



PROVISION OF SECURITY SERVICES TO THE RTMC MIDRAND OFFICES

RTMC BID NO:11/2017/18

SECTION: 1

CONDITIONS AND UNDERTAKINGS BY BIDDER IN RESPECT OF THIS BID

CONDITIONS AND UNDERTAKINGS BY BIDDER IN RESPECT OF THIS BID

1. **Proprietary Information**

Road Traffic Management Corporation (RTMC) considers this bid and all related information, either written or verbal, which is provided to the bidder, to be proprietary to RTMC. It shall be kept confidential by the bidder and its officers, employees, agents and representatives. The bidder shall not disclose, publish, or advertise this specification or related information to any third party without the prior written consent of RTMC.

2. **Enquiries**

- 2.1 All communication and attempts to solicit information of any kind relative to this bid should be channeled to the email below, however such enquiries will be entertained until within ten (10) days of publication on tender bulletin and National Treasury tender portal

Name	RTMC
Email Address	Bidadmin@rtmc.co.za

- 2.2 All the documentation submitted in response to this bid must be in English.
- 2.3 The RTMC may respond to any enquiry in its sole discretion and the bidder acknowledges that it will have no claim against the RTMC on the basis that its bid was disadvantaged by lack of information, or inability to resolve ambiguities.

3. **Validity Period**

Responses to this bid received from bidders will be valid for a period of **120 days** counted from the closing date of the bid.

4. **Supplier Performance Management**

- 4.1 Supplier Performance Management is viewed by the RTMC as critical a component in ensuring value for money acquisition and good supplier relations between the RTMC and all its suppliers.
- 4.2 The successful bidder shall upon receipt of written notification of an award, be required to conclude a Service Level Agreement (SLA) with the RTMC, which will form an integral part of the agreement. The SLA will serve as a tool to measure, monitor and assess the supplier's

performance level and ensure effective delivery of service, quality and value-add to the RTMC business.

5. Instructions on submission of Bids

- 5.1 Bids should be submitted in **Five (5) copies** (1 original and 4 copies) and one all bound in a sealed envelope endorsed, **RTMC BID 11/2017/18: Provision of Security Services to the RTMC Midrand offices for a period of twenty (20) months with an option to extend for not more than a year.**
- 5.2 The sealed envelope must be placed in the bid box at the Main Reception area of the RTMC Midrand Offices, Howick Close, Waterfall Office Park, Bekker Road, Midrand, 1682 by no later than **11:00 AM on 11 September 2017.**
- 5.3 **Compulsory Site inspection will be held on the 24 August 2017 at 11h00. Venue: RTMC Midrand Offices, Howick Close, Waterfall Office Park, Bekker Road, Midrand, 1682**
- 5.4 A valid tax clearance certificate must be included in the bid response or proof of application endorsed by SARS in this regard.
- 5.5 The bidder's company name, closing date and the return address must also be endorsed on the envelope.
- 5.6 All bids submitted must be signed by a person or persons duly authorised thereto.
- 5.7 If a courier service company is used for delivery of the bid document, the bid description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered into the bid box. The RTMC will not be held responsible for any delays where documents are not placed in the bid box before closing time.
- 5.8 Bid received by telegram, telex, email, facsimile or similar medium will not be considered.
- 5.9 Where a bid document is not placed in the bid box at the time of the bid closing, such a bid document will be regarded as a late bid. **Late bids will not be considered.**
- 5.10 Amended bids may be sent in an envelope marked "**Amendment to Bid**" and should be placed in the bid box before the closing time.

- 5.11 Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by RTMC in regard to anything arising from the fact that pages are missing or duplicated.

6. Undertakings by the Bidder

- 6.1 The bidder accepts that all costs incurred in preparation, presentation and any demonstration in relation to this bid shall be for the account of the bidder.
- 6.2 The bidder hereby offers to render all or any of the services described in the attached documents to the RTMC on the terms and conditions and in accordance with the specifications stipulated in this bid document (and which shall be taken as part of, and incorporated into, this proposal at the prices inserted therein).
- 6.3 The bidder shall prepare for a possible presentation should RTMC require such and the bidder shall be notified thereof no later than four (4) days before the actual presentation date. Such presentation may include demonstration of products and/or services as called for by the RTMC in relation to this bid.
- 6.4 The successful bidder hereby accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under this agreement as the principal(s) liable for the due fulfilment of this contract.
- 6.5 The bidder furthermore confirms that he/she has satisfied himself/herself as to the correctness and validity of his/her bid response that the price(s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents and that the price(s) and rate(s) cover all his/her obligations under a resulting contract and that he/she accept that any mistakes regarding price(s) and calculations will be at his/her risk.

