



Reference: NRA 2026/0633 & NRA 2026/0634 **Fax Number:** +27 (0) 33 386 3356
Date: 19 August 2026 **Direct Line:** +27 (0) 33 392 8100
Email: ProcurementER8@sanral.co.za **Website:** www.nra.co.za
ProcurementER3@sanral.co.za

Dear Tenderers

CONTRACT SANRAL: HO/1037/68125/2026/05: THE PROVISION OF SECURITY SERVICES AT SANRAL KWAZULU-NATAL PROVINCIAL OFFICE FOR A PERIOD OF 36 MONTHS

SCM REFERENCE: NRA 2026/0633

AND

CONTRACT SANRAL: HO/1037/68125/2026/04: THE PROVISION OF SECURITY SERVICES AT SANRAL GAUTENG PROVINCIAL OFFICE, INCLUDING THE NORTHERN HOUSE OFFICE FOR A PERIOD OF 36 MONTHS

SCM REFERENCE: NRA 2026/0634

CORRESPONDENCE 1: MINUTES OF AN ONLINE COMPULSORY CLARIFICATION MEETING HELD ON 11 AUGUST 2026.

This Correspondence is issued in terms of Clause 1.7 of the Instructions to Bidders and must be read in conjunction with and shall be deemed to form part of the Tender Document.

Kindly acknowledge receipt of this correspondence by completing the ACKNOWLEDGEMENT OF CORRESPONDENCE below.

Yours sincerely,

BSC CHAIRPERSON

SECTION A: MINUTES OF AN ONLINE COMPULSORY CLARIFICATION MEETING HELD ON 11 AUGUST 2026.

1. OPENING AND WELCOME

The compulsory briefing meeting commenced at 11h00. The SCM representative welcomed all to the meeting. She indicated that due to anonymity requirements, the identity of SANRAL representatives present in the meeting would not be mentioned. It was mentioned that the compulsory clarification meeting was for the two security contracts, namely, **HO/1037/68125/2026/05** and **HO/1037/68125/2026/04**.

Attendees were informed that should there be any inconsistency between the PowerPoint presentation and the tender document, the tender document shall prevail.

It was indicated that there was going to be a questions and answers session after the presentation where tenderers were to be allowed to ask questions.

Official responses to any questions raised will be those included in this Correspondence No. 1.

Tenderers were requested to ensure that they remain in the meeting until the end and provide their company details and email addresses in the chat box.

2. IMPORTANT DATES

- Submission of queries: 25 August 2026
- Tender closing date: 04 September 2026 (at 12h00)

3. NOTICE TO BIDDERS

3.1. INSTRUCTIONS TO BIDDERS

a) Submission of bid

The RFT submissions will close at **12H00** on Friday, **04 September 2026** and all RFT documentation must be sealed in a clearly marked envelope and placed in the tender box.

Bids shall be clearly marked with the RFT reference number and sealed in an envelope when placing in the tender box and addressed to:

SANRAL: Gauteng Provincial Office (former Northern Region)
38, 44 Ida Street
Lynnwood Glen, Pretoria
0081

Tender Box location: Reception Area

- b)** Bidders must submit one original plus one hard copy and electronic copy (memory stick). Additional supporting information can be provided in a separate file and cross-referenced in the main submission. The RFT envelope must also contain the Bidder's details on the back of the envelope.

- c) No bid may be withdrawn after it has been submitted to SANRAL unless the Bidder so requests in writing and such request is received by SANRAL before the scheduled closing date. All bids received by SANRAL on or before the scheduled closing date and time shall be valid and binding for a period of 90 (ninety) calendar days calculated from the last scheduled closing date ("validity period"). During the validity period or any extensions to the validity period, bid prices shall remain firm save only for cost variations as are measurable by the permissible contract price adjustments as set out elsewhere in this document.
- d) No telegraphic, e-mailed or faxed bids will be accepted.
- e) Properly motivated alternatives may be submitted but will only be considered if a compliant offer has been submitted. The alternative shall be approached and priced to the same detail as required by this RFT.
- f) Bidders will be judged on the basis of the information submitted by the due date as well as additional information as may have been requested by SANRAL. A Bidder will be disqualified for the furnishing of misleading or incorrect information, which SANRAL may rely upon in the selection of a preferred Bidder.
- g) Bidders must ensure that their bids contain all documents as specified in this RFT.

h) Clarification

If a Bidder considers that any of the RFT documents are deficient in any respect and require clarification, or if any words or figures are indistinct or ambiguous, or should Bidders have any queries regarding this document they may contact SANRAL by e-mail or fax only using the contact information stated in the SBD 1 Form.

