



## KWAZULU-NATAL PROVINCE

HUMAN SETTLEMENTS  
REPUBLIC OF SOUTH AFRICA

### INVITATION FOR PROPOSALS

**APPOINTMENT OF A SERVICE PROVIDER TO RENDER 24 HOUR SECURITY SERVICES FOR THE KZN DEPARTMENT OF HUMAN SETTLEMENTS AT 203 CHURCH STREET AND 199 PIETERMARITZ STREET, IN PIETERMARITZBURG, FOR A PERIOD OF 12 MONTHS.**

<b>BID NUMBER</b>	ZNB59/2019/20HSE
<b>CLOSING DATE</b>	30/10/2020
<b>BID BOX NO.</b>	02 (SITUATED AT THE 12 <sup>TH</sup> FLOOR, DEPARTMENT OF HUMAN SETTLEMENTS, EAGLE BUILDING, 353 – 363 DR PIXELY KASEME STREET, DURBAN, 4001)
<b>COMPULSORY BRIEFING SESSION DATE</b>	No briefing session will be conducted. Bidders will be given an opportunity to submit their enquiries and responses will be Published on the eTender portal and Departmental website.
<b>BID DOCUMENTS NOTE</b>	Bid document can be downloaded from <a href="http://www.etenders.gov.za">www.etenders.gov.za</a> (NO BID DOCUMENTS WILL BE ISSUED BY THE DEPARTMENT)
<b>TECHNICAL ENQUIRIES</b>	MR E. NDABA: 031 336 5102/083 564 5305
<b>BID ENQUIRIES</b>	MRS R. GAFOOR 031 336 5142/MS. K. MTHEMBU 031 336 5166/ MR. S. MKHIZE 031 336 5241/ MR. S. BIYASE 031 336 5165

**This bid is limited to tenderers who will meet the following pre-qualification criteria (in terms of Preferential Procurement Regulations, 2017):**

- (a) a bidder having a minimum B-BBEE status level 1; or
- (b) an EME or QSE;

The Department of Human Settlements would like to enter into a contract with a reputable and experienced security company with a requisite capacity to render security services at 203 CHURCH STREET AND 199 PIETERMARITZ STREET, IN PIETERMARITZBURG for a period of 12 months.

NO.	SITE WHERE SERVICE WILL BE PROVIDED	BID NUMBER
01	203 CHURCH STREET AND 199 PIETERMARITZ STREET, IN PIETERMARITZBURG	ZNB59/2019/20HSE

The summarised requirements and task analysis of the functions to be fulfilled by the appointed company is appended hereunder:-

#### 1. PERIMETER/BUILDING PATROL

The buildings and the perimeters must be patrolled by both shift members during shift change.

#### 2. INTERNAL PATROL OF BUILDING

Security guards must devise a roster in respect of conducting patrols throughout the building at 30 minutes intervals to ensure that visitors / members of the public are not loitering within the building.

All patrols and security official conducting them must be recorded in the relevant occurrence book and must be made available to Departmental representatives on request.

### **3. ACCESS AND EXIT CONTROL ON THE ENTRANCE TO THE DEPARTMENT BUILDING AND PARKING AREA**

The Department occupies two buildings: 203 Church Street, which has four (4) and 199 Pietermartz Street, which has three (3) floors. The entrances to the buildings must be monitored at all times to ensure access to the building by department employees and members of the public.

- I. Visitors may only be allowed on the premises after completion of the visitors register and the reason for the visit has been verified/ confirmed with the official. This is to be done by security who should contact the official on the relevant extension number.
- II. Security guards must then escort the visitor to the official being visited.
- III. Employees entering the buildings after hours (after 17:00 but before 06:30 the following day during the working week, weekends and public holidays) must sign in the relevant register.
- IV. Department officials entering or leaving the buildings may be randomly searched on the instruction of management.
- V. No hawkers must be allowed into the buildings.

### **4. PARKING FACILITY:**

Security personnel must ensure that Department vehicles exiting the parking facility are authorized, with the authorization form which the Department shall make known to the service provider. A copy of a valid trip authority form must be recorded in the relevant register.