7. RTMC's Rights

- 7.1 The RTMC reserves the right not to accept the lowest bid or any bid in part or in whole. RTMC normally awards the contract to the bidder who proves to be fully capable of handling the contract and whose bid is technically acceptable and/or financially advantageous to the RTMC.
- 7.2 The RTMC also reserves the right to award this bid as a whole or in part without furnishing reasons.

- 7.3 The RTMC reserves the right to conduct a site visit at the premises of the offices or at any client sites if so required.
- 7.4 The RTMC reserves a right to amend any bid conditions, validity period, specifications, or extend the closing date of bid prior to the initially stated closing date. Bidders will be advised in writing of such amendments in good time.
- 7.5 The RTMC reserves the right to request all relevant information, agreements and other documents to verify information supplied in the bid response. The bidder hereby gives consent to the RTMC to conduct background checks on the bidding entity and any of its directors/trustees/shareholders/members.

8. Supplier Development and Promotion of Emerging Black Owned Service Provider

- 8.1 The RTMC promotes enterprise development In this regard, successful bidders are encouraged to mentor SMMEs and/or Youth owned businesses. The implications of such arrangement will be subject to negotiations between the RTMC and the successful bidder.
- 8.2 It is also the objective of the RTMC to promote transformation of the South African economy and as such, bidders are encouraged to partner with a black owned entity (being 50%+1 black owned and controlled). Such partnership may include the formation of a Joint Venture and/ or subcontracting agreement etc., where a portion of the work under this bid would be undertaken by black owned entities.
- 8.3 To give effect to this requirement, bidders are required to submit a partnership/ subcontracting proposal detailing the portion of work to be outsourced, level of involvement of the black owned partner and where relevant, submit a consolidated B-BBEE scorecard in-line with the provisions of the PPPFA Regulations which will be considered as part of the B-BBEE scoring.

9. Bidders Details and Contact Person

DETAILS OF BIDDERS	
Name of your Company (in block letters)	

Signature(s) of the Bidder or assignee(s)		Date	
Name of person signing (in block letters)			
Capacity			
Are you duly authorized to sign this Bid?			
Company Registration Number			
VAT Registration Number			
Postal address (in block letters)			
Physical address (in block letters)			
Domicilium citandi et executandi in the RSA (full street address) (in block letters)			

DETAILS OF THE CONTACT PERSON	
Name of Contact Person	
Telephone Number	
Fax Number	
Cellphone Number	
E-Mail Address	

10. RESPONSE FORMAT

Bidders shall submit their responses in accordance with the response format specified below (each schedule must be clearly marked):

10.1 Cover Page:

10.1.1 The cover page must clearly indicate the bid reference number, bid description and the bidder's name

10.1.2 **Annexure 1** Invitation to Bid (SBD 1 - duly completed and signed)

10.2 Schedule 1:

10.2.1 Executive summary of the bidder's Company/Joint Venture/Partnership/Close Corporation. (Agreements/ supporting documentation must be attached and any amendments post award should be approved by RTMC)

10.2.2 **Annexure 2** of this bid document (Duly completed and Signed)

10.3 Schedule 2:

10.3.1 Original and Valid Tax clearance certificate(s); please refer to annexure below:

Annexure 3 Tax Clearance Certificate Requirements

10.3.2 Certified copies of your CIPC company registration documents listing all members with percentages, in case of a CC. Or latest certified copies of all share certificates in case of a company;

10.3.3 B-BBEE Certificate verified by a SANAS accredited verification agency or a letter from the supplier's auditor. In case where a Joint Venture/Consortium is formed a combined B-BBEE Certificate must be provided.

10.3.4 **Annexure 4** Declaration of Interest (SDB 4)

10.3.5 **Annexure 5** Declaration of Bidders Past SCM Practices (SBD 8)

10.3.6 **Annexure 6** Certificate of Independent Bid Determination (SBD 9)

10.3.7 **Annexure 7** Joint Venture/Consortium Agreement (In case of Consortium or Joint Venture)

Note: Where bidders form a Consortium or a Joint Venture, bidders must submit all documents as listed under Schedule 2 above for each party to the Consortium or Joint Venture.