Enquiries will close at 16h00 on Tuesday, 25 August 2026. SANRAL will not be obliged to respond to any queries received after this date. No unauthorized alteration, addition or note entered by the Bidder in the RFT documents shall modify the issued RFT.

i) Conflicts of Interest

Bidders are required to identify and to disclose as soon as possible any conflict of interest or potential conflict of interest to SANRAL. Bidders should contact SANRAL for clarity on whether a conflict of interest actually exists or not. The existence of a conflict of interest, or a failure by a bidder timeously to disclose any such conflict or part conflict of interest, may result in the bidder's bid being disqualified.

j) Participation in More than One Bid

No bidder or any member of the bidder's consortium may participate or have an interest (whether direct or indirect) in any other bidder or in any member of any other bidder's consortium for purposes of submitting a bid.

k) Collusion with others

Bidders may not negatively engage or collude with any Service Providers, whether local or international, for purposes of submission of bids in response to the RFT. Such action will lead to disqualification with no further evaluation of their bid.

l) Communication

Specific queries relating to this RFT before the closing date of the RFT should be submitted to the contact person stated in the SBD 1 Form 8 days before tender closing date. In the interest of fairness and transparency SANRAL's response to such a query will then be made available to other bidders.

For **Contract SANRAL HO/1037/68125/2026/05**, send communication to ProcurementER8@sanral.co.za and for **Contract SANRAL HO/1037/68125/2026/04**, send communication to ProcurementER3@sanral.co.za.

m) Security clearance

Acceptance of this bid is subject to the condition that the Successful Bidder will be subjected to security screening conducted by the State Security Agency and appointment can only be finalised upon the Bidder obtaining a positive security screening outcome.

n) National Treasury's Central Supplier Database

Bidders are required to self-register on National Treasury's Central Supplier Database (CSD) which has been established to centrally administer supplier information for all organs of state and facilitate the verification of certain key supplier information. SANRAL is required to ensure that price quotations are invited and accepted from prospective bidders listed on the CSD. Business may not be awarded to a Bidder who has failed to register on the CSD. Only foreign suppliers with no local registered entity need not register on the CSD. The CSD can be accessed at <https://secure.csd.gov.za/>.

For this purpose, the attached SBD 1 Form must be completed and submitted as a mandatory returnable document by the closing date and time of the bid.

o) Tax Compliance

Bidders must be compliant when submitting a proposal to SANRAL and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991).

It is a condition of this bid that the tax matters of the successful Bidders be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the Bidders tax obligations.

The Tax Compliance status requirements are also applicable to foreign Bidders/ individuals who wish to submit bids.

Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database, and their tax compliance status will be verified through the Central Supplier Database.

4. Evaluation criteria

4.1 STEP ONE: Test for Responsiveness

The test for administrative responsiveness will include the following:

Administrative responsiveness check	
• Bid received before closing date and Time	
• Bidder has completed SECTION 1: SBD1 Form	
• Completed pricing schedule	
• Bidder is registered on the National Treasury Central Supplier Database	

• Bidder is registered with the Private Security Industry Regulatory Authority (PSIRA) as a security service provider	
• Bidder has attended Compulsory Briefing Session	

<i>The test for administrative responsiveness [Step One] must be passed for a Bidder's Proposal to progress to Step Two</i>

4.2 STEP TWO: Minimum Threshold of 70 points for Technical Criteria (Refer to Section 6 relevant Returnable Forms for the evaluation criteria evidence)

The test for the Technical and Functional threshold will include the following:

Evaluation Criteria	Maximum Points
Bidder's years of experience in providing security services. Please indicate on the table provided in Form B1 the list of previous clients. The first listed client and latest client/s will provide the period in which the Bidder has been active in the security industry. Submit reference letters from previous clients on their company letterhead and signed by the clients. The reference letter must include the following: • Client name • Client Contact person • Client Contact details (contact number and/ or email) • The service rendered (security services) • Number of security staff deployed • Contract value • Contract duration • For on-going projects, bidders are requested to indicate when the contract will end. Note: The reference letters to be submitted must meet all the requirements stated above. i. Less than 2 years [0] ii. 2 - 5 years [10] iii. 6 - 9 years [15] iv. Over 10 years [20]	20

Bidder's References Bidders must submit Reference Letters from previous clients on their company letterhead and signed by the clients for the contract listed in Form B1. The reference letter must include the following: • Client name • Client Contact person • Client Contact details (contact number and/ or email) • The service rendered (security services) • Number of security staff deployed • Contract value • Contract duration • For on-going projects, bidders are requested to indicate when the contract will end. Note: The reference letters to be submitted must meet all the requirements stated above. i. Only 1 Client Reference [5] ii. 2 Client References [10] iii. 3 Client References [15] iv. Over 4 Client References [20]	20
Bidder's Directors' combined years of experience in the security industry (Form B2). Note: Bidders must submit CV's showing Director(s) experience with contactable references. i. Less than 5 years [5] ii. 5 - 10 years [10] iii. 11 -15 years [15] iv. More than 15 years [20]	20
Bidders total number of existing employed security staff (Form B5). Bidders must submit the total number of their existing employed security staff deployed for current security contracts. The PSIRA staff list must be attached as supporting evidence. i. Less than 30 security staff [5] ii. 30-60 security staff [10] iii. 61-100 security staff [15] iv. More than 100 security staff [20]	20