- I. The parking area and the building as a whole must be continuously patrolled.
- II. Department vehicles must be checked to determine if spare wheel, jack, triangle and spanner are available. If not, this must be recorded in the relevant register.
- III. Upon entry and exit to the parking area, the security guard should read the mileage on the vehicle and record it in the relevant register. The security guard must also inform the driver that the boot of the vehicle needs to be searched and should ask for their consent.
- IV. If the driver does not consent to the boot being searched by the guard alone, the driver must accompany the guard for the duration of the search.
- V. If the driver refuses for the boot to be searched, they will not be permitted to enter or exit the premises.
- VI. The list of department vehicles on site (parking area) should be listed in the handing over of security guards on both shifts.
- VII. All deficiencies must be recorded in relevant registers and also reported to the end user.

### **5. SAFE CUSTODY OF DEPARTMENTAL ASSETS**

The appointed service provider shall ensure that Departmental assets on the premises are safeguarded and that any movement of assets from the premises and onto the premises are authorized by a Departmental representative or his / her delegate on approved documentation/ permit.

### **6. FIREARMS / WEAPONS**

Security personnel are to ensure that no person enters the building in possession of a firearm or any dangerous weapon. The Department will not accept any liability in the event of firearms being lost / mislaid which are in the custody of the security personnel.

Firearm safes are available on site for visitors to store their firearms for the duration of their visit. A firearm register must be made available by the service provider.

Security guards are not allowed to bring or use private firearms on site to perform their duties

### **7. SECURITY EQUIPMENT/ REGISTERS**

The appointed service provider must ensure that the security personnel are competent to utilize the security equipment that is installed on premises.

#### **7.1 THE SERVICE PROVIDER IS TO FURNISH THE FOLLOWING EQUIPMENT:**

- I. Base radio x 2
- II. Handheld radio x 9
- III. Handheld scanner x 9
- IV. Baton sticks x 7
- V. Handcuffs x 9
- VI. Pepper spray x 7
- VII. Pen (Black & Red)
- VIII. Torches x 4
- IX. Site standing orders (done with consulting the end-user)
- X. Two company cell phone each with R59 airtime at all times.

#### **7.2 THE SERVICE PROVIDER IS TO FURNISH THE FOLLOWING REGISTERS PER SITE:**

- I. Occurrence Book
- II. Pocket books
- III. Afterhours register (one for officials and another for contractors)
- IV. Laptop register
- V. Vehicle register
- VI. Access control register
- VII. Firearm register
- VIII. Any other register upon request

### **8. FIRE DETECTION, REACTION TO ALARMS AND OTHER EMERGENCIES**

- 8.1 The service provider must ensure that security personnel are aware of the emergency service and essential telephone numbers.
- 8.2 The service provider must have a 24 hour control room within a 30 km radius of the site to be guarded (the existence thereof must be confirmed before appointment)
- 8.3 In the event of any unrest, the entrances to the building must immediately be secured and backup summoned from the company (inspector and/ or operations manager to stand-down at **NO** additional cost to the department).
- 8.4 The Security Services Section must be informed of the unrest and a written report must be forwarded to him immediately. Local SAPS must also be contacted.

### **9. CLOSURE OF BUILDING AND ENTRY AFTER HOURS**

- 9.1 The building is to be secured and locked at 17:00 and re-opened at 06:00. Security guards must ensure that main doors throughout the building are locked.
- 9.2 Staff/contractors entering the building after hours (after 17:00 but before 06:30 the following day during the working week, weekends and public holidays) must enter their names and reasons for entry in the appropriate register which must be supplied by the service provider.
- 9.3 Staff utilising Department vehicles must be allowed access to the parking area after hours to park state vehicles.
- 9.4 Security guards are to ensure that all doors and windows are locked/ closed and that all lights have been switched off.
- 9.5 Doors and windows that are left unlocked or not closed must be locked or closed and be noted in the occurrence book.

