

SPECIFICATIONS FOR THE PROVISION OF SECURITY SERVICES TO NORTHLINK COLLEGE FOR A PERIOD OF THIRTY- SIX (36) MONTHS

1. PURPOSE

The purpose of this Request for Proposal (RFP) is to request proposals from suitably qualified and PSIRA accredited service providers to provide Northlink College with security services for a period of thirty-six (36) Months at Seven (7) sites in the Western Cape.

2. BACKGROUND

The purpose of access control is to prevent the unauthorized access and egress of persons/vehicles and the bringing in of any dangerous objects into North link college premises to safeguard the people, the property, assets, and buildings. Security officers must exercise control over and recording of the removal of college assets, damage to college property and prevent the unauthorized or forced removal of such assets and report all security incidents and breaches to North link college management.

The Control of Access to Public Premises and Vehicles Act 1985, Act No. 53 of 1985 as amended; the Criminal Procedure Act 1977, Act No. 51 of 1977; the Minimum Information Security Standards (MISS); the Minimum Physical Security Standards (MPSS); regulates security within the Organs of State, prescribe the implementation of security measures as the most crucial in protecting critical assets of the state and ensuring business continuity.

3. LEGAL FRAMEWORK

- 3.1 The Constitution of the Republic of South Africa, 1996.
- 3.2 Public Finance Management Act 1 of 1999, as amended.
- 3.3 Preferential Procurement Policy Framework Act 5 of 2000, as amended.
- 3.4 Control of Access to Public Premises and Vehicles Act, 53 of 1985.
- 3.5 Private Security Industry Regulatory Authority Act 56 of 2001, as amended.
- 3.6 Public Service Act 103 of 1994, as amended.

4. PROJECT PURPOSE

Northlink TVET College intends to appoint a security service provider that will be providing physical security services for 24 hours including public holidays and weekends to all seven (7) campuses.

5. SCOPE OF WORK AND DELIVERABLES

- 5.1 The provision of security services complying with and operating in accordance with all applicable laws and regulations including but not limited to the applicable legislation such as PSIRA Act 56 of 2001; PSIRA Amendment Act 18 of 2014 and Code of Conduct. PSIRA certification for all guards to be provided.
- 5.2 The scope of this bid shall encompass all areas in which the security services can further the aims of Northlink College (the College) by assisting management to identify and manage security risks through the following:
- 5.2.1 Security officers are expected to act as authorized officers in terms of the Control of Access to Public Premises and Vehicles Act 1985 (Act No. 53 of 1985), and perform the following functions:
 - 5.2.2 Access to Public Premises consists of access control principles e.g. positive identification (ID/Driver's License), acceptable reasons for visit, authorization, search, record in applicable registers, conditions and escort, authorization.
 - 5.2.3 Provision of guarding services daily on 24 hours a day, 7 days a week including public holidays; Secure personnel against injury, death, theft, harassment or any offences.
 - 5.2.4 Secure and safeguard premises, facilities and assets against vandalism and theft or any offences.
 - 5.2.5 Allocate appropriate parking space to the visitors and escort them into the building.
 - 5.2.6 To record incidents in an Occurrence Book (OB) and inform the College representative as well as the service provider of such events.

- 5.2.7 To Patrol the precincts **hourly** of the site/s as defined in this bid document, to prevent any persons from illegally entering and/or removing any property, equipment, furniture or material from the site/s. In the event of any eventuality, the service provider will be requested to respond swiftly.
- 5.2.8 Proactive patrolling to cover all areas of each site.
- 5.2.9 Check any defects on any area of the building, record and take reasonable action where necessary and report thereof.
- 5.2.10 Provide 24-hour monitoring of surveillance CCTV system and report any defect immediately.
- 5.2.11 Provide 24-hour monitoring of the alarm system functionality and report any defects immediately.
- 5.2.12 Take the immediate and appropriate action on suspicion of illegal movement and activities within the premises and report.
- 5.2.13 Inspect the building, equipment, and access points.
- 5.2.14 Prevent losses and damages by reporting timeously all irregularities to management.
- 5.2.15 Provide effective, quick, convenient access control to authorised personnel and restricting access to unauthorized people.
- 5.2.16 Controlling the movement of people in and out of buildings.
- 5.2.17 Search and record all incoming and outgoing vehicles, continuous monitoring of vehicles and verifying the drivers of any vehicle entering and leaving the premises.
- 5.2.18 Manage all access gates and doors to allow access or exits to the sites.
- 5.2.19 Submit a security surveillance report to Northlink College Management on the last day of each month or as and when the need arises.
- 5.2.20 Reporting on security incidents and performance every week to the College representative/s.

- 5.2.21 The service provider shall attend monthly on-site service performance management meetings or as and when the need arises.
- 5.2.22 Conduct a security risk assessment of Northlink College premises to prevent and assist with future planning of disaster recovery and business continuity, security risks, including vandalism and theft, onsite security breaches, i.e., assessing the probability of breaches on security systems.
- 5.2.23 The service provider must clearly indicate or outline the process of dealing with recovery of lost, and damaged college items or property or.
- 5.2.24 The service provider must have the Electronic Active Guard Patrol Monitoring System that is capable of logging hours of patrol through individual scans as guard scans at the various monitoring points.
- 5.2.25 The service provider must undertake to ensure that each member of the security personnel will always when on duty be fully equipped in respect of:
- 5.2.26 A full uniform: neat and clearly identifiable uniform of the service provider which will include matching raincoats and overcoats for personnel performing duties on the external/internal premises of the site.
- 5.2.27 A clear identification card of the company with the member's photo, identification photo, name and surname, and staff number on it, always worn conspicuously on every guard.
- 5.2.28 Ensure that all visitors are confirmed by the host before access can be granted.
- 5.2.29 Provide effective security during periods of unrest, striking, disaster, or any other incidents of a similar nature.
- 5.2.30 The Director of the company must be accredited as a Crowd Controller (A crowd control management certificate will be required from the accredited institution by SASSETA).