Bidders operational office/control centre within the vicinity of the SANRAL Gauteng provincial office/Northern House office (Form B6). The bidder must have an operational office or a control centre in the Gauteng Province. Please submit documentary proof indicating physical address such as: - Property ownership registration certificate - Valid lease agreement - Municipal statement (Utility bill) not older than 3 months i. No existing office [0] ii. More than 50 km away [5] iii. 41 - 50 km away [10] iv. 30 - 40 km away [15] v. Less than 30km away [20]	20
Total	100

The minimum threshold for technical/functionality [Step TWO] must be met or exceeded for a Bidder's Proposal to progress to Step THREE for final evaluation

4.3 STEP THREE: Evaluation and Final Weighted Scoring

a) Price and Specific Goal

SANRAL will utilise the following formula in its evaluation of Price:

$$PS = 90 \left(1 - \frac{Pt - Pmin}{Pmin} \right) \text{ or } PS = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where:

Ps = Score for the Bid under consideration

Pt = Price of Bid under consideration

$Pmin$ = Price of lowest acceptable Bid

Specific goals	Criteria	10 points		20 points	
		Point allocation	Maximum points	Point allocation	Maximum points
B-BBEE Level	Level 1	10.00		20.00	
	Level 2	9.00		18.00	
	Level 3	6.00		14.00	

	Level 4	5.00	10.00	12.00	20.00
	Level 5	4.00		8.00	
	Level 6	3.00		6.00	
	Level 7	2.00		4.00	
	Level 8	1.00		2.00	
	Non-compliant contributor	0.00		0.00	

b) **Specific Goals** [Weighted score 10 or 20 point]

- Specific goals preference points claim form
- Preference points will be awarded to a bidder for attaining the specific goals requirements in accordance with the table indicated in the specific goals Claim Form.

4.4 **STEP FOUR: Post Tender Negotiations (if applicable)**

- Bidders are to note that SANRAL may not award a contract if the price offered is not market-related. In this regard, SANRAL reserves the right to engage in PTN with the view to achieving a market-related price or to cancel the tender. Negotiations will be done in a sequential manner i.e.:
 - first negotiate with the highest ranked bidder or cancel the bid, should such negotiations fail,
 - negotiate with the 2nd and 3rd ranked bidders (if required) in a sequential manner.
- In the event of any Bidder being notified of such short-listed/preferred bidder status, his/her bid, as well as any subsequent negotiated best and final offers (BAFO), will automatically be deemed to remain valid during the negotiation period and until the ultimate award of business.
- Should SANRAL conduct post tender negotiations, Bidders will be requested to provide their best and final offers to SANRAL based on such negotiations. Where a market related price has been achieved through negotiation, the contract will be awarded to the successful Bidder(s).

4.5 **STEP FIVE: Award of business and conclusion of contract**

- Immediately after approval to award the contract has been received, the successful or preferred bidder(s) will be informed of the acceptance of his/their Quotation by way of a Letter of Award. Thereafter the final contract will be concluded with the successful Bidder(s).
- Otherwise, a final contract will be concluded and entered into with the successful Bidder at the acceptance of a letter of award by the Bidder.

Bidders are to note that, on award of business, SANRAL is required to publish the tendered prices of the successful and unsuccessful Bidders *inter alia* on the National Treasury e-Tender Publication Portal, (www.etenders.gov.za), as required per National Treasury Instruction Note 01 of 2015/2016. **[This is not applicable if RFT was not advertised on National Treasury e-Tender Publication Portal]**

Bidders declaring a commercial relationship with a DPIP or FPPO are to note that SANRAL is required to annually publish on its website a list of all business contracts entered into with DPIP or FPPO. This list will include successful Bidders, if applicable.

5. Quotation Form (Refer to Form C)

Notes to Pricing:

- 5.1 All Prices must be quoted in South African Rand, inclusive of VAT
- 5.2 Any disbursement not specifically priced for will not be considered/accepted by SANRAL.
- 5.3 To facilitate like-for-like comparison bidders must submit pricing strictly in accordance with this price schedule and not utilise a different format. Deviation from this pricing schedule could result in a bid being disqualified.
- 5.4 Bidders are to note that SANRAL will round off final pricing scores to the nearest 2 (two) decimal places.

6. List of Returnable Documents

Tenderers shall note that their signature appended to each returnable form represents a declaration that they vouch for the accuracy and correctness of the information provided.

These forms must be completed in non-erasable ink and any alterations made prior to tender closure countersigned by an authorized signatory.

The successful Bidder will be required to ensure the validity of all returnable documents, including but not limited to its valid proof of B-BBEE status, for the duration of any contract emanating from this RFT. Should the Bidder be awarded the contract [the Agreement] and fail to present SANRAL with such renewals as and when they become due, SANRAL shall be entitled, in addition to any other rights and remedies that it may have in terms of the eventual Agreement, to terminate such Agreement immediately without any liability and without prejudice to any claims which SANRAL may have for damages against the Bidder.

