

SECURITY SERVICE SPECIFICATIONS AND PRICE OFFER:

1. SCOPE OF WORK

This specification provides an indication of the areas and buildings where the guarding service is required. The specification is not certified fully comprehensive and is only a guideline. Contract Service Providers must acquaint themselves with the exact location, boundaries and areas, as well as the diversity of the various campuses and the buildings thereon. It is therefore a requirement that Contract Service Providers attend the guided site visits.

East Cape Midlands College has adopted the following Security model:

This is a Guarding only Tender.

Below are estimated numbers of guards needed, these will be firmed up if needed at the SLA Agreement stage. However, the below figures are for Tender purposes.

Please also explain in your proposal how you would deal with crowd control and unrest issues

Additional FUNCTIONALITY Criteria

NO	CRITERIA	DOCUMENTS REQUIREMENTS	POINTS
1	Financial Stability	<p>One set (two years) recently Audited Financial Statements or financial statements signed by the Accounting Officer for Close Corporations, i.e. Minimum of two years comparative figures to be submitted. No holding company financial statements will be accepted.</p> <ul style="list-style-type: none"> Non submission 0 	Qualifying criteria 10
2	Capacity and experience		
2.1	Verification of references submitted.	<p>Contactable customer list (minimum of three references not exceeding ten) of contracts.</p> <p>The contract period must be for a minimum period of two years (2), at least two references must be current and already in operation for a minimum of six (6) months (other than the College).</p> <p>These references should include the name of the entity, nature of contract, contact person (contract manager) and office telephone number.</p> <p>All references provided should not be older than three (3) years.</p> <ul style="list-style-type: none"> 3 letters submitted 15 2 Letters submitted 10 1 Letter submitted 5 	15
2.2	Experience of management in the Security Services Industry.	<p>Submission of the CV of Operations Manager for this contract.</p> <ul style="list-style-type: none"> The manager must have at least five (5) years' experience in relevant managerial experience. 5 years or more experience 10 3 Years to 5 years 8 1 year to 3 years 5 	10

2.3	30 days Detailed Implementation Plan	<p>Service Providers must submit a plan detailing the following;</p> <ul style="list-style-type: none"> detailed timeline for implementation Procurement of resources (equipment and staff) Procedures to be followed in the preparation for the commencement of the contract. 	<p>15</p> <p>5</p> <p>5</p> <p>5</p>
2.4	Quality Management System	<p>Service Providers must submit a generic quality plan detailing the following;</p> <p>1. Standard operating procedures including the following: Extraction of personnel during life threatening situations. Protection of assets during violent strike action. Reaction and deployment duration in cases of need. Armed response services. Investigation services</p> <p>2. Monitoring and control.</p> <p>3. KPI's of the management of the contract (response time, number of non-conformance) and especially noting remote campuses in Grahamstown-Makanda and Graaff-Reinet.</p> <p>4. Management of non-conformance (own contracted staff).</p> <p>5. Management reports.</p> <p>6. Safety, good housekeeping and legal requirements.</p> <p>7. Reporting structures.</p> <p>8. Contingency plans in the event of any industrial action by Service Provider employees and absenteeism.</p>	<p>35</p> <p>5</p> <p>5</p> <p>3</p> <p>5</p> <p>5</p> <p>5</p> <p>2</p>
2.5	Infrastructure and equipment.	<p>1. Local Offices</p> <p>2. Metal detection and substance abuse equipment</p> <p>3. Control room</p>	<p>3</p> <p>3</p> <p>3</p> <p>15</p>

	4 Vehicles	3	
	5 PPE provision	3	

2. QUANTITIES AND FREQUENCIES

The specifications of Service requirements and information below are given in good faith for the purposes of this bid and will be confirmed at the time of appointment. However, either the College reserves the right to adjust the requirement up or down, in accordance with requests received from within the College, or to ensure a better service is allowed for.

Where in the instructions reference is made to "daily" this generally means a 7 (seven)-day week with Saturday, Sunday and Public Holidays included. It is also a requirement that services must be provided during special occasions and events. When such a service is required, the College Contracts Manager or his appointee will advise the Contractor.