5.3 The service provider must undertake to ensure that the following service equipment's are always available for security officers on duty:

- Baton.
- Hand Metal detector.
- Handcuffs.
- Whistle for each security officer.
- A Functional Torch with pouch (at night) with extra batteries.
- Two-way Radios for each security official and be able to communicate to their supervisor.
- Occurrence Book.
- Digitized handheld scanning device (System) (Visitors, Staff, Vehicles and Contractors).
- Pocketbook for each security officer.
- Notebook or Incident Book.
- Cellphone with data and airtime always (Emergency Cases).
- Black and red pens.

5.4 The service provider must produce a contingency plan to be implemented in the event that the security service is disrupted for any reason including, but not limited to, staff unrest, protests, disaster, etc. The service provider must produce a plan to ensure continuation of the college operations if the service is interrupted or temporarily deferred because of any labour unrest, labour dispute, student protest, civilian disorder, emergency, a local or national disaster or any other cause beyond the control of the college.

6. SECURITY REQUIREMENTS

6.1 SECURITY PERSONNEL

6.1.1 It is the responsibility of the bidder(s) to ensure that security personnel in its employment always meet the following requirements:

6.1.1.1 Registered security officers must have at least Grade 10 and a minimum of Grade C PSIRA registration.

- 6.1.1.2 Service providers must not employ Bouncers, but only PSIRA accredited security officers.
- 6.1.1.3 Supervisors must have Grade 12 and Grade B PSIRA Certificate.
- 6.1.1.4 All security officers must for the purposes of report writing and making entries in the relevant registers, be able to speak, read and write at least in English.
- 6.1.1.5 Security officers must not be younger than 18 years of age and must be South African Citizens only.
- 6.1.1.6 Security officers must be prepared to work a maximum of 12-hour shifts.
- 6.1.1.7 Supervisors and security officers must have undergone and passed the formal registered security officer's training.
- 6.1.1.8 Security officers must always present an acceptable image/appearance which implies inter alia that they may not sit, be active on their cell phones, smoke, eat or drink whilst attending to staff, students, visitors and contractors.
- 6.1.1.9 Supervisors and security officers must always present a dedicated attitude/approach to security, which attitude/approach shall imply inter alia that there shall be no unnecessary arguments with visitors, students, contractors, personnel, or discourteous behavior towards them.

7. WORKING HOURS AND RATES

- 7.1 Guarding services shall be provided twenty-four hours and seven days a week including public holidays.
- 7.2 Bidder(s) to apply and remunerate registered security officers in accordance with Standard rates as prescribed by the Private Security Industry Regulatory Authority.
- 7.3 To pay all registered security officers employed by the bidder(s) the minimum wages according to the applicable sectorial determination.

8. TRAINING OF SECURITY PERSONNEL

- 8.1 The bidder(s) shall, before the effective date of the contract, provide proof of certification of all security personnel that will be utilized on this contract, as Grade A, B, and C.
- 8.2 The college may conduct random tests/inspections to test their abilities to perform security duties.
- 8.3 The bidder(s)'s personnel shall, after completion of their training, have expertise in executing their functions effectively including crowd control management, in regard but not limited to the execution of their functions, including the legal aspects thereof.
- 8.4 Bidders must provide training to their personnel before the commencement date to ensure that the personnel will immediately be qualified to perform their services to the level of professional efficiency required by the college.
- 8.5 Specific training must be provided to the security personnel in respect of self-defense and arrest techniques, to ensure that they are equipped to protect themselves and others from incidents of violence and can affect and arrest effectively. This training can be provided after the awarding of the contract, but proof of training must be provided within 6 months after the contract started.
- 8.6 The bidder(s) shall be responsible for all costs incurred in the training of security personnel.

9. PRELIMINARY INVESTIGATIONS AND INCIDENT REPORTING

- 9.1 All security related incidents must be reported, and investigation reports be submitted to the college management.
- 9.2 Immediate notification of the incident must be communicated telephonically and reported electronically to the college management.
- 9.3 A written preliminary report must be submitted to the college management within eight (8) hours after the incident occurred.
- 9.4 A comprehensive report must thereafter be submitted within two (2) days after the incident occurred.

10. LIABILITY

- 10.1 The appointed service provider will be liable for all damages or losses suffered by the college because of the appointed service provider's own security officers' negligence or intent, in the execution of the contract.
- 10.2 The College will not be liable for any loss or damage of whatsoever nature suffered by the appointed service provider or service provider's security officers or contractors, in the execution of the contract.

11. BIDDER(S)'S OBLIGATIONS

- 11.1 To ensure that all staff working under this contract are in good health and pose no risk to Northlink college staff, students, and clients/contractors and comply with Northlink college safety and emergency policies.
- 11.2 To ensure that Northlink College is informed of any removal or replacement of registered security officers.
- 11.3 Ensure that all registered security officers under this contract are provided with uniforms which state the name of the company, and which can be clearly distinguished from other companies. Northlink College reserves the right to order immediate removal of a security officer who does not adhere to this arrangement. The uniform provided to security officers must comprise/consist of but not limited to the following:

11.3.1 Male Registered Security Officers:

- Baton, Jacket, Jersey, formal trousers, shirt, formal shoes, whistle, rain suit, tie, nametag, handcuffs, and keys.