7. BACKGROUND, OVERVIEW AND SCOPE REQUIREMENTS

Appointment of a service provider for the provision of security services at SANRAL KwaZulu Natal provincial office and SANRAL Gauteng provincial office, including the Northern House office for a period of 36 months.

7.1 BACKGROUND

The creation and maintenance of a safe and secure work environment is one of SANRAL's key priorities and a support element for the achievement of organisational strategic goals. It is for this purpose that SANRAL has implemented security measures at its offices and other key operational areas to mitigate potential security risks, with security guarding services being used as the main security element.

7.2 EXECUTIVE OVERVIEW

SANRAL seeks to appoint a competent and reputable Service Provider for the provision of security guarding services at its KwaZulu Natal provincial office, Gauteng provincial office and Northern House office.

Potential Bidders must have a proven track record in delivering security services for a similar office environment in an efficient, consistent and professional manner.

The prospective security service provider should be able to deploy well-trained, competent and highly motivated security officers and maintain such competency and motivation levels for the duration of the service contract through training, retraining, performance recognition and rewarding.

The objective of the required security services is to minimise to as low as reasonably practicable the risks of harm to SANRAL management, employees, contractors and visitors by physical attack, loss or damage of property by theft (burglary), robbery, malicious damage, fire/arson, strike actions/riots or similar occurrences, sabotage and business disruption through proactive and reactive security actions.

7.3 SCOPE OF REQUIREMENTS

7.3.1 Introduction

7.3.1.1 The South African National Roads Agency SOC Limited (SANRAL) intends to appoint a suitable and reputable security service provider to provide a 24-hour physical security guarding services at its KwaZulu Natal provincial office situated at 58 Van Eck Place, Mkondeni, Pietermaritzburg and Gauteng provincial office situated at situated at 38, 144 Ida Street, Lynnwood Glen, Pretoria, and at the adjacent vacant SANRAL Northern House (PWC) building situated at 38 Ida Street, Menlo Park, Pretoria.

7.3.1.2 Potential Bidders must have a proven track record in delivering security services for a similar office environment in an efficient, consistent and professional manner.

7.3.1.3 The prospective security service providers must be able to deploy well-trained, competent and highly motivated security officers and maintain such competency and motivation levels for the duration of the service contract through training, retraining, performance recognition and rewarding.

7.3.1.4 Security technological innovation and integration for security guarding optimisation are critical requirements for any security service provider to be considered for appointment.

7.3.2 Purpose of the security Request for Tender (RFT)

7.3.2.1 The purpose of the security RFT is to ensure that security officers are deployed at the SANRAL Gauteng provincial office and Northern House office on a 24-hour basis.

7.3.2.2 The objective of the required security services is to minimise to as low as reasonably practicable the risks of harm to SANRAL management, employees, contractors and visitors by physical attack, loss or damage of property by theft (burglary), robbery, malicious damage, fire/arson, strike actions/riots or similar occurrences, sabotage and business disruption through proactive and reactive security actions.

7.3.3 Scope of services

7.3.3.1 Security guarding services

7.3.3.1.1 The provision of security guarding services is the primary security requirement for this RFT.

7.3.3.1.2 The security guarding services will include the below security functions to be performed by security officers;

- Static guard duties
- Access control to the premises, which includes the use of digital scanners for visitor access as well as reception electronic body and bag scanner operation.
- Security patrols and inspections

- Security escorts
- Security searching
- Security risk assessment
- Security incident response and reporting
- Preliminary security incident investigation
- CCTV monitoring
- Intruder and fire alarm monitoring and response
- Any other site-specific security duties as may be prescribed

7.3.3.2 Secondary security services

7.3.3.2.1 Below are the secondary security services that may be required on an ad hoc basis as and when needed based on security risk situations.

- Armed security patrol/escort vehicles
- Riot tactical security response services

7.3.3.3 Security staff numbers

7.3.3.3.1 The number of security officers required as part of the scope of work may be subject to changes as a result of continuous security risk assessments and implementation of additional physical security measures or new technology to enhance security.

7.3.3.3.2 In the event where the number of security officers need to be reduced for operational purposes, the service provider shall receive due notification of not less than one month (30 days).

7.3.3.4 Ad hoc or additional security deployment

7.3.3.4.1 In an instance where the site risk profile requires the deployment of additional security officers either on a fulltime or on an ad hoc basis, the service provider shall be able to provide such additional security officers on a 24-hour given notice for normal request and as soon as practically possible on emergency requests.

7.3.3.4.2 Ad hoc security requirements may include the deployment of armed security officers where needed based on security risk situations.

7.3.3.5 Security deployment and supervision

7.3.3.5.1 The appointed security service provider shall deploy its security officers at the SANRAL Gauteng provincial office and Northern House office according to the required numbers, security grades and specified times.

7.3.3.5.2 The security shift patterns shall run from 06H00 to 18H00 for day shift and from 18H00 to 06H00 for night shift.

7.3.3.5.3 The successful security service provider shall have effective mechanisms in place to validate that the required number of security officers have been deployed according to the agreed shift times.