## 10. SCOPE OF WORK

### 10.1 PERSONNEL REQUIRED

PERIOD	DESCRIPTION	GRADE	QUANTITY
Monday to Sunday, including Public Holidays 06:00 to 18:00	Security Guards	B	2 (Armed)
Monday to Sunday, including Public Holidays, 06:00 to 18:00	Security Guards	C	2 (Unarmed)
Monday to Friday, excluding Public Holidays 06:00 to 18:00	Security Guards	C	5 (Unarmed)
Monday to Sunday, including Public Holidays 18:00 to 06:00	Security Guards	B	2 (Armed)
Monday to Sunday, including Public Holidays 18:00 to 06:00	Security Guards	C	2(Unarmed)

### 10.2 SECURITY GUARDS

- 10.2.1 Security guards must be in the minimum grade "C".
- 10.2.2 All security guards must have the necessary PSIRA accreditation.
- 10.2.3 Security Guards must at least be able to communicate, read and write in English and IsiZulu language.
- 10.2.4 Senior security officer must be in the minimum grade "B" and must have passed Matric.
- 10.2.5 Security Guards must not be younger than 18 years of age.
- 10.2.6 All security guards on site must be screened by the Department. Copies of their identity documents, PSIRA certificates and fingerprint forms SAP 91 (a) must be forwarded to Security Services Section.
- 10.2.7 The removal of screened security guards must be communicated with Security Services Section. The identity document(s), PSIRA certificate(s) and fingerprints on a SAP 91 (a) of the new security guards replacing the previous guards must be forwarded to him.

### 10.3 THE FOLLOWING GENERAL REQUIREMENTS APPLY:

- 10.3.1 Security guards must be physically healthy and medically fit for the execution of their duties.
- 10.3.2 An offsite supervisor/ inspector with security accreditation must visit the site **once per shift**. If site visits are not conducted according to the specification, penalties will be imposed accordingly.
- 10.3.3 A neat and clearly identifiable uniform of the company, which will include matching raincoats and overcoats.
- 10.3.4 A clear identification company card with the member's photo, company number and identity number as well as the PSIRA card are to be worn conspicuously on his/her person at all times. In the absence of a PSIRA card, a certified copy of a PSIRA certificate will suffice.
- 10.3.5 Service aids to be worn on the person at all times during guard duty.
- 10.3.6 Service provider is to submit a written incident report (on a company letterhead) within 24 hours of an incident to the Security Services Section.
- 10.3.7 Service provider is to submit monthly and incident reports (on a company letterhead) to the end user/ the Security Services Section.
- 10.3.8 Appointed service provider should not deploy foreign nationals at DOHS offices unless if such immigrant has been a resident in the RSA for ten consecutive years of which at least five years preceding the clearance were spent as a South African citizen. He/she must provide sufficient proof that any former citizenship has been relinquished.

## 11. PRO-RATA DECREASE OF PAYMENT

- 11.1 If at any time the service is not rendered in accordance with the conditions of contract or the specification (for example number of guards is insufficient) the Department reserves the right to adjust payment pro-rata or in the case of unsatisfactory performance by the service provider to withhold payment for a specific period.

## **12. TERMINATION OF SERVICE**

- 12.1 The stipulations of the General Conditions of Contract as contained in this bid apply in particular to cases of any failure to comply with any of the conditions of contract, or where an unsatisfactory service is rendered.
- 12.2 The contract will be terminated immediately should the contractor no longer qualify and/or comply in terms of the Private Security Industry Regulation Act 56 of 2001.
- 12.3 The contract will be terminated with immediate effect should the service provider at the discretion of the end-user or security management, fails to honour the contract.
- 12.4 Appointed service provider to adhere to the following legislations:
- Private Security Industry Regulatory Authority Act 56 of 2001
  - Basic Conditions of Employment Act 75 of 1997
  - Skills Development Act 97 of 1998
  - Constitution of the Republic of South Africa, 1996 (Act 106 of 1996)
- Failure to adhere to abovementioned legislation could result in the termination of contract.

## **13. INVOICES**

- 13.1 Invoices are to be hand-delivered to the end-user for certification.
- 13.2 Emailed or faxed invoices will not be processed.
- 13.3 Invoices will not be processed in the absence of a signed Service Level Agreement.
- 13.4. Invoices must be original and a company stamp must appear on the front of the invoice. Banking details of the service provider must also appear on the front of the invoice in order for payment to be processed.
- 13.5 Failure to submit monthly and/or incident reports together with the invoice will result in the invoice not being processed.

## **14. CONTROL REGISTERS / OCCURRENCE BOOKS**

All registers as well as occurrence books maintained in terms of the contract must be made available to the Department together with the last invoice of the contract. If all registers are not made available to the Department along with the last invoice of the contract, payment will not be processed and can lead to penalties being imposed.