11.3.2 Female Registered Security Officers:

- Baton, blouse/shirt, handcuffs and keys, jacket, jersey, shoes, skirt/trousers, stockings, whistle, rain suit, tie/cravat, nametag.

- 11.4 The bidder(s) must provide a detailed deployment plan, as well as the contingency plan which will cater for the strikes/unrests or any unplanned eventuality that have the potential to disrupt services to the college.
- 11.5 The bidder(s) must appoint officials/personnel who are being subjected to and passed the criminal record checks by the South African Police Services (SAPS).
- 11.6 The Security clearance certificate not more than 3 months must be submitted. A detailed background check reports on deployed security officers must also be submitted when needed by the College.
- 11.7 The deployment of foreign nationals is strictly prohibited, and directors of the company must be South African citizens.
- 11.8 The bidder(s) must agree to reliability checks by the college or the State Security Agency. (SSA) on the company, registered security officers, and all directors of the company or members of the close corporation prior to the signing of the contract.
- 11.9 Deployed personnel may not use or borrow State property, except with the express prior permission to the relevant Manager.

12. PENALTIES

If the bidder fails to deliver or perform any of the services within the prescribed period specified in the contract, Northlink college shall without prejudice to its other remedies under the contract deduct from the contract price or monthly invoice, as a penalty, a sum calculated on the delivered price of the unperformed service(s) using the amounts reflected hereunder for each day per item.

ITEM	PENALTY
Unavailability of two-way/Hand-held radio	R500,00 per duty point.
Unavailability of a torch/flashlight	R500,00 per duty point.
Unavailability of Handheld metal detectors	R500,00 per duty point
Unavailability of Standard Operating Procedure on Site	R500,00 per shift.
Unavailability of Uniform	R500,00 per person per shift.
Unavailability of Raincoat	R500,00 per person per shift.
Unavailability of Occurrence Book	R500,00 per shift.
Unavailability of Pocketbook	R500,00 per person per shift.
Unavailability of Pens	R250,00 per person per shift.
Unavailability of Handcuffs and keys	R500,00 per duty point.
Sleeping on duty	R5 000,00 per person per shift. and immediate removal
Under the influence of alcohol and drugs	R5 000,00 and immediate removal.
Late posting	R500,00 per post per hour.
Short posting	R1 500,00 per person per shift.
Desertion of post	R5 000,00 per person per shift.

ITEM	PENALTY
Falsification of entries into the occurrence book	R500,00 per page on which faults were found. Removal of the Security Officer involved.
Failure to report incident	R5 000,00 per person per duty point.
Monthly report not received within 05 days	R2 000,00 per company report
Unavailability of Management/Supervisory visit	R1 500,00 per duty point per shift.
Unauthorized disclosure of Northlink college information	R1 500,00 per duty point.
Expired PSIRA identification cards/certificate	R500,00 per security officer.
Damage or loss to college property and other assets	Management will determine the value of the assets of the college.

13. BID CONDITIONS

- 13.1 The bidder(s) shall allow his personnel to attend and if necessary, testify in court proceedings, as well as internal disciplinary and arbitration proceedings should college deem it necessary, provided the college has notified the bidder(s) within a reasonable time before the start of the proceedings that the presence of the bidder(s)'s personnel is required by the college.
- 13.2 The contract shall be terminated immediately should the successful bidder(s) no longer qualify as a service provider in terms of the PSIRA Act, 2001 (Act 56 of 2001).
- 13.3 The college reserves the right to cancel the contract forthwith and to terminate the services of the bidder(s) without prior notice to do so if the bidder(s) becomes unable for any reason whatsoever to implement any terms of the contract due to causes within his/her control or delay without proper cause, proof of which shall rest on the successful bidder(s). In such an event, the bidder(s) shall, when called to do so, hand over to the college all documents that are related to the contract. Northlink college shall not accept any responsibility for accounts/expenses incurred by the successful bidder(s) not agreed upon by the contracting parties.
- 13.3.1 The successful bidder(s) undertakes to make the relevant provisions of this agreement known to all personnel members provided in terms hereof as soon as is practically possible before the commencement of this agreement.
- 13.4 No security personnel provided by the successful bidder(s) shall comment on the press or any other public communications media upon the business of Northlink College.
- 13.5 The successful bidder(s) shall notify the college in writing of any change of residential

address within five days hereof.

- 13.6 The personnel provided in terms of this agreement shall report for duty at those points indicated by the college. These points of reporting may vary from time to time according to the operational requirements of the college.
- 13.7 The successful bidder(s) shall provide college with daily posting sheets immediately when required.
- 13.8 The successful bidder(s) shall be responsible for all costs incurred in the transport, deployment and posting of security personnel.
- 13.9 Training, vetting, criminal checks, issuing of uniform and equipment, standard operating procedures must be completed ten working days before the commencement of the contract.
- 13.10 The college reserves the right to inspect the services rendered by the successful bidder(s) at any time, in order to ensure that the service is rendered in accordance with the conditions of the contract and the site specifications.
- 13.11 The norms and quality of the services rendered must be in accordance with the acceptable standards of the security industry.
- 13.12 The successful bidder(s) shall take all possible steps to ensure that the contract and the intended execution takes place.
- 13.13 College reserves the right to conduct security background checks in respect of the recommended bidder(s) and its directors or members as well as registered security officers. Appointment of successful bidder(s) will be subject to positive background checks.
- 13.14 The successful bidder(s) must be available for inspection, at headquarters, personnel files as well as all appropriate documents of all security personnel in his service.
- 13.15 The college reserves the right to ascertain from the Private Security Regulatory

Industry (PSIRA) whether the security personnel in service are registered with PSIRA.