EAST CAPE MIDLANDS COLLEGE - CONTRACT SERVICE

REQUIREMENT

SCHEDULE OF SERVICES AND RATES - BID PRICE

PARK AVENUE CAMPUS					
CAMPUS	SHIFT	GUARD GRADE AND QUANTITIES OF GUARDS REQUIRED		RATE PER MONTH	TOTAL AMOUNT PER MONTH (INCL VAT) QUANTITY x RATE/MONTH
			C GRADE		
PARK AVE CAMPUS	Day shift: Monday – Sunday 06:00 -18:00		3	R	R
	Night shift: Monday – Sunday 18:00 – 06:00		3	R	R
	TOTAL OPERATIONAL GUARDS PER SHIFT DAY SHIFT=2 NIGHT SHIFT =3 (TOTAL GUARDS=5)		6	-	-
	TOTAL PER MONTH – (INCL VAT)				R

HIGH STREET CAMPUS

CAMPUS	SHIFT	GUARD GRADE AND QUANTITIES OF GUARDS REQUIRED		RATE PER MONTH	TOTAL AMOUNT PER MONTH (INCL VAT) QUANTITY x RATE/MONTH
			C GRADE		
HIGH STREET CAMPUS	Day shift: Monday – Sunday 06:00 -18:00		3	R	R
	Night shift: Monday – Sunday 18:00 – 06:00		2	R	R
	TOTAL OPERATIONAL GUARDS PER SHIFT = 2+ 3 (TOTAL GUARDS=5)		5	-	-
	TOTAL PER MONTH – (INCL VAT)				R

CHARLES GOODYEAR CAMPUS

CAMPUS	SHIFT	GUARD GRADE AND QUANTITIES OF GUARDS REQUIRED		RATE PER MONTH	TOTAL AMOUNT PER MONTH (INCL VAT) QUANTITY x RATE/MONTH
			C GRADE		
CHARLES GOODYEAR CAMPUS	Day shift: Monday – Sunday 06:00 -18:00		3	R	R
	Night shift: Monday – Sunday 18:00 – 06:00		2	R	R
	TOTAL OPERATIONAL GUARDS PER SHIFT DAY SHIFT = 2 NIGHT SHIFT = 3 (TOTAL GUARDS=5)		5	-	-
	TOTAL PER MONTH – (INCL VAT)				R

THANDUXOLO CAMPUS

CAMPUS	SHIFT	GUARD GRADE AND QUANTITIES OF GUARDS REQUIRED		RATE PER MONTH	TOTAL AMOUNT PER MONTH (INCL VAT) QUANTITY x RATE/MONTH
			C GRADE		
THANDOXOLLO CAMPUS	Day shift: Monday – Sunday 06:00 -18:00		3	R	R
	Night shift: Monday – Sunday 18:00 – 06:00		2	R	R
	TOTAL OPERATIONAL GUARDS PER SHIFT DAY SHIFT = 2 NIGHT SHIFT = 3 (TOTAL GUARDS=5)		5	-	-
	TOTAL PER MONTH – (INCL VAT)				R

GRAAFF-REINET CAMPUS MIDDLE STREET

CAMPUS	SHIFT	GUARD GRADE AND QUANTITIES OF GUARDS REQUIRED		RATE PER MONTH	TOTAL AMOUNT PER MONTH (INCL VAT) QUANTITY x RATE/MONTH
			C GRADE		
GRAAFF-REINET CAMPUS MIDDLE STREET	Day shift: Monday – Sunday 06:00 -18:00		2	R	R
	Night shift: Monday – Sunday 18:00 – 06:00		2	R	R
	TOTAL OPERATIONAL GUARDS PER SHIFT DAY SHIFT = 2 NIGHT SHIFT = 2 (TOTAL GUARDS=4)		4	-	-
	TOTAL PER MONTH – (INCL VAT)				R

GRAAFF-REINET ENGINEERING CAMPUS WOEKE STREET

CAMPUS	SHIFT	GUARD GRADE AND QUANTITIES OF GUARDS REQUIRED		RATE PER MONTH	TOTAL AMOUNT PER MONTH (INCL VAT) QUANTITY x RATE/MONTH
			C GRADE		
GRAAFF-REINET ENGINEERING CAMPUS WOEKE STREET	Day shift: Monday – Sunday 06:00 -18:00		2	R	R
	Night shift: Monday – Sunday 18:00 – 06:00		2	R	R
	TOTAL OPERATIONAL GUARDS PER SHIFT DAY SHIFT = 2 NIGHT SHIFT = 3 (TOTAL GUARDS=5)		4	-	-
	TOTAL PER MONTH – (INCL VAT)				R