## **EVALUATION CRITERIA**

**THE BID WILL BE EVALUATED IN TWO STAGES AS FOLLOWS:**

### **STAGE 1 – ELIGIBILITY CRITERIA**

**IN ADDITION TO ALL REQUIREMENTS A COMPREHENSIVE COMPANY PROFILE MUST BE ATTACHED DETAILING ALL INFORMATION REQUIRED AS PER STAGE 1 OF EVALUATION CRITERIA, FOR THE PROGRESSION TO STAGE 2, SERVICE PROVIDERS MUST SCORE A MINIMUM OF 60% OF TOTAL POINTS AND PROFILE MUST HAVE TRACEABLE REFERENCES WITH A PROVEN TRACK RECORD. DOCUMENTARY PROOF OF COMPLETED CONTRACTS MUST BE ATTACHED**

<b>Key aspect of Eligibility</b>	<b>BASIS FOR POINT ALLOCATION</b>	<b>Score</b>	<b>Min-Max Points</b>
<b>Detailed Company Profile</b>	Provide company structure indicating management as well as the summary of their responsibilities, to include the following key personnel: <ul style="list-style-type: none"> <li>• Security Manager=4 points</li> <li>• Site Manager=2 points</li> <li>• Supervisor= 2 points</li> <li>• Security guards with their grades, including control room operator=2 points</li> </ul>	Good	<b>7-10</b>
	Company structure provided only shows 3-4 key personnel= 6 points	Fair	5-6
	Company structure provided shows 1-3 key personnel= 4 points Company structure does not have any key personnel=0 points	Poor	0-4
<b>Response Plan</b>	Provide a plan detailing what the company will do in the event of the following: <ul style="list-style-type: none"> <li>• Security breach=5 points</li> <li>• Labour unrest and picketing=4 points</li> <li>• Fire and bomb scare=4 points</li> <li>• The role of the control room during natural disaster=3 points</li> <li>• Threat and Risk Assessments by the service provider=5 points</li> <li>• Operational plan and security standing orders=4 points</li> </ul>	Good	<b>16-25</b>
	Response plan covers 4-6 areas listed above=15 points	Fair	11-15
	Response plan covers 2-3 areas listed above=10 points Response plan covers 0-1 areas listed above=0 points	Poor	0-10
<b>Security Services Experience</b>	<ul style="list-style-type: none"> <li>• Provide reference 5 reference in a letterhead of the company where similar work has been undertaken in the last 5 years. (Letters must indicate brief description, value of the project, be signed and have contact details of the company.</li> </ul> 25 points for 5 reference letters.	Good	<b>16-25</b>
	15 points for 3-4 reference letters.	Fair	11-15
	10 points for 1-2 reference letters 0 point for no reference letter	Poor	0-10
<b>Resources and Equipment</b>	Equipment available at the disposal of the service provider to effectively execute the contract, that include but not limited to the following: <ul style="list-style-type: none"> <li>• Base radio x 2 = 2 points</li> <li>• Handheld radio x 9=2 points</li> <li>• Handheld scanner x 9=4 points</li> <li>• Baton sticks x 7= 4 points</li> <li>• Handcuffs x 9=3 points</li> <li>• Pepper spray x 7=2 points</li> <li>• Pen (Black &amp; Red)=2 points</li> <li>• Torches x 4=2 points</li> <li>• Two company cell phone each with R59 airtime at all times=4 points</li> </ul>	Good	<b>16-25</b>
	Provided 5-8 equipment=15 points	Fair	11-15

	Provided 3-4 equipment=10 points Provided 0-2 equipment=0 points	Poor	0-10
<b>Financial Capacity</b>	Provide proof of financial capacity to satisfactorily execute the required service, such should include the following: <ul style="list-style-type: none"> <li>Bank rating of the company indicating specific category.</li> </ul> Category A=15 points	Good	<b>10-15</b>
	Category B=9 points	Fair	7-9
	Category C=6 points	Poor	0-6
<b>Total</b>			<b>100</b>

### **13.2 STAGE 2 – 80/20 PREFERENCE POINTS SYSTEM**

The 80/20 Preference Points System will be utilized. In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

<b>B-BBEE Status Level of Contributor</b>	<b>Number of points (80/20 system)</b>
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0