- 13.16 The bid price must be inclusive of all relevant costs in terms of the PSIRA illustrative structure/schedule in accordance with the areas and as determined by the Sectorial Wage Determination guidelines issued from time to time by the Department of Labour, as well as the running costs, public liability insurance, and equipment.
- 13.17 Price adjustment must not occur more than once a year. Adjustments will only be reviewed when proof of increase from PSIRA and any other recognized or legal structure(s) is presented upon written request.
- 13.18 To facilitate like-for-like comparison, bidders must submit pricing strictly in accordance with the price schedule issued by the college and not utilize a different format (Quote for the period of 36 months). Deviation from this pricing schedule could result in a bid being declared non-responsive.
- 13.19 The successful bidder(s) will enter into a Service Level Agreement (SLA) with the College. The college reserves the right to conduct regular inspections during the existence of the contract to evaluate the performance of the contractual obligations by the bidder.
- 13.20 The college reserves the right to enter negotiations with bidders who have been shortlisted, on price reduction negotiations under the conventions embodied in the principles of “Best and Final Offer (BAFO).
- 13.21 Each bidder shall once they have been submitted and after closure, constitute a binding and irrevocable offer to provide the Services on the terms set out in the bid, which offer cannot be amended or withdrawn.
- 13.22 Bid proposals must be submitted electronically as directed in the tender document. The college will not be held responsible for any information that goes missing or disappears due to improper packaging and/or indexing of bid documents.
- 13.23 The college reserves the right to verify and authenticate all the information supplied in the bid documents by the bidder. If Northlink College discovers that fraudulent or

unverifiable document was submitted during the bidding process, such will lead to disqualification or cancellation.

- 13.24 The college may, for any reason during the relevant evaluation stage(s), request any Bidder to supply further information and/or documentation.
- 13.25 The college reserves the right to inspect the premises, head office and control room of the service provider before and after the bid is awarded. This will be done at unannounced intervals as determined by the college.
- 13.26 The appointment of the successful Bidder is subject to the conclusion of the Service Level Agreement (SLA) between the college and the successful Bidder governing all rights and obligations related to the required services. The SLA shall be prepared by college to include such terms and conditions commonly included in agreements of such nature, together with any other terms and conditions which are required by college (whether arising from the specifications of the successful bidder's proposal or otherwise).
- 13.27 The successful service provider will be required to keep all the records for inspection relating to qualification, registration, security clearance of its personnel.

14. Evaluation Process

- 14.1 The college will apply a multi-criteria approach in evaluating the prospective tenders. It is envisaged that the following core criteria (not complete and in order of preference) will amongst others form the basis of the tender evaluation:
- 14.1.1 The financial offer (price of the offer);
 - 14.1.2 The tender's ability to match service requirements and the mechanisms to ensure the maintenance of service levels and adequate client liaison.
 - 14.1.3 The type of company and the number of years in operation in the industry.
 - 14.1.4 The track record and experience of the company/entity tendering.
 - 14.1.5 The competence of the proposed management, Site Supervisors, and staff.
 - 14.1.6 Financial ability of the Company to provide service and to meet its contractual

obligations.

14.2 **The plan must provide a breakdown of how the service provider will respond in terms of crowd control, emergency response, and unrest pertaining to, but not limited to the following aspects:**

- Response time.
- Backup response time.
- Backup personnel.
- Escalation procedures.
- Tactical response.
- Additional security resources required.
- Other: Please provide details.
- Indicate intervals of testing the effectiveness of the plan.

15. SECURITY PERSONNEL REQUIREMENTS

15.1 Security personnel required:

44 Guards, 1 Operational Manager, and 7 Supervisors (see allocations below).

OPERATIONAL MANAGER

CAMPUS	SHIFT	GUARD GRADE AND QUANTITIES OF GUARDS REQUIRED		RATE PER MONTH H (INCL VAT)	TOTAL AMOUNT PER MONTH (INCL VAT) QUANTITY x RATE/MONTH
		B			
GENERAL FOR ALL CAMPUSES AND OFFICES — To be available on a twenty-four (24) hours basis	Monday — Sunday (Day shift)	1	0	R	R
	Monday — Sunday (Night shift)	-	0	R	R
	TOTAL GUARDS = 1	1	0	-	
	TOTAL PER MONTH - (INCL VAT)				

SUPERVISORS

CAMPUS	SHIFT	GUARD GRADE AND QUANTITIES OF GUARDS REQUIRED		RATE PER MONTH (INCL VAT)	TOTAL AMOUNT PER MONTH (INCL VAT) QUANTITY x RATE/MONTH
		B			
GENERAL FOR ALL CAMPUSES AND OFFICES	Monday — Sunday (Night shift)	7	0	R	R
	TOTAL Supervisors = 7	7	0	-	
	TOTAL PER MONTH - (INCL VAT)				R

BELHAR CAMPUS

CAMPUS	SHIFT	GUARD GRADE AND QUANTITIES OF GUARDS REQUIRED		RATE PER MONTH (INCL VAT)	TOTAL AMOUNT PER MONTH (INCL VAT) QUANTITY x RATE/MONTH
		B	C		
Campus	Monday - Friday (Day shift)	0	4	R	R
	Saturday-Sunday (Day shift)	0	3	R	R
	Monday - Sunday (Night shift)	0	3	R	R
	TOTAL GUARDS = 7	0	7	-	-
	TOTAL PER MONTH - (INCL VAT)				