7.3.3.5.4 Once security officers have been deployed, the security service provider shall have effective supervision through people and systems to ensure that security officers perform their duties efficiently in line with the expectations.

7.3.3.5.5 In instances where some of the deployed security officers are absent from duty, the security service provider shall replace such security officers with equally qualified and competent security officers.

7.3.3.6 Personnel risk management

7.3.3.6.1 The successful security service provider shall conduct pre-employment security screening for all security officers to be deployed at SANRAL, this includes criminal record checks, identification verification, polygraph tests and any other applicable screening.

7.3.3.6.2 Periodic security screening shall take place for the duration of the contract with annual polygraph testing and annual criminal checks done.

7.3.3.6.3 The security service provider to be appointed shall be required to provide ongoing awareness on its security staff to refrain from involving themselves in theft with the emphasis that the consequences of crime far exceed the benefits.

- 7.3.3.6.4 The successful security service provider should have the ability to be able to detect any possible involvement of its security staff in criminal activities and take the necessary actions.
- 7.3.3.6.5 The security service provider should have adequate staff capacity to cater for staff rotation as may be required by SANRAL based on circumstances.
- 7.3.3.6.6 The security service provider to be appointed shall only deploy South African citizens either by birth or naturalisation and/or persons with South African permanent residence status to SANRAL.

7.3.3.7 Health and safety

- 7.3.3.7.1 All Bidders must demonstrate their safety management commitment through their safety management organogram in line with applicable legal appointments, safety policies, safety plans and safety procedures.
- 7.3.3.7.2 The successful security service provider shall be required to enter into a Section 37.2 Agreement with SANRAL as a commitment to comply with the Occupational Health and Safety (OHS) Act as well as all SANRAL safety requirements.
- 7.3.3.7.3 Once appointed, the security service provider shall be required to submit its safety file containing all the required documents which are to be continuously updated.
- 7.3.3.7.4 The appointed security service provider shall ensure that in every shift there is a minimum of one (1) trained security officer in first aid, SHE representative, emergency evacuation and basic firefighting.
- 7.3.3.7.5 In order to ensure fit for duty, the service provider shall conduct pre-employment medical assessment for all the security officers to be deployed at SANRAL and later follow this process on an annual basis for the duration of the contract.

7.3.3.8 Technological security systems

- 7.3.3.8.1 The security service provider to be appointed may from time to time for the duration of the contract, propose any new security technological systems which may enhance site security effectiveness and efficiencies for SANRAL's evaluation and possible consideration.
- 7.3.3.8.2 However, where any proposed security systems are approved, SANRAL will reserve the right to either source such security systems through its normal internal procurement process or directly through the security service provider.

7.3.3.9 Security risk assessments

- 7.3.3.9.1 The successful Bidder shall be required to conduct a baseline security risk assessment for the designated site to identify security gaps and risks and propose mitigation actions before contract takeover.
- 7.3.3.9.2 Continuous security risk assessments shall be conducted by the appointed security service provider quarterly or at shorter intervals as necessitated by the changing security risk landscape.

7.3.3.10 Security reporting

- 7.3.3.10.1 The security service provider shall be required to compile and submit good quality security reports in line with the prescribed reporting templates and timelines.
- 7.3.3.10.2 Security reports will include; daily reports (where applicable), weekly reports, monthly reports, incident reports, investigation reports, task-specific security reports and any other applicable reports.
- 7.3.3.10.3 Bidders are requested to propose best-practice security reporting systems which can improve the level of security reporting. Where such systems are considered and implemented, SANRAL shall be granted Administrator User access rights and data ownership transfer at the expiry of the security contract.

7.3.3.11 Security industry registration and accreditation

- 7.3.3.11.1 Qualifying security service providers shall be registered with the Private Security Industry Regulatory Authority (PSIRA), including the registration of company Directors and all security officers to be deployed.
- 7.3.3.11.2 The PSIRA registration shall be continuously renewed and remain valid for the duration of the security contract.
- 7.3.3.11.3 Industry accreditations and registration with professional bodies will serve as an added advantage for Bidders.

7.3.3.12 Statutory compliance

7.3.3.12.1 Throughout the service period, the successful security service provider shall comply with all applicable legislation which include but not limited to the below;

- Criminal Procedure Act
- Firearms Control Act
- Protection of Personal Information (POPI) Act
- Labour Relations Act
- Basic Conditions of Employment Act
- Employment Equity Act
- Pension Funds Act
- Skills Development Act

7.3.3.12.2 The service provider shall be held liable for any breach of applicable legislation by itself or its security staff and SANRAL shall be indemnified from all claims, loss or damage which may arise out of such breaches.

7.3.3.13 Security staff training and competency

7.3.3.13.1 The security service provider to be appointed shall ensure that its security officers have gone through the minimum prescribed security industry training and are competent for employment as security officers for SANRAL.

7.3.3.13.2 SANRAL may request the training records of all the security officers to be deployed at SANRAL as a quality assurance.

7.3.3.13.3 In addition to mandatory training, Bidders need to demonstrate what additional training are they providing to their security officers to further equip and prepare them for deployment.

