain Management Practices.
- Duly signed & completed **SBD 9** Certificate of Independent Bid Determination.
- Proof of CSD registration
- Valid proof of good standing for workman's compensation from the Department of Labour Compensation Commissioner, or any other registered workman's compensation insurer.
- Valid PSIRA (Private Security Industry Regulatory Authority) registration certificate
- Public Liability Insurance (Bidders must arrange the necessary public liability insurance cover in its own name with a reputable insurance company and submit documentary proof that such policy is in effect)

7.2 Supporting Returnable Documents (for functionality scoring)

- Project Proposal
- Valid license for hand held radios
- Proof of ownership & equipment
- Company Experience
- Locality

7.3 Essential Supporting Documents

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- Valid and certified copy of BBBEE certificate or affidavit on or before the closing date and time **(failure to submit on or before the closing date will result in an automatic score of zero for preference)**

8. VALIDITY PERIOD

- Bid submissions **must** be valid for a period of 120 days.

9. COMPLULSORY SITE INSPECTION MEETING

Bidders must attend a compulsory site inspection meeting scheduled as follows:

Date: 23 August 2022

Venue: Qunu Youth & Heritage Centre then Bhunga Building

Time: 11:00

10. EVALUATION CRITERIA

- **Phase one:** Compliance to the terms of reference and conditions of the tender. Failure to submit the stipulated compulsory returnable documents of the tender will automatically disqualify your tender on this phase.
- **Phase two:** The bid will be evaluated and adjudicated using the 80/20 system (80 for Price and 20 for BBBEE). Functionality will be scored at a maximum of 100 points whereby the bidder must obtain a **minimum of 80 points** to qualify for the financial evaluation according to the criteria captured in the table below:

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CRITERIA FOR FUNCTIONALITY	BREAKDOWN OF POINTS	WEIGHT
Project Proposal The service provider must provide NMM with the project implementation and rollout plan for the provision of security services. Please outline how the following regulations are adhered to.	• Demonstrating how the service will be provided =5 points. • Indication of how the premises and personnel will be secured against injury, death, theft, vandalism or any offences as well as how the company will provide effective, quick, convenient access control to authorized people =5 points. • Demonstrate how you will ensure continuity of services without disruption [in the event of labour unrests] =5 points	15

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Valid license of hand held radios bearing the company's name and proof of regular maintenance.	Relevant certificate= 10 points Irrelevant certificate/ failure to submit = 0 points	10
Proof of ownership of facilities and equipment.	• Proof of a minimum of two or three company vehicles (attach copies of logbooks or valid lease agreement) =5 points • Proof of ability to respond within 10 minutes in case of emergencies (attach proof of physical address or intention to lease premises in the where sites are located) =5 points.	10

Qualifications & experience of key personnel (Curriculum Vitae with proof of qualifications & PSIRA registration certificate must be attached) The number of key personnel must be in line with requirements on the scope of work for each site. Companies that submit CVs and certificates with the number of key personnel that is less than the numbers stipulated on the scope of work will not be awarded points.	Security Officers Minimum Grade C , with 3 or more years of experience . Bhunga Building= 2 points Qunu=3 points	25 points
	Security Supervisor Minimum Grade B, with 3 or more years of experience. Bhunga Building= 3 points Qunu= 3 points	
	Site Manager Minimum Grade A , with 5 or more years of experience. Bhunga Building= 3 points Qunu= 3 points	
	Control Room Operator Proof of relevant training with 5 or more years of experience. Bhunga Building= 4 points	

	Qunu= 4 points	
Company Experience The company demonstrate proof rendering similar services, it must provide the NMM with contactable references (current and/or completed). Please provide signed letters of reference, to include company name, contact person and contact details (telephone number and e-mail) in the recommending company's letterhead. Reference letters must not be older than 5 years. No appointment letters or Purchase Orders will be accepted.	7 or more reference letters= 30 points 5-6 reference letters= 20 points 3-4 reference letters = 15 points 1-2 reference letters= 10 points No reference letters submitted =0 points	30
Locality	Within OR Tambo region= 10 points	10

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Valid proof of office location (eg relevant verifiable municipal utility bill, rental/ lease agreement of business location)	Within the Eastern Cape=8 points Within the borders of South Africa=5 points Outside South Africa= 0 points No proof submitted= 0 points	
TOTAL	100	

11. SUBMISSION OF TENDERS

The bid submissions must be returned to the **Nelson Mandela Museum, Bhunga Building, Corner Nelson Mandela Drive & Owen Street, Mthatha.**

- Service providers are requested to furnish the NMM with two copies of their submissions (an original and a copy).
- Submissions are to be deposited in the allocated Tender Box clearly marked with reference and this bid's title.
- NMM will not be responsible for any submissions placed in an incorrect box and submissions left with the security officers or any employee of the NMM, which may lead to the submission not deposited into the tender box by the closing date.
- NO LATE, FAXED OR EMAILED QUOTATIONS SHALL BE ACCEPTED.
- **CLOSING DATE FOR THE SUBMISSION OF PROPOSALS IS**

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2 September 2022 @ 12:00

- Tender documents will be sold for a non-refundable fee of R300, deposited into:

ABSA BANK

Account Number: 405 200 2226

Branch Code: 632 005

Reference: NMM-2022-04 + Name of the bidding company

Email proof of payment to mihlali@nelsonmandelamuseum.org.za

12. DISCLAIMERS

The NMM is not committed to any course of action as a result of its issuance of this bid document and/or its receipt of a bid in response to it. Please note that the NMM reserves the right to:

- modify the bid document's service(s) and request Respondents to re-quote on any changes;
- reject any bid submission which does not conform to instructions and specifications which are detailed herein;
- disqualify bids submitted after the stated submission deadline;
- not necessarily accept the lowest priced bid;
- cancel the tender

13. ENQUIRIES

All communications and enquiries/requests for clarification relating to this proposal should be directed to the contact person:

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FOR BID ADMINISTRATION & SERVICE PROVIDER SPECIFICATIONS
Ms M Mputa
Tel: 047 501 9504
Email: mihlali@nelsonmandelamuseum.org.za
Supply Chain Officer
Technical Enquiries:
Mr S. Mazwana
Tel: 047 501 9516
Email: siviwe@nelsonmandelamuseum.org.za
SFL Officer

All enquiries must be forwarded to the relevant NMM personnel by no later than 26 August 2022 @ 16:30.

Dr Vuyani Booï

Chief Executive Officer



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