BELLVILLE CAMPUS

CAMPUS	SHIFT	GUARD GRADE AND QUANTITIES OF GUARDS REQUIRED		RATE PER MONTH (INCL VAT)	TOTAL AMOUNT PER MONTH (INCL VAT) QUANTITY x RATE/MONTH
		B	C		
	Monday — Sunday (Day shift)	0	3	R	R
	Monday — Sunday (Night shift)	0	3	R	R
	TOTAL GUARDS = 6	0	6		
TOTAL PER MONTH - (INCL VAT)					R

GOODWOOD CAMPUS

CAMPUS	SHIFT	GUARD GRADE AND QUANTITIES OF GUARDS REQUIRED		RATE PER MONTH (INCL VAT)	TOTAL AMOUNT PER MONTH (INCL VAT) QUANTITY x RATE/MONTH
		B	C		
Goodwood Campus	Monday — Friday (Day shift)	0	3	R	R
	Monday - Sunday (Night shift)	0	2	R	R
	TOTAL GUARDS = 5	0	5	-	
	TOTAL PER MONTH - (INCL VAT)				

PAROW CAMPUS

CAMPUS	SHIFT	GUARD GRADE AND QUANTITIES OF GUARDS REQUIRED		RATE PER MONTH (INCL VAT)	TOTAL AMOUNT PER MONTH (INCL VAT)
		B	C		QUANTITY x RATE/MONTH
Parow	Monday —	0			
	Friday (Day shift)		3	R	R
	Saturday & Sunday (Day shift)	0	2	R	R
	Monday — Sunday (Night shift)	0	2	R	R
	TOTAL	0			
	GUARDS = 5		5		
TOTAL PER MONTH - (INCL VAT)					R

PROTEA CAMPUS AND CENTRAL OFFICE

CAMPUS	SHIFT	GUARD GRADE AND QUANTITIES OF GUARDS REQUIRED		RATE PER MONTH (INCL VAT)	TOTAL AMOUNT PER MONTH (INCL VAT)
		B	C		QUANTITY x RATE/MONTH
Protea	Monday —	0			
	Friday (Day shift)		3	R	R
	Saturday & Sunday (Day shift)	0	2	R	R
	Monday - Sunday (Night shift)	0	2	R	R
	TOTAL GUARDS = 5	0	5		
	TOTAL PER MONTH - (INCL VAT)				

TYGERBERG CAMPUS

CAMPUS	SHIFT	GUARD GRADE AND QUANTITIES OF GUARDS REQUIRED		RATE PER MONTH (INCL VAT)	TOTAL AMOUNT PER MONTH (INCL VAT)
		B	C		QUANTITY x RATE/MONTH
Tygerberg Campus	Monday —	0			
	Friday (Day shift)		4	R	R
	Saturday & Sunday (Day shift)	0	3	R	R
	Monday —				
	Monday — Sunday (Night shift)	0	3	R	R
	TOTAL GUARDS = 7	0	7	-	-
	TOTAL PER MONTH - (INCL VAT)				

WINGFIELD CAMPUS

CAMPUS	SHIFT	GUARD GRADE AND QUANTITIES OF GUARDS REQUIRED		RATE PER MONTH (INCL VAT)	TOTAL AMOUNT PER MONTH (INCL VAT)
		B	C		QUANTITY x RATE/MONTH
Wingfield	Monday-Friday (Day shift)	0	3	R	R
	Saturday-Sunday (Day shift)	0	2	R	R
	Monday-Sunday (Night shift)	0	2	R	R
	TOTAL GUARDS = 5	0	5	-	
	TOTAL PER MONTH - (INCL VAT)				

CONTROL/MONITORING ROOM

SHIFT	GUARD GRADE AND QUANTITIES OF GUARDS REQUIRED		RATE PER MONTH (INCL VAT)	TOTAL AMOUNT PERMONTH (INCL VAT)
	B	C		QUANTITY x RATE/MONTH
Day shift	1	1	R	R
Night shift	1	1	R	R
TOTAL GUARDS = 4	2	2	-	
TOTAL PER MONTH - (INCL VAT)				R

16. The college reserves the right to decrease and increase the number of security personnel required at the same rate in a specific period or as and when the need arises considering operational requirements.

a) Security Officers:

- All security officers must be registered with PSIRA with a minimum of Grade C (Grade B for the control room) and up to date at all times (Certificates for all guards to be readily available to inspection by the client at any point during the contract);
- Must have at least one (1) year of experience as a Security Officer. A CV must be provided together with the bid.
- Officers must have a security clearance certificate (obtained from South African Police Services) prior to the successful bidder being appointed.

b) Security Supervisor:

- Must have at least three (3) years of experience as a Security Supervisor. A CV must be provided together with the bid.
- Must be registered with PSIRA with a minimum of Grade B and up to date at all times.
- The Security Supervisor must have a security clearance certificate (obtained from South African Police Services) prior to the successful bidder being appointed.

c) Area Manager:

- A CV must be provided together with the bid.
- Must have at least five (5) year's work experience in the field of security management.
- Must be registered with PSIRA with a minimum of Grade A and up to date at all times.
- The Area Manager must have a security clearance certificate (obtained from South African Police Services) prior to the successful bidder being appointed.
- Must have a valid driver's license.

The Area Manager must make daily contact with the Northlink College 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 formal discussion must be held and minutes be taken, which must be kept by the Northlink College representative.

The service provider must undertake to ensure that no security personnel are allowed to do continuous duty for longer than twelve (12) hours.

17. CHECKING OF SERVICE

17.1 Checking of service shall be done by supervisory staff at the site as well as by the Area Manager daily.

17.2 Northlink College reserves the right to check the service rendered by the security officers at any time, to ensure that the service is rendered in accordance with the conditions of contract and the specifications.