7.3.3.13.4 The security officers to be deployed shall possess satisfactory verbal and written communication skills to be able to perform their duties effectively.

7.3.3.13.5 Continuous training shall form part of the terms and conditions of the contract of appointment, and the appointed security service provider shall be required to continuously identify staff training and development needs and implement that.

7.3.3.13.6 The appointed security service provider shall be required to continuously perform employee competency evaluation through task observation and formal written assessments.

7.3.3.13.7 Where a particular security function requires computer literacy, the appointed security service provider would be required to deploy security officers who are capable to fulfil this requirement.

7.3.3.14 Security uniform and appearance

7.3.3.14.1 The successful Bidder shall ensure that its security officers are deployed in appropriate security uniform bearing the company logo and identifiable by means of name tags and PSIRA ID cards.

7.3.3.14.2 Security officers should always be dressed in a corporate security uniform, except in exceptional instances where the wearing of combat/industrial security uniform may be needed. Security officers deployed at the reception area may be required to be dressed in a specific way as prescribed by SANRAL based on the nature of the security post.

7.3.3.14.3 The uniform supplied by the security service provider must be sufficient to cover all shifts and able to cater for all season weather conditions such as cold and rainy weather. SANRAL may request the security service provider to provide the record of uniform supply when needed.

7.3.3.14.4 The uniform shall be kept in good condition and replaced by the security service provider when it becomes worn-out, and under no circumstances may the security service provider fail to replace uniform on the basis that security officers must pay for their uniforms.

7.3.3.14.5 The security service provider shall ensure the neat appearance of its security officers through regular inspections.

7.3.3.15 Security equipment

7.3.3.15.1 The successful Bidder shall provide and maintain in good working condition all the necessary standard service offering security equipment at no cost as well as any other additional security equipment as may

be requested by SANRAL at a cost.

7.3.3.15.2 The security service provider is to ensure that its security officers are adequately trained and competent on the use of security equipment and provide such records as proof of training to SANRAL when requested.

7.3.3.15.3 Security equipment may include the below depending on site requirements;

- Batons
- Handcuffs
- Hand radios
- Base radio
- Pepper spray
- Whistles
- Torches
- Hand-held metal detectors
- Electronic patrol system
- Pocket books
- Occurrence books and security registers
- Scanning devices

7.3.3.15.4 All completed security registers and occurrence books shall be handed to SANRAL at the end of the contract.

7.3.3.16 Communication tools

7.3.3.16.1 The successful security service provider shall provide its security officers with hand radios to ensure communication between security officers deployed on different security posts on site. Push-to-talk radios with integrated panic system are preferable.

7.3.3.16.2 In addition to hand radios, the security service provider shall install a base radio onsite linked to its security control room to ensure communication between the site and control room for operational support and supervision as well as for emergency response activation purposes.

7.3.3.16.3 A mobile phone may need to be allocated to the site to be used as a back-up communication tool in case of security emergency situations.

7.3.3.16.4 Where a telephone line is allocated to the security control/guard room for use by the security staff for communication purposes, the security service provider shall ensure that this is not misused and only used for the intended purpose. Any telephone misuse incurring costs shall be recovered from the security service provider.

7.3.3.16.5 The appointed security service provider shall provide proof of annual radio licencing compliance as required by the Independent Communications Authority of South Africa (ICASA).

7.3.3.17 Firearms

7.3.3.17.1 In the event where firearms are required based on security risk situations, such firearms shall be licenced under the name of the security service provider and handled in accordance with the Firearms Control Act.

7.3.3.17.2 All security officers using firearms shall possess valid firearm competency certificates issued for the use of firearms for business purposes and attending continuous mandatory firearm refresher training.

7.3.3.17.3 The use of private firearms by security officers shall be prohibited.

7.3.3.17.4 SANRAL may from time to time audit the security service provider for firearm compliance.

7.3.3.18 Deployment of security dogs

7.3.3.18.1 In an instance where the deployment of security dogs is needed based on security risk situations, only properly trained, certified and PSIRA registered DH4 or DH5 dog handlers can be used.

7.3.3.18.2 The handling, use and safekeeping of security dogs shall be done in line with the Performing Animals Protection Act and other relevant legislation and regulations.

7.3.3.19 Company offices and security control room

- 7.3.3.19.1 The successful security service provider shall have a regional and/or local operational office in place within the region of the SANRAL Gauteng Office/Northern House office to be able to provide day to day operational support and to effectively fulfil administrative and logistical requirements.
- 7.3.3.19.2 The prospective security service provider shall have as a minimum a national security control room that is capable to provide a 24-hour security operational coordination and support to SANRAL.
- 7.3.3.19.3 In addition to the national security control room, the security service provider should have an established back-up security control room in case the main one fails.