10.4 Schedule 3:

10.4.1 Responses to **Section Two** of this document, in line with the format indicated in this bid document.

10.5 Schedule 4:

10.5.1 A detailed pricing schedule breakdown for the bid including any supporting schedules on price determination. **The price schedule must be submitted on a separate sealed envelope.**

10.5.2 **Annexure 7** Price Schedule Summary (SBD 3.3)

10.5.3 **Annexure 8** Preferential Point Claim (SBD 6.1) and B-BBEE Certificate

11. SPECIAL INSTRUCTIONS TO BIDDERS

11.1 Bidders shall provide full and accurate answers to the questions posed in this document.

11.2 Bidders **must** substantiate their response to all questions, including full details on how their proposal/solution will address specific functional/technical requirements. All documents as indicated must be supplied as part of the bid response.

11.3 RTMC reserves the right to appoint more than one service provider in order to ensure prompt delivery and efficiency of the service.

12. EVALUATION CRITERIA

The bid will be evaluated on a four stage process. Stage 1 will be on Mandatory requirements, Stage 2 will be Technical assessment, stage 3 Functionality and Stage 4 will be on 80/20 Price and B-BBEE.

(a) Stage 1 – Mandatory

Bidders who fail to meet the mandatory requirements will be disqualified from further evaluation.

(c) Stage 2 – Evaluation criteria

Only bidders that meet the minimum of seventy (70) points will be eligible for consideration for Stage 3.

(b) Stage 3 – Due Diligence/ Technical assesment

Due diligence will be conducted by the Technical/ risk assessment committee which will include site visits to assist with the evaluation process.

(c) Stage 4 - Price and B-BBEE

NB: This will be on 80/20

12.1 STAGE 1 – MANDATORY REQUIREMENTS

ITEM	DESCRIPTION	YES	NO
1	<p>Organisational Registration: Provide the following:</p> <ul style="list-style-type: none">a. Company PSIRA registration certificateb. Company Director's PSIRA registrationc. Company Profiled. Letter of Good Standing (COID)e. Provident Fundf. UIF <p>Submit proof</p>		
2	<p>Staff Registration: Provide the following</p> <ul style="list-style-type: none">a. Proof of registration PSIRA registrationb. Proof of firearm competency certificates <p>Submit proof</p>		
3	<p>Liability Insurance</p> <p>The bidder will be required to provide liability insurance agreement of five (5) million after appointment.</p>		

ITEM	DESCRIPTION	YES	NO
4	Company capabilities: Minimum company's existing capabilities and infrastructure including the following:- <ul style="list-style-type: none"> a. Existing Control Room (Provide Pictures of Control Room) b. Vehicles (Provide Registration Certificates) c. Two way radio,hand held scanners, guard monitoring system (Provide example of Guard Monitoring Tool Report) d. Firearms (Rifles, Shotgun and Pistols) Provide an inventory of the firearms e. Uniform (Provide Pictures of Corporate Uniform) 		
5	Rendered a similar service on at least 2 NKP registered sites (submit letters as proof)		
6	Certified proof of registration on the Department of National Treasury Central Suppliers Database (CSD).		
7	Bidder must have signed and submitted all SBD forms		

12.2 STAGE 2 – FUNCTIONALITY CRITERIA

Stage 2 will be based on written proposals and responses to functionality criteria requirements.

Functionality shall be evaluated based on the following parameters:

A. Capacity and Bidders Relevant Experience, Similar Work, Financial Capacity, Capacity to execute, Management of Access control, Incident management and reporting, Monthly reporting on State of security	75
<p>A1. Bidders to demonstrate experience of guarding an NKP site in the last five (5) years by providing NKP certificates</p> <p>(i) The bidder must demonstrate their experience in similar assignments in relation to Government and/ or public sector</p> <ul style="list-style-type: none"> • 2 to 4 similar assignments = 3 points • 4 to 6 similar assignments = 7 points • 7 and above similar assignments = 10 points <p>NB: For Bidder to qualify for points, Bidders are expected to provide reference letters and attach specs/terms of reference which support each letter confirming the execution of the above. For a proven and traceable track record, the bidder must indicate the expertise of his/her team as well as entities/ organisations and contact persons in which similar services were/ are successfully undertaken. The reference letters must clearly indicate the type of service (s) provided, contract duration, contract value and details of the relevant contact person.(Signed by the delegated official).</p> <p>A2 Staff experience (NKP related)</p> <p>Staff experience: Bidders must provide CVs of personnel who will be involved in the project</p> <p>➤ Security Manager / Team Leader: 5 years and above = 5 points</p> <p>To qualify for the above please submit the following:</p> <ul style="list-style-type: none"> • CV (As proof of years of experience) = 1 point • SASSETA NKP Training certificate = 2 points • NKP Refresher training certificate = 2 points 	<p>10</p> <p>5</p>