Northlink College reserves the right to require from the successful bidder that any of his employees be replaced, in the event of justifiable grounds, in which case the employees must leave the site forthwith. Northlink College will not be held responsible for any damages or claims which may arise because of this and is indemnified against any such claims and legal expenses. NOTE: The Northlink College representative will have the right to check daily whether sufficient personnel are available at the site in terms of the contract and conditions. If the number of security personnel are less than required in terms of the contract, then payment shall be adjusted accordingly. All personnel shortages must be noted down in the occurrence book.

17.3 The successful bidder will be held liable for any damage or loss suffered by Northlink College, as a result of the security's own or his employees' negligence or intent which originated at the site.

17.4 Northlink College is indemnified against any liability, compensation or legal expenses in respect of the following cases:

17.4.1 Loss of life or injuries which may be sustained by the security personnel during the execution of their duties.

17.4.2 Damage to or destruction of any equipment or property of the security company during the execution of their duties.

17.4.3 Any claims and legal costs which may ensue from the failure by or acts

committed by the security personnel against third persons, which acts include illicit arrests and other illicit or wrongful deeds.

- 17.5 The successful bidder shall be notified in writing of the particulars of each claim they are liable for.
- 17.6 The successful bidder must, at their own expense, take out sufficient insurance against any claims, cost, loss and/or damage ensuing from their obligations and shall ensure that such insurance remains operative for the duration of this agreement. A copy of such insurance contract shall be handed to the Northlink College representative on commencement of the service and reviewed periodically.
- 17.7 The successful bidder is responsible for the training of their personnel at the site in respect of the application of the guidelines of the emergency plan applicable for the specific site. The successful bidder's personnel must at all times keep the grounds and buildings occupied by them clean, hygienic and neat.

18. PROJECT PLAN

- 18.1 All bidders must provide a project plan for implementation with estimated number of hours or days in order to ensure a smooth transition from the previous service provider and how many security officers will be absorbed from previous security company in order to ensure continuity. Bidders should also demonstrate how handing over will be done at the end of the contract.

19. CAPACITY TO DELIVER

- 19.1 The service provider must demonstrate capacity to deliver, both financially, through human capacity and technically. Three (3) reference sites where security services have been rendered/currently being rendered as well as the specific period over which the service has been rendered, must be provided in the bid. Letters from the sites will serve as evidence for functionality evaluation for the service that has been rendered.

20. EVALUATION CRITERIA AND REFERENCES:

20.1 Pre-qualification Stage:

Note: Bidders who do not provide ALL of the below mandatory documents will be disqualified and not evaluated further.

MANDATORY DOCUMENTS	SUBMITTED (must indicate)		REFERENCE/ ANNEXURE PAGE ON PROPOSAL (must indicate)
	YES	NO	
a) Bidder (tendering entity) must submit valid proof of registration with the Private Security Industry Regulatory Authority (PSIRA). Bidders' certificate must be valid upon the closure of the bid as per RFP to be considered. Letter of good standing with PSIRA			
b) Bidder (tendering entity) must submit valid proof of registration as an employer with the Compensation Commissioner - for provision of Security Services. Bidders' proof must be valid upon the closure of the bid as per RFP to be considered.			

<p>c) Bidder (tendering entity) must submit a valid current proof of registration with UIF.</p> <p>d) Bidder (tendering entity) must submit a latest proof of payment for UIF contributions.</p> <p>e) Bidders must be in good standing at the closure of the bid as per RFP.</p> <p>f) Bidders' proof must be valid upon the closure of the bid as per RFP to be considered.</p>			
<p>g) A bidder must be accredited to deal with riot and crowd control.</p> <p>h) Accredited Riot and Crowd Control Management Certificate is required and must be submitted by the bidders.</p>			
<p>i) List of Three (3) contactable positive references the bidders had contracts with in the past Three (3) years and including the current companies where they render security services, Annexure A, table (a) must be completed</p>			
<p>j) The bidders must submit only Three (3) positive reference letters that match the information provided in Annexure A, table (a).</p> <p>Note: In the event more than three (3) letters are submitted by the bidder, only the first three (3) will be considered and contacted as per the Annexure A, table (a) for due diligence for the recommended bidder.</p>			

20.2 FUNCTIONALITY EVALUATION:

All qualifying bids from the pre-qualification stage would be evaluated for functionality. The table below contains the weights for each functional requirement component.

FUNCTIONALITY EVALUATION CRITERIA

NB: Bidders are required to indicate in their response where the abovementioned functionality evaluation criteria document can be found/located in their proposal.

	CRITERION	SCORE	REFERENCE PAGE ON PROPOSAL/ ANNEXURE
1.	<p>The bidder must submit proof to demonstrate a minimum experience in the last three (3) years in delivering Security services supported by three (3) contactable previous and current clients. Information must be completed as per Annexure A, Table (a) supported by reference letters. (Reference letters without completed Table (a) will not be considered).</p> <ul style="list-style-type: none"> ➤ Three or more positive references = 40 points ➤ Two positive references = 30 points ➤ One positive reference = 20 points ➤ None positive references = 0 points 	40	