7.3.3.20 Contingency plans

- 7.3.3.20.1 The successful security service provider shall have contingency plans in place to ensure security operational continuity in the event of the below possible situations;

- Civil unrests/protests
- General security industry or internal employee strikes
- Disruption of public transport services
- Natural disasters

7.3.3.21 Security Service Level Agreement

- 7.3.3.21.1 The successful Bidder shall be required to enter into a service level agreement with SANRAL where service levels will be continuously measured through defined security key performance indicators (KPIs).
- 7.3.3.21.2 It shall be the responsibility of the appointed security service provider to put processes and systems in place to ensure that KPIs are consistently met.

7.3.3.22 Service quality management

- 7.3.3.22.1 The successful Bidder shall have quality management policies in place to ensure that good quality security services are delivered consistently.
- 7.3.3.22.2 The security service provider would need to have its own quality self-assessment tools or processes to ensure that sub-standard performance is proactively detected and corrected.
- 7.3.3.22.3 SANRAL may from time to time audit the security service provider for quality assurance purposes.

7.3.3.23 Customer satisfaction survey

- 7.3.3.23.1 The successful Bidder would be encouraged to conduct continuous client satisfaction surveys to receive feedback from internal stakeholders regarding its service offering and use the survey results for continuous improvement.
- 7.3.3.23.2 Customer satisfaction surveys should be objective and not just a tick box exercise.

7.3.3.24 Security staff remuneration and retention

- 7.3.3.24.1 The successful security service provider shall pay its security officers in accordance with the prescribed minimum wages in line with Sectoral Determination 6 as Gazetted from time to time.
- 7.3.3.24.2 Security officers must be paid on a fixed pay day and in full according to the hours worked. All staff pay queries must be resolved timeously to avoid security officers becoming frustrated and demoralised by long delays or lack of resolution of submitted pay queries as it is common.
- 7.3.3.24.3 The successful Bidder should have a performance recognition and reward arrangement to reward its security officers for exceptional performance as a way of appreciation and motivation.
- 7.3.3.24.4 Bidders should have staff retention policies and strategies in place on how to retain their security officers and backed by a low staff turnover rate.

7.3.3.25 Strategic and operational security plans

- 7.3.3.25.1 The prospective Bidder will be required to submit its strategic and operational security plans after appointment outlining its service delivery methodologies and operating models in line with the required security services.
- 7.3.3.25.2 The above plans should provide a clear roadmap of the scalability of their security services and continuous improvement.
- 7.3.3.25.3 The plans are to be reviewed and updated annually once the security service provider has been appointed.

7.3.3.26 Security contract takeover transitional plan

- 7.3.3.26.1 The successful Bidder will be required to submit its transitional plan outlining how they will be able to smoothly take over the SANRAL security contract without any form of disruption.
- 7.3.3.26.2 The transitional plan needs to include staff recruitment processes, pre-deployment preparation, logistical and administration arrangements, etc.

7.3.3.27 Strategic partnership

- 7.3.3.27.1 SANRAL Security is largely outsourced, and this requires the organisation to appoint reputable and capable security service provider that would be able to well-position itself as strategic partners by taking full security ownership.
- 7.3.3.27.2 The prospective security service provider should submit its strategic plan once appointed outlining how they would be able to successfully integrate itself into SANRAL in a way that ensures a mutually beneficial supplier-customer relationship.

7.3.3.28 Security RFT critical success factors

- 7.3.3.28.1 The following will among others be considered when selecting the suitable security service provider;
- Existing operations within the SANRAL KwaZulu Natal provincial office and Gauteng provincial office/Northern House office region/area.
 - Proven track record in rendering the required security services with reliable references.
 - Technical expertise and alignment to current security industry best-practices.
 - Compliance with all applicable legislation and statutory requirements.
 - Effective management support and client relations management.
 - Adequate internal policies and procedures (examples; health and safety policy, remuneration policy, staff training and development, quality management, disciplinary procedure, grievance handling procedure, etc.).
 - Ability to provide additional ad hoc security services as and when requested.
 - Innovation and continuous improvement initiatives.
 - Staff contingency plans – able to make arrangement for security deployment in case of sick leave and absenteeism, and during times of crises situations such as security industry strikes, disruptive violent protests, disrupted transport services, natural disasters or any eventuality.
 - Ability to take over the security contract without any disruption of service delivery.
 - Continuous security staff training and development.
 - Security staff performance recognition and reward.
 - Security service cost-effectiveness.
 - Good quality security reporting.

ANNEXURE A: SITE SECURITY DEPLOYMENT REQUIREMENTS**Gauteng Provincial Office**

Security Grade	Day Shift	Night Shift	Shift Pattern	Duties
Grade A	1	0	Mon - Fri	Overall site security management and supervision for both offices.
Grade B	1	1	Mon - sun	Security shift supervision for both offices, reliever security officer/CCTV monitoring/X-Ray scanner operation.
Grade C	2	2	Mon - Sun	Access control and all related duties, security patrolling, security escorts, security monitoring and observation, CCTV monitoring.
Grade C	1	0	Mon - Fri	Reception security access control duties, X-Ray scanner operation, security searching.
Total	5	3		