<p>➤ Security Supervisor : 4 years and above = 5 points</p> <p>To qualify for the above please submit the following:</p> <ul style="list-style-type: none"> • Grade B = 3 points • SASSETA NKP Training certificate = 1 point • NKP Refresher training certificate = 1 point <p>➤ Security Guards with Grade C, 3 years and above= 5 points</p> <p>Grade C = 3 points</p> <p>SASSETA NKP Training certificate = 1 point</p> <p>NKP Refresher training certificate = 1 point</p>	<p>5</p> <p>5</p>
<p>A3. Financial Capacity</p> <p>A3.1. Bidders must provide the following as proof of Financial Capacity:</p> <p>a) Letter of commitment (specific to the bid) from financial service provider registered with Financial Services Board (FSB).</p> <p style="text-align: center;">OR</p> <p>b) Recent financial statement(s) reflecting positive cash flows/ liquidity acceptable to sustain the contract.</p> <p>NB: For the bidder to qualify for these points, submitted proof should demonstrate the bidder's ability to execute the contract by at least reflecting a positive bank balance or cash flow to the amount of R275 000.</p>	<p>5</p>
<p>A4. Incident Management</p> <p>The bidder is expected to demonstrate basic knowledge of Incident Management for the following (explain or provide policies and procedures used in handling the below)</p> <ul style="list-style-type: none"> • Theft of laptops = 2 points • Hostage = 2 points • Trespass/ Unauthorised Access = 2 points • Security Breaches e.g. refusal to comply with security measures = 4 points 	<p>10</p>

<p>A5. NKP Compliance Management</p> <p>Bidders are expected to demonstrate knowledge of the following NKP evaluation activities expected from security service providers in NKP environments:</p> <ul style="list-style-type: none"> • Security Guards Administration = 5 points • Refresher Training = 5 points • Firearms Training/ Shooting Exercises = 5 points • Firearms and Ammunition Control = 5 points • Security Patrols = 5 points • Access Control = 5 points • Egress Control = 5 points 	35
<p>B. Project Operational plan</p>	25
<p>Detailed operational plan (This must be accompanied by a Company Organogram)</p> <ul style="list-style-type: none"> ➤ Selection process and induction of suitably qualified security Staff = 5 points ➤ Rostering and rotation plans to be implemented = 5 points ➤ Conducting Threat and Risk Assessment = 5 points ➤ Approach to developing standard operating procedures = 5 points ➤ A detailed Occupational Health and Safety file for security operations = 5 Points 	
<p>TOTAL FOR FUNCTIONALITY:</p>	100

NB: BIDDERS ARE EXPECTED TO SCORE SEVENTY (70) POINTS IN ORDER TO QUALIFY FOR STAGE 3 OF THE TECHNICAL TEAM CONDUCTING DUE DILLIGENCE DURING SITE INSPECTIONS

Functionality will be evaluated at the following scales:

VALUE	DESCRIPTION
5- Excellent	Meets and exceeds the functionality requirements
4- Very Good	Above average compliance to the requirements
3- Good	Satisfactory and should be adequate for stated element
2- Average	Compliance to the requirements
0- Non-Compliant	Does not comply to the requirements

12.3 STAGE THREE- DUE DILLIGENCE/ TECHNICAL ASSESMENT

NB: RTMC will use the guidelines provided by NKP SAPS division in ensuring that all the requirements as set out by SAPS are complied with.

A template/checklist will be used during the site inspections to assess the following areas:

- a) Statutory Compliance, including NKP Act 102 of 1980
- b) Occupational Health and Safety
- c) Operational Requirements

The service proviver will have to score **eighty (80)** points in order to qualify for stage 4

12.4 STAGE FOUR – PRICE AND B-BBEE (PREFERENCE POINTS EVALUATION)

NB:Stage 4 - This stage will be evaluated on a 80/20 Preference Point System (i.e. 80 points on Price and 20 points on B-BBEE).

CRITERIA	MAXIMUM POINTS
Price	80
B-BBEE Rating	20
Grand Total	100

SECTION: 2

SPECIFICATION DETAILS AND FUNCTIONALITY REQUIREMENTS

SECTION 2: TECHNICAL REQUIREMENTS/ SPECIFICATION

1. PURPOSE

The Road Traffic Management Corporation (RTMC) requires the services of a physical security services provider to provide protection for the immovable assets, employees and contractors. These services will be conducted at RTMC offices (NaTIS NKP Facility) in Waterfall Office Park, Midrand.