GRAHAMSTOWN CAMPUS (MAKHANDA)

CAMPUS	SHIFT	GUARD GRADE AND QUANTITIES OF GUARDS REQUIRED		RATE PER MONTH	TOTAL AMOUNT PER MONTH (INCL VAT) QUANTITY x RATE/MONTH
			C GRADE		
GRAHAMSTOWN CAMPUS	Day shift: Monday – Sunday 06:00 -18:00		3	R	R
	Night shift: Monday – Sunday 18:00 – 06:00		3	R	R
	TOTAL OPERATIONAL GUARDS PER SHIFT DAY SHIFT = 2		6	-	-

	NIGHT SHIFT = 3 (TOTAL GUARDS=5)				
	TOTAL PER MONTH – (INCL VAT)				R

HEATHPARK CAMPUS					
CAMPUS	SHIFT	GUARD GRADE AND QUANTITIES OF GUARDS REQUIRED		RATE PER MONTH	TOTAL AMOUNT PER MONTH (INCL VAT) QUANTITY x RATE/MONTH
			C GRADE		
HEATH PARK CAMPUS	Day shift: Monday – Sunday 06:00 -18:00		4	R	R
	Night shift: Monday – Sunday 18:00 – 06:00		4	R	R
	TOTAL OPERATIONAL GUARDS PER SHIFT DAY SHIFT = 4 NIGHT SHIFT = 4 (TOTAL GUARDS=8)		8	-	-
	TOTAL PER MONTH – (INCL VAT)				R

CUYLER STREET CAMPUS

CAMPUS	SHIFT	GUARD GRADE AND QUANTITIES OF GUARDS REQUIRED		RATE PER MONTH	TOTAL AMOUNT PER MONTH (INCL VAT) QUANTITY x RATE/MONTH
			C GRADE		
CUYLER STREET CAMPUS	Day shift: Monday – Sunday 06:00 -18:00		3	R	R
	Night shift: Monday – Sunday 18:00 – 06:00		3	R	R
	TOTAL OPERATIONAL GUARDS PER SHIFT DAY SHIFT = 2 NIGHT SHIFT = 3 (TOTAL GUARDS=5)		6	-	-
	TOTAL PER MONTH – (INCL VAT)				R

BRICKFIELDS CAMPUS

CAMPUS	SHIFT	GUARD GRADE AND QUANTITIES OF GUARDS REQUIRED		RATE PER MONTH	TOTAL AMOUNT PER MONTH (INCL VAT) QUANTITY x RATE/MONTH
			C GRADE		
BRICKFIELDS	Day shift: Monday – Sunday 06:00 -18:00		3	R	R
	Night shift: Monday – Sunday 18:00 – 06:00		3	R	R
	TOTAL OPERATIONAL GUARDS PER SHIFT DAY SHIFT = 2 NIGHT SHIFT = 3 (TOTAL GUARDS=5)		6	-	-
	TOTAL PER MONTH – (INCL VAT)				R

Additional needs requirements to set a standard across all campuses

There is a good basis already in place that can be built on, once firm control measures are in place in respect of physical security the aspect of upgrading and extending of technology going forward will be easier and it is something that if managed correctly can be put into place on a phase-to-phase basis. The following are a few minimum requirements that the college would like to be considered:

Management Solution

- First establish a strong and sustainable foundation with sound perimeter and access / egress control
- Ensure effective SLA, operational guidelines, policies and procedures are in place and that an active guard tracking system is provided as part of the contractual obligation on a campus to campus basis
- If possible, appoint an in-house security manager, one who also can steer incident investigations as currently it seems these go by unattended.
- Such manager will need to run the contract services, assess and measure their performance in terms of the SLA and report regularly to senior management as well as the campus managers in respect of day to day operations, needs and requirements
- Initiate a vigorous awareness campaign amongst staff and students; to be protected they need to know what the rules are and the role they play. Any security system is only as good as the people it is designed to protect will allow it to be
- The service provider needs to know what their responsibilities and deliverables are and that they will be held accountable, they need to have sufficient civil liability cover in respect of any loss damage caused due to non-compliance on their side, especially in respect of:
 - o Front line communication and dealing with staff / students / visitors
 - o Applying the rules consistently
 - o Immediate incident response and follow-up
 - o Immediate implementation of action plans relevant to risk / emergency situations
 - o Effective record keeping and reporting
 - o Visible presence and compliance
 - o Search and seizure
 - o Substance abuse

The above prices include VAT and are calculated per month.