Northern House Office

Security Grade	Day Shift	Night Shift	Shift Pattern	Duties
Grade C	2	2	Mon - Sun	Access control and all related duties, security patrolling, security escorts, security monitoring and observation, CCTV monitoring.
Total	2	2		

KwaZulu-Natal Provincial Office

Security Grade	Day Shift	Night Shift	Shift Pattern	Duties
Grade A	1	0	Mon - Fri	Overall site security management and supervision.
Grade B	1	1	Mon - sun	Security shift supervision/reliever security officer/CCTV monitoring/X-Ray scanner operation.
Grade C	2	2	Mon - Sun	Access control and all related duties, security patrolling, security escorts, security monitoring and observation, CCTV monitoring.
Grade C	1	0	Mon - Fri	Reception security access control duties, X-Ray scanner operation, security searching.
Total	5	3		

ANNEXURE B: SECURITY EQUIPMENT

In addition to all standard security equipment offering such as handcuffs, batons, etc., below is the list of equipment required for the site;

KwaZulu-Natal Provincial Office

Security equipment	Quantity	Availability
Base radio	1	Daily for both day and night shifts
Hand radios	4	
Electronic patrol system	1	

Gauteng Provincial Office

Security equipment	Quantity	Availability
Base radio	1	Daily for both day and night shifts
Hand radios	4	
Electronic patrol system	1	

Northern House Office

Security equipment	Quantity	Availability
Hand radios	2	Daily for both day and night shifts
Electronic patrol system	1	

8. QUESTIONS

The following question was asked during the Clarification Meeting:

No.	QUESTION	ANSWER
1.	Form A19 and A20 are not to be filled?	Yes, Form A19 and A20 are for local content and production and therefore not applicable.
2.	For CONTRACT: HO/1037/68125/2026/04, Form B3 duplicates Gauteng Province and is missing KZN Province, please advise.	Form B3 to be amended.
3.	Are bidders allowed to bid for one Provincial Office?	Yes, bidders are allowed to bid for their preferable Provincial Office. Bidders may bid for one or both provinces.
4.	Should reference letters be dated?	Yes. Each reference letter must be signed and dated by the relevant previous or current client. The date on which the reference letter was issued does not replace the contract commencement and completion dates.

No.	QUESTION	ANSWER
5.	Is the shift pattern a 12-hour shifts?	Yes. The required shift pattern consists of two 12-hour shifts to provide continuous 24-hour security coverage. Bidders must price their proposals accordingly.
6.	The criteria indicate that dates are required on the reference letters to indicate company operational period, please advise.	Reference letters must indicate the commencement and completion dates of the relevant contract or service. Where the contract is ongoing, the commencement date must be stated and the letter must clearly indicate that the service is ongoing. The date on which the reference letter was issued does not replace the contract commencement and completion dates.
7.	Where previous client reference letters do not have the other required information such as the number of security staff deployed, please advise.	Bidders must obtain updated reference letters from their previous or current clients containing all the information required by the tender, including the number of security personnel deployed. The evaluation will be based on the information contained in the documents submitted by the tender closing date.
8.	Should reference letters indicate the duration of experience in the security industry?	Reference letters must indicate the duration of the relevant security services by providing the contract commencement and completion dates or confirming that the contract is ongoing. The duration will be determined from the dates provided.

9. CLOSE

The meeting closed at 13:15.

The South African National Roads Agency SOC Limited

P.O. Box 415

Pretoria

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**ACKNOWLEDGEMENT OF CORRESPONDENCE 1: MINUTES OF AN ONLINE COMPULSORY CLARIFICATION
MEETING HELD ON 11 AUGUST 2026**

**CONTRACT SANRAL: HO/1037/68125/2026/05: THE PROVISION OF SECURITY SERVICES AT SANRAL
KWAZULU-NATAL PROVINCIAL OFFICE FOR A PERIOD OF 36 MONTHS
AND**

**CONTRACT SANRAL: HO/1037/68125/2026/04: THE PROVISION OF SECURITY SERVICES AT SANRAL
GAUTENG PROVINCIAL OFFICE, INCLUDING THE NORTHERN HOUSE OFFICE FOR A PERIOD OF 36
MONTHS**

I _____

Representing Messrs _____

Hereby acknowledge that I have received the above Correspondence and that I am conversant with the contents thereof.

SIGNATURE: _____

DATE: _____

This Correspondence is to be read in conjunction with and shall be deemed to form part of the Contract Documents.

You must therefore acknowledge receipt of this Correspondence by emailing this form to the South African National Roads Agency SOC Limited at the below email addresses and the original must be attached to the Returnable Schedules.

CONTRACT SANRAL: HO/1037/68125/2026/05 – ProcurementER8@sanral.co.za

CONTRACT SANRAL: HO/1037/68125/2026/04 – ProcurementER3@sanral.co.za

Receipt of Correspondence 1 Consisting of the following (tick to confirm receipt) is hereby acknowledged.		Tick to confirm Receipt
CORRESPONDENCE 1	MINUTES OF AN ONLINE COMPULSORY CLARIFICATION MEETING	