	<p>Note: points will only be allocated if the references bear or demonstrate relevant experience (security services) and if there is no relevant experience = 0 points</p>		
2.	<p>Capacity to Deliver</p> <p>Provision of qualifications of all Security Officers, Supervisors, and Area Managers as per section 3.1 of the RFP:</p> <p>i. Provision of a CV of the proposed Area Manager which should reflect a minimum of 5 years experience in security management with proof of PSIRA Grade A certification (5 points)</p> <ul style="list-style-type: none"> • Zero points will be allocated if the above criteria for the proposed Area Manager is not met as per above criteria (0 points) <p>ii. Provision of a CV of the proposed Security Supervisor which should reflect a minimum PSIRA Grade B certification with proof of same and at least three (3) years of experience as Security Supervisor.</p> <p>(10 points)</p> <ul style="list-style-type: none"> • Zero points will be allocated if above criteria for proposed Security Supervisor is not met as per above criteria (0 points) <p>iii. Provision of CVs of the proposed 10 Security Officers which reflect a minimum PSIRA Grade C certification for each with proof of same for each Security Officer and must have at least one (1) year of experience as</p>	20	

	<p>Security Officer (5 points)</p> <ul style="list-style-type: none"> • Zero points will be allocated if above criteria for proposed Security Officers is not met as per above criteria (0 points) 		
3.	<p>The bidder is required to demonstrate/confirm and show with colour photos, in line with the RFP, how the service will be provided specifically with regards to the provision of the following resources/equipment: colour photos must be provided for the below items:</p> <ul style="list-style-type: none"> ➤ Baton (1 point) ➤ Metal detector wand (1 point) ➤ Handcuffs (1 point) ➤ Whistles (1 point) ➤ Uniform Policy (as part of the proposal) (1 point) ➤ Torches (at night) (1 point) ➤ Radios (1 point) ➤ Occurrence Book & Admission Control Book (Visitors, Staff, Vehicles and Contractors) (1 point) ➤ Note Book or Incident Book and pen (1 point) ➤ Cell-phone with data and airtime at all times ➤ (Emergency Cases); bidder must confirm in writing as part of the proposal. (1 point) <p>Note: zero points will be awarded for any of the above sub-criterion which is</p>	10	

	<p>not addressed.</p> <p>NB: Bidders who do not submit photos in line with the above requirement will be awarded 0 points for the sub-criterion not covered/addressed</p>		
4.	<p>The bidder is required to demonstrate the Service Methodology and detail exactly how you propose to carry out the activities to achieve the outcomes identified in the Scope of Work.</p> <p>Methodology must detail, the following:</p> <ul style="list-style-type: none"> • Describe how the work will be completed and managed in line with the RFP <p>(10 Points)</p> <ul style="list-style-type: none"> ➤ Access Control at all Entrances (2 points) ➤ Patrolling of Building, Parking Area and Egress (2 points) ➤ Incident Management (2 points) ➤ Monthly Reporting (2 points) ➤ Crowd control management (2 points) <p>Note: zero points will be awarded for any of the above sub-criterion which is not addressed.</p>	10	
5.	<p>Risk Assessment Plan</p> <p>Bidder must provide a proposed Risk Assessment Plan. The plan must outline the following:</p> <ul style="list-style-type: none"> ➤ A detailed description of the risk assessment 	20	

methodology/techniques to be

applied for the Physical Security Risk Assessment and Analysis **(5 points)**;

- Identification of probable threats, vulnerabilities and risks and their potential impacts (intended or unintended) **(5 points)**;
- A proposed contingency plan for incidents such as armed robbery; Labour unrest, Strike; Reaction unit; Bomb threats. **(5 points)**;
- Provide a training plan and approach for the security officials in line with PSIRA requirements **(5 points)**.

Note: zero points will be awarded for any of the above sub-criterion which is not addressed.

NB: Bidders are required to indicate in their response where the abovementioned functionality evaluation criteria document can be found in their proposal for ease of evaluation.

The functionality evaluation will be assessed as follows:

Where bidders have not provided the required information or have not fully addressed the functionality evaluation criteria, they will not be allocated any points for the relevant item. Bidders who score less than 80 points of the 100 points for functionality will be disqualified and will not be evaluated on a preferential points system.

20.3 PREFERENTIAL POINTS SYSTEM EVALUATION (80/20)

20.3.1 Bidders who achieved 80 points or more from the Functionality Evaluation stage will be further evaluated on the 80/20 preferential points system using the specific goals on BBBEE, whereby 80 points are for Pricing, and 20 points are for preferential procurement requirements. Specific goals include but are not limited to preference or consideration of **female-owned security companies**.

20.3.2 Preferential points will be awarded in terms of the B-BBEE Status level of contribution which must be substantiated as follows (please refer to Form SBD 6.1 for more details):

20.3.3 Bidders must submit a valid B-BBEE status level verification certificate issued by a Verification Agency accredited by SANAS or a sworn affidavit confirming annual turnover and level of black ownership in case of an EME and QSE.

21. BID CONDITIONS

- 21.1 The recommended bidder will be requested to attend a meeting/avail their premises for an inspection in loco, where they will be allowed to present their proposal to the Bid Evaluation Committee about the tools of the trade (equipment) required or other material aspects in terms of the Request for Proposal (RFP).
- 21.2 Bidders are encouraged to submit their bids in line with any attached annexures and detailed specifications, in order to facilitate a simplified fair and efficient evaluation process.
- 21.3 Northlink College reserves the right to award the bid to one or more service providers.
- 21.4 Northlink College reserves the right to award the bid in whole or only partially.
- 21.5 The General Conditions of the Contract as stipulated by the National Treasury will be applicable.
- 21.6 Northlink College reserves the right not to award the bid.
- 21.7 Bidder must provide a brief summary of their company profile, key personnel and evidence of experience relevant to the requirements.