The purpose of this BID is to invite suitably qualified security services companies to render the following to the RTMC :-

- a) Armed security guards to render National Key point guarding security services at the Road Traffic Management Corporation "RTMC" for a period of Twenty (20) months commencing on the date of appointment with an option to extend.
- b) Armed response services.
- c) Supply of appropriate security equipment that will be used to activate armed response, such as panic buttons and two-way radios.
- d) Access Control Management 24/7

2. BACKGROUND

RTMC is mandated to ensure an effective and efficient service delivery to the citizenry of the Republic of South Africa. This is achieved by the uninterrupted availability of the National Traffic Information System (NaTIS). Due to the strategic importance to the economy and the country, the NaTIS facility has been declared a National Key Point (NKP). The physical security of the NKP is governed by the NKP Act, 1980 and security at all NKPs are managed by the South African Police Service Protection and Security Services (PSS) Division.

3. SCOPE OF WORK

As from the effective date of the agreement with the service provider, the service provider shall provide the RTMC with required services and expertise as set out in the agreement.

The services of trained NKP security service providers are required by the RTMC to perform duties at RTMC, NaTIS NKP Facility in Waterfall Office Park, Midrand.

The security services shall be provided on the premises as follows:

- a) Patrolling of Premises

- b) Access control
- c) Protection of assets
- d) Loss control
- e) Escort services
- f) Tactical response team
- g) Armed response

The specific duties of the security service provider in respect of the premises shall be as described in the Standing Operating Procedures (SOPs). The SOPs setting out the specific duties of the security service provider shall be compiled by the service provider at least a week before the services commence. The said SOPs may be amended from time to time, as agreed by both parties.

4. REGULATORY REQUIREMENTS

The contract shall, in all respect, be construed in accordance with the Laws of the Republic of South Africa and any disputes that may arise between the bidder(s) and RTMC in regard to the contract shall be settled within the courts of the Republic of South Africa.

Bidder(s) shall comply, but not limited to, with the following relevant legislation:

- a. National Key Point Act 102 of 1980
- b. Constitution of the Republic of South Africa Act 108 of 1996;
- c. The Private Security Industry Regulation Act (Act no. 56 of 2001);
- d. The Private Security Industry Regulations, 2002 dated 14 February 2002;
- e. Provisions from the Security Officers Act 92 of 1987;
- f. Compensation for Occupational Injuries and Diseases Act (Act no.103 of 1993);
- g. The Occupational Health and Safety Act (Act no. 85 of 1993);
- h. Preferential Procurement Policy Framework Act 5 of 2000;
- i. Preferential Procurement Policy Framework Regulations of 2011;
- j. Public Finance Management Act 1 of 1999 as amended by Act 29 of 1999;
- k. Treasury Regulations
- l. The Criminal Procedure Act (Act no. 51 of 1977)
- m. The Firearms Control Act (Act no. 60 of 2000);
- n. The Control of Access to Public Premises and Vehicles Act (Act no. 53 of 1858);
- o. The Unemployment Insurance Act (Act no. 63 of 2001);

5. PERSONNEL REQUIREMENTS FOR PHYSICAL SECURITY

The scope of services shall include, without limitation, the following:

- 5.1. Provide ten (10) NKP security personnel for day shift of which one (1) is Grade B and nine (9) are Grade C staff
- 5.2. Provide seven (7) NKP security personnel for night shift of which one (1) is Grade B and six (6) are Grade C staff
- 5.3. The above mentioned staff compliment excludes relievers of which the service provider shall provide
- 5.4. The service provider must provide relievers as and when required, these relievers will also be subjected to the NKP screening process
- 5.5. All security staff shall be trained and be knowledgeable about RTMC security procedures, protocol and Standard Operating Procedures. In addition, the graded staff will be responsible for the following:
 - 5.5.1. Grade B: Operate as shift supervisors
 - 5.5.2. Grade C: Armed NKP Security Officials, conduct patrols in within the NKP and also handle Access and Egress duties

The table below addresses the above requirements:

Schedule and Manpower					
Day Shift- Monday to Sunday 06:00 – 18:00					
#	Gender	Grade	Firearms	Duty Point	Additional Training
1	Male	B	Handgun	Supervisor	NKP Training
	Male	C	Shotgun	Main Gate	NKP Training
3	Male	C	Shotgun	Main Gate	NKP Training
4	Male	C	Handgun	Escort	NKP Training
5	Male	C	Handgun	X-Ray Machine	NKP Training and X-Ray Machine Training
6	Female	C	Handgun	X-Ray Machine	NKP Training and X-Ray Machine Training
7	Female	C	Handgun	Basement Door	NKP Training
8	Female	C	Handgun	Reception	NKP Training
9	Female	C	Handgun	Training Reception	NKP Training