2.1 Radios

The Contractor must provide radios, which shall be used by the Site Supervisors, guards and Campus/Central Officer Reception.

2.2 Uniform

The Contractor is responsible for the supply of adequate uniform and related items, as were as to comply with COVID 19 PPE and Regulations. 7

2.3 Pocket Book

The site supervisors and guards should each carry a pocket book whilst on duty in order to use for reporting of incidents, matters of concern, visits by supervisors, etc.

2.4 Equipment

Equipment will be provided by the Contractor (radios, batteries, battens, etc.).

An occurrence book (OB) to be held in every guardhouse on site for recording and incidents.

2.5 Leave

During any period of leave entitlement to any guard/s, the contractor shall replace such guard/s as per paragraph 3.21. It is suggested that guards take their annual leave any time during the beginning until the end of December.

Staff must be replaced in the event of absenteeism at the cost of the supplier.

2.6 Specific Requirements

As mentioned below, security services must be provided on all campuses, by the manpower as explained for each task and in accordance with the under-mentioned list of duties. The supplier will be the sole provider for any additional security-related services.

The Security companies applying for this contract must be operating in proximity to all our campuses and must have their armed response units stationed in those areas for quick response, which is less than 5 minutes.

- 2.7 Provide for services of an Investigative Officer as when required. This will be required during unrests situations.

GENERAL:

Manpower allocated to the College must be occasionally rotated for the duration of the contract to ensure that they do not get acquainted with institutional employees and politics as that would increase security risks but however should be trained in the environment in which service will be rendered.

3. The accounts of the campuses must be dealt with separately for financial purposes.

3.1 **Price Schedule:**

The total price above will be considered as the bid price and final offer for the service as indicated and addressed in this document and will include the manpower as referred to in the above schedule.

4. SPECIFIC DUTIES OF THE CONTRACTOR AND PERSONNEL PROVIDED

- 4.1 Notwithstanding the specifications of requirement given above, the Contractor is bound to supply the actual number of guards ordered by the College within 24 hours, irrespective of the extent by which the number ordered varies from the number set in the above specifications.
- 4.2 To Patrol the precincts of the site/s as defined in this bid document, to prevent any persons from illegally entering and/or removing any equipment or material from the site/s.
- 4.3 To guard and protect all buildings, installations, equipment and material against any damage, theft or vandalism.
- 4.4 To protect the staff and students of the College as well as visitors to the College by preventing or minimizing risk of injury or death.
- 4.5 To report any incidents, suspicious actions or unusual occurrences to the College's Contract Manager or his appointee, in accordance with the laid down procedures for reporting, as defined in the College's Operating Rules.
- 4.6 To apprehend or detain any person participating in any criminal activity and to act in accordance with the laid down procedures for detaining or arresting suspects, as defined in the Operating Rules.
- 4.7 The Site Supervisor must monitor and supervise all guards and shift personnel on a continuous basis whilst on duty.
- 4.8 Notwithstanding any provisions to the contrary, as set out in clause 7 of this bid document, all guards, whilst on duty, must be equipped with torches, whistles and portable radios to ensure that duties are carried out efficiently and effectively. On special occasions and for specific applications it will also be required for guards to be equipped with batons and handcuffs. Where this becomes necessary the College's Contract Manager will advise the Contractor, accordingly, specifying which guards are to be so equipped and for what period.

5. LEGAL REQUIREMENTS

- 5.1 All guards supplied must comply with all relevant provisions and legislation as prescribed by the **PSIRA Act**.
- 5.2 Should the College suffer any loss of whatsoever kind and it can be proved that such loss could have been avoided or reduced, had the Security Staff on site acted as expected and specified, or was caused by the gross negligence or willful disregard of

duties of any of the Contractor's staff, then the Contractor will be held responsible to make good the loss.

6. PRICE ADJUSTMENT

Should the price offered not be firm for the duration of the contract period then all requests for price adjustments must be made in writing and presented to the office of PURCO SA. All requests for price adjustments must be accompanied by a full motivation and where required, proof of legislative increases must be submitted.

7. COMMUNICATION

The Contractor is responsible to always provide his own cellular communications during the period of this Agreement. All telephone, stationery and other office related costs are for the account of the Contractor.