22. OBJECTIVE CRITERIA

- 22.1 In the event the recommended bidder is found to not satisfy/meet the conditions or requirements set hereunder; Northlink College shall exercise its right in awarding the bid using applicable prescripts as provided for under the PPPFA, section 2(1)(f), which states, “the contract must be awarded to the tenderer who scores the highest points, unless objective criteria in addition to those contemplated in paragraphs (d) and (e) justify the award to another tenderer”
- 22.2 The recommended bidder must have a positive/good reputation that shall not jeopardise the reputation of Northlink College.
- 22.3 The recommended bidder must have the financial ability to carry out the services as per the RFP requirements. Audited financials (will be requested from the recommended bidder prior to appointment), must be of sound applicable financial prescripts/industry standards.
- 22.4 The recommended bidder or its directors/shareholders must not have any pending criminal or civil cases instituted against them which may hinder the rendering of services if appointed to Northlink College as per RFP requirements.
- 22.5 The recommended bidder or its personnel must not have a history of poor performance (e.g., negligence) or unethical conduct or employees who were dismissed/sanctioned for misconduct.
- 22.6 Northlink College, like any other business, relies greatly on suppliers for most services, therefore, the interaction with suppliers/contractors/consultants can have a substantial impact on Northlink College operations. Northlink College can be negatively impacted by a supplier who does not have a good reputation or has been implicated in unethical activities, by association. To mitigate this reputational risk, Northlink College will investigate any negative and positive news on the particular supplier/contractor/ consultant before doing any business and will make an informed decision about its association.
- 22.7 In the event that the reference checks or processes conducted during a due diligence exercise for the recommended bidder, prior to appointment, should they yield negative

feedback or operational risk to Northlink College, the highest scoring bidder may not be awarded the bid, and the second highest scoring bidder will be recommended for appointment provided its proposal meets the RFP requirements in all its respects.

23. BIDDERS MUST COMPLETE THE FOLLOWING REFERENCING INFORMATION

TABLE:

Item	Requirement	Description	Annexure/Reference Page on Proposal
1)	Office	The head office must be registered in South Africa.	
2)	Bank	The bidder must indicate the full banking details.	
3)	Management & Servicing	<p>The bidder must provide their organisational structure/organogram, names of individual position holders in the organisation including management, supervisors, administration, guards and other services.</p> <p>The bidder must provide details of qualifications and selection process with regards to management/supervisory expertise in the company.</p> <p>Bidders must indicate if the personnel are employed on a full-time basis. If not, provide details.</p>	
4)	Experience	The bidder must indicate the number of years in the business and the major incidents that they had to manage with any of the clients, including riots and crowd control management.	

5)	PSIRA Accreditation	PSIRA certification and a Letter of Good standing.	
6)	Training Certification and accreditation	Riot and crowd control management certificate from the accredited training provider.	
7)	Security clearance certificate	All the officers to be assigned on site must have a security clearance certificate issued by SAPS submitted prior to appointment.	
8)	List of references	The list of all current and previous contracts, values, duration and the contact persons. This is critical for evaluation on functionality.	
9)	Compliance with rules and regulations	<p>The bidder must comply with sectorial determination issued by the Minister of Employment and Labour from time to time. It is recorded that Northlink College will only adjust the rates to the extent that it relates to the determination by the Minister and only for the specific number of officers assigned to it.</p> <p>The successful bidder shall be responsible to present such determination to Northlink College.</p> <p>Northlink College may at any time request the bidder to provide such proof of compliance and failure to produce such proof will be regarded as a material breach of the contract which shall allow Northlink College to terminate the agreement with immediate effect.</p>	

10)	Public Liability Insurance	<p>Bidders must arrange the necessary public liability insurance cover at a minimum of ten million rand (R10 000 000.00) in its own name with a reputable insurance company and submit documentary proof that such policy is in effect.</p> <p>Confirmation of Public Liability Insurance must be submitted thirty (30) days after the awarding of the bid.</p> <p>Failure to comply will lead to termination of the contract.</p>	
11)	Terms and conditions of contract	<p>By submitting the bid, the service provider accepts all the conditions of contract approved by National Treasury and special conditions to be determined by Northlink College and that the bidder will be required to sign an acceptance of confidentiality.</p>	
12)	No Guns	<p>No guns are allowed on the premises.</p>	
13)	Training Provision	<ul style="list-style-type: none"> • It is the responsibility of the bidder to ensure that the security personnel in their service and especially those employed for the rendering of this service, meet all the requirements at all times. • The bidder must indicate if there are in-house training capabilities (infrastructure) and, if yes, the bidder must provide an overview of activities included in this process (in-house training). 	

		<ul style="list-style-type: none"> • Method used for evaluating the effectiveness of the in-house training capabilities to ensure the required level of service is maintained. • What training does the company provide? • What type of training is done for your company by other companies and who are these companies? • What type of continuing/supplementary training does the company do? Give details of subjects, schedules, etc. • Do you have staff in your training department employed on a contract basis? If yes, give details 	
14)	Compliance with specification requirements	Provide all the legislative documents required for security services.	

Annexure A: Response Pre-qualification/Functionality Evaluation Criteria

Bidder's Experience

Tender No: _____

Name of Bidder: _____

Authorised Signatory: _____

The bidder must provide the following information:

Table (a) details of the bidder's current and previous relevant experience in the provision of security services tender (please refer to section 10 of this RFP document which requires three (3) contactable references not older than five (5) years.

- 1. Please attach the reference letters that match the referee information in the table.**
- 2. NB: Purchase Orders, Appointment letters and/or Completion certificates will not be accepted as reference letters.**

Table (a)

BIDDER'S EXPERIENCE							
No.	Name of Client / Department	Contact Person	Position Held	Email address	Services rendered	Contract Start Date	Contract End date
1.							
2.							
3.							
4.							
5.							