10	Female	C	Handgun	Main Storeroom/Dispatch and Receiving	NKP Training
Night Shift- Monday to Sunday 18:00 – 06:00					
1	Male	B	Handgun	Supervisor	NKP Training
2	Male	C	Shotgun	Main Gate	NKP Training
3	Male	C	Shotgun	Main Gate	NKP Training
4	Male	C	Shotgun	Patrol Man	NKP Training
5	Female	C	Handgun	Reception	NKP Training
6	Male	C	Handgun	Training Reception	NKP Training
7	Male	C	Handgun	Patrol Man	NKP Training
Equipment					
1	Base Radio (1)				
2	Two way Radios (10)				
3	Guard monitoring system (1)				
	Additional Services				
1	Armed Response Services				
2	Tactical Response Team				

6. Bidder(s) to provide the following:

- 6.1. Certified copies of registration certificates with the Private Security Industry Regulatory Authority (PSIRA) in respect of the company, directors/members, and all security guards
- 6.2. Certified copies of Identification documents in respect of company directors/members and security guards;
- 6.3. Compensation for Occupational Injuries and Diseases Act certificate
- 6.4. Unemployment Insurance Fund certificate
- 6.5. Valid tax clearance certificate
- 6.6. Project Operational Plan and Schedule outlining how the security services will be provided as required at the RTMC Offices in Midrand
- 6.7. Company profile attached to the bid document
- 6.8. Physical and postal addresses, contact details in terms of offices which will be providing services to RTMC
- 6.9. In a case of Joint Ventures, JV agreements must be submitted and a lead party in the Joint Venture must meet all the tender requirements as per functionality criteria

7. General Duties and Responsibilities of the Bidder(s)

- 7.1. To guard and protect buildings, equipment and assets against damage, theft and vandalism.
- 7.2. To perform access control duties and patrol the premises to prevent unauthorised persons from entering and removing equipment or assets from the premises concerned
- 7.3. To protect employees, visitors and customers by preventing or minimising the risk of injury, including death
- 7.4. To apprehend any suspicious person on the premises and to take action as mandated and required by the laws of the Republic of South Africa
- 7.5. To report any suspicious action or unusual occurrence at the RTMC premises
- 7.6. Security guards must be supervised on a daily basis and be equipped to perform their duties as agreed upon.
- 7.7. To report any security incident to the RTMC security management and the South African Police Services (SAPS).
- 7.8. To patrol the area of responsibility in order to prevent criminal activity.
- 7.9. To monitor security threats and risks within the RTMC's area of responsibility and provide an early warning to facilitate proactive interventions.
- 7.10. To provide service in a courteous and professional manner
- 7.11. To provide necessary documentation as requested prior to the awarding of the contract
- 7.12. To provide a reasonable number of additional staff as required for the rendering of services at the sites during crisis situations.
- 7.13. To maintain a 24/7 permanently manned office/control room for the duration of the contract to enable continuous communication with RTMC and the bidder(s)'s field staff. The bidder(s) must have a functional radio control room, cellular phones for effective communication

8. Management and Supervision

- 8.1. The bidder(s) must provide a contract manager who shall exercise supervision of security guards and/or activities on behalf of the bidder(s). The contract manager shall be a competent and responsible individual who has experience in carrying out security functions. RTMC shall be notified in writing of the appointment of the contract manager.
- 8.2. RTMC may delegate to any person of its powers or functions in terms of this agreement and on receiving notice in writing of such delegation the bidder(s) shall recognize and obey the delegated person to whom any such powers or functions have been delegated.

- 8.3. The bidder(s) shall exercise adequate supervision over the service at the RTMC facility and shall be represented by a representative having full power and authority on behalf of the contract manager. Such representative shall be competent and responsible and shall have adequate experience in carrying out the security functions provided in terms of this agreement.
- 8.4. The bidder(s) shall be required to carry out proper supervision of his own personnel by means of at least two (2) visits by an off-site supervisor per shift. The contract manager should visit each site at least twice per week, one of which should be after hours. These visits must be recorded in the weekly report. Details of such visits shall be recorded in the occurrence book (OB) provided by the bidder(s) and the pocket books of security personnel visited.
- 8.5. The bidder(s) shall at all times be responsible for the acts and omissions of his employees providing services to RTMC in terms of the agreement while they are acting within the course and scope of their duties and employment.

9. Administrative Capabilities and Infrastructure

- 9.1. The bidder(s) must demonstrate the capacity to have the administrative and management capabilities, and availability of infrastructure to manage the contract at the time of commencing the contract.
- 9.2. The bidder(s) must give access to its premises by RTMC at any time for compliance inspections. These facilities must be acceptable for the running of a security business and be equipped with fully functioning equipment manned by skilled staff.

10. Confidentiality

The bidder(s) must ensure that RTMC's interests are served at all times during the contract period. Any information gained by the bidder(s) during the course of the contract must be kept in strict confidence and may not be used without the written permission of RTMC

11. Security Personnel

It is the responsibility of the bidder(s) to ensure that security personnel in his employment meet the following requirements at all times:

- a. All Security guards must be trained in National Key Point Operations and Certified

- b. All Security guards must be trained to operate hand guns, shotguns and rifles for business purposes
- c. Security guards must have at least Grade 10 and minimum Grade C PSIRA registration.
- d. Supervisors must have Grade 12 and a minimum of Grade B PSIRA Certificate.
- e. Security guards must be able to communicate in English (read and write).
- f. Security guards must not be younger than 18 years of age.
- g. Security guards must be prepared to work 24-hour shift.
- h. Supervisors and security guards must have undergone and passed the formal security guards training.
- i. Security guards must at all times present an acceptable image/appearance which implies inter alia that they may not sit, lounge about, smoke, eat or drink whilst attending to people.

12. Working Hours and Rates

- 12.1. Security services shall be provided twenty four hours seven days a week.
- 12.2. Bidder(s) to apply standards rates as prescribed by the Private Security Industry Regulatory Authority.

13. Training of Security Personnel

- 13.1. 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, such as Grade B and C.
- 13.2. Personnel issued with firearms shall receive accredited training with such firearm every six months. The results of such training shall be made available to RTMC on request. Personnel shall be professionally and formally trained and be able to use and handle a firearm when required.
- 13.3. RTMC shall conduct random competency tests/inspections of the bidder(s)'s security personnel.
- 13.4. The bidder(s)'s personnel shall after completion of their training have expertise to execute their functions properly, in particular regarding but not limited to the execution of their functions, including the legal aspect thereof
- 13.5. Training shall be provided to the bidder(s)'s 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 RTMC
- 13.6. The bidder(s) shall be responsible for all costs incurred in the training of security personnel.

14. Bidder(s) Obligations

- 14.1. To ensure that all staff working under this contract are in good health and pose no risk to any RTMC employee and clients/contractors.
- 14.2. To comply with RTMC security and emergency policies.
- 14.3. To ensure that all security guards employed by the bidder(s) are paid the minimum wages according to the applicable sectorial determination.
- 14.4. To ensure that security guards employed by the bidder(s) are familiar with the RTMC environment.
- 14.5. Ensure that all security guards under this contract are provided with uniforms which state the name of the company and which can be clearly distinguished from other companies. RTMC reserves the right to order immediate removal of a security guards who does not adhere to this arrangement. The uniform provided to security guards should consist of the following:

Male Security Guards:

- a. Baton
- b. Belt
- c. Jacket
- d. Jersey
- e. Trousers (formal)
- f. Shirt
- g. Shoes
- h. Socks
- i. Whistle
- j. Lanyard
- k. Rain suite
- l. Tie

Female Security Guards

- a. Baton
- b. Blouse/shirt
- c. Handcuffs and keys
- d. Jacket

- e. Jersey
- f. Shoes
- g. Skirt/trousers
- h. Stockings
- i. Whistle
- j. Lanyard
- k. Rain suite
- l. Tie/cravat

- 14.6. To ensure that RTMC is informed of any removal and replacement of security guards.
- 14.7. The company or close corporation must provide a contingency plan in case of the.
Strike/unrest or any unplanned eventuality that can disrupt services to the RTMC
- 14.8. The bidder(s) must provide proof of liability insurance with the bid documents.
- 14.9. The bidder(s) must agree to reliability checks by the relevant State Security Agency (SSA) Structure (as determined in section 2A of the National Strategic Intelligence Act) on the company and every director of the company or member of the close corporation prior to the signing of the contract.
- 14.10. To provide all equipment but not limited to the following:
 - Occurrence Book
 - Fully operational radios
 - Fully operational torches
 - Pocket Book
 - Identification Cards
 - Pens
 - Handcuffs
 - Handheld metal detectors
- 14.11. The bidder(s) shall acquaint himself with any relevant wage regulating measures or Statutory enactment which may be in force or which may be contemplated, affecting conditions of employment during the term of agreement.
- 14.12. The bidder(s) shall provide audited proof that remuneration paid to each of their Employee was adjusted by at least the amount which the statutory wage applicable to each individual was increased.
- 14.13. The bidder(s) shall remain solely responsible for the payment of all costs pertaining to Personnel, including but not limited to salaries, bonuses, provident fund contributions, medical fund and insurance premiums.
- 14.14. Salaries paid by the bidder(s) to his personnel shall at no stage be less than those Prescribed by the current applicable wage determination in the security industry.

- 14.15. The bidder(s) shall be responsible for the payment of all applicable taxes, charges, duties or fees assessed or levied by any recognized authority in respect of security personnel provided or as a result of the security personnel being provided by the bidder(s) in terms of this agreement and shall on request furnish sufficient documentary proof to RTMC that these payments have in fact been made

15. KEY PERFORMANCE AREA EVALUATION (KPAS) FOR SUPPLIER RELATIONSHIP MANAGEMENT (SRM).

- 15.1. RTMC will develop a Performance Management System, where the Service Provider will be evaluated against on a quarterly basis. The key performance will range from 1 - 4 in that 1(reflects as poor) and maximum of 4(reflects as excellent) details will be defined during contract stage.
- 15.2. The following KPI's will be used to evaluate the performance of the service provider:
- 15.2.1. All registers and forms concise and available for inspection.
 - 15.2.2. Monthly report submitted before 5 days subsequent to the end of each month.
 - 15.2.3. Guards reporting on duty arrive on or before the specified time.
 - 15.2.4. All staff correctly graded and in accepted uniform.
 - 15.2.5. Staff shifts to change within 30 minutes (sick leave and relievers planned).
 - 15.2.6. Security personnel to be in possession of correct equipment on-site, replacement of equipment within acceptable turnaround time.
 - 15.2.7. Training as per SOP and on the job training.
 - 15.2.8. Incidents reporting turnaround time (report immediately, preliminary report within 24hrs, final report at completion of investigation).
 - 15.2.9. Overall Management and Supervision (Monthly meetings, after hours supervisor, documented meetings sent to RTMC, return of phone calls & emails).
 - 15.2.10. Proof of refresher training courses undertaken on a monthly and quarterly basis.
 - 15.2.11. NKP competency training for all guards to be conducted twice a year.

SECTION: 3
ANNEXURE AND STANDARD
BIDDING DOCUMENTS
ATTACHED

**(Pricing: Bidders must fill in the
attached pricing schedule and
submit on separate envelope)**

ANNEXURE AND STANDARD BIDDING DOCUMENTS

DOCUMENT	DESCRIPTION
BDGI	Bid Documents General Information
Annexure 1	Invitation to Bid (SBD 1)
Annexure 2	Acceptance of Bid Conditions and Bidder's Structure
Annexure 3	Tax Clearance Requirements (SBD 2)
Annexure 4	Declaration of Interest (SBD 4)
Annexure 5	Declaration of Bidder's Past Supply Chain Management Practices (SBD 8)
Annexure 6	Certificate of Independent Bid Determination (SBD 9)
Annexure 7	Pricing Schedule (SBD 3.3)
Annexure 8	Preference Points Claim Forms (SBD 6)

BIDDING DOCUMENTS : GENERAL INFORMATION

1. The bidding forms are drawn up so that certain essential information is to be furnished in a specific manner. Any additional particulars shall be furnished in the enclosed questionnaire(s) or in a separate annexure.
2. The bidding forms should not be retyped or redrafted but photocopies may be prepared and used. Additional offers may be made for any item, but only on a photocopy of the page in question. Additional offers made in any other manner may be disregarded.
3. Bidding forms not filled in using a computer and printer shall be completed in black ink.
4. Bidders shall check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability shall be accepted in regard to claims arising from the fact that pages are missing or duplicated.
5. The forms in respect of Preference Points Claim, if attached, shall be completed and submitted with the completed Bid.
6. Firm bid prices and delivery periods are preferred. Consequently bidders shall clearly state whether prices and delivery periods will remain firm for the duration of the contract or not.
7. If non-firm prices are submitted, this fact should be clearly stated in the bidding documents.
8. Where items are specified in detail, the specifications from an integral part of the bidding document and bidders shall indicate in the space provided whether the items offered are to specification or not.
9. In respect of the paragraphs where the items offered are strictly to specification, bidders shall insert the words "as specified".

- 10.** In cases where the items are not to specification, the deviations from the specifications shall be indicated.
- 11.** The bid prices shall be given in the units shown.
- 12.** All prices shall be quoted in South African currency.