



THE NATIONAL CREDIT REGULATOR
OCTOBER 2015

TERMS OF REFERENCE (TOR)
FOR THE PROVISION OF GUARDING &
ELECTRONIC SECURITY SERVICES

RFP NUMBER: NCR328/09/15

DUE DATE: 6 NOVEMBER 2015 @ 11H00

SECTION 1

GENERAL TERMS OF CONDITIONS

1. General Information for Bidders

The National Credit Regulator (NCR) was established in terms of Section 12 (1) of the National Credit Act (Act 34 of 2005) and came into being on 1 June 2006.

The NCR will determine which bidding organisation (“bid participant”), if any, is appointed in response to this request for submission for provision of guarding and electronic security systems for a period of 36 months.

1.1 General Terms

This tender is issued in terms of the Public Finance Management Act 1 of 1999 (PFMA), the Preferential Procurement Policy Framework Act 5 of 2000 (PPPFA), the Preferential Procurement Regulations, 2001 (PPR), Supply Chain Management Regulations issued by the National Treasury and BBBEE Act.

Parties that wish to submit proposals are required to indicate that they are willing to accept the General Conditions and Procedures of the NCR (see Section 1.5 below and Annexure B and B.1). Please read this document carefully prior to submitting your proposal.

1.2 The Proposal Format

1.2.1 Economy of proposal preparation

The proposal should be prepared simply and economically, providing a straightforward and concise description of the bid participant’s ability to meet the requirements of the proposal request.

Clear factual responses are required. The content of the proposals shall determine the merit of each participant, not brochures or other marketing material. To facilitate the review of proposals, participants are required to organise their responses according to the format presented below. Should a participant wish to provide additional information, that information should be referred to, and provided for, in a file of Annexure.

1.2.2 Validity of proposals

The proposals must include a statement as to the period for which the proposal remains valid. The proposal must be valid for at least ninety (90) days from the due date for the submission of all bids. Refer to the quarters in the terms of reference (TOR).

1.2.3 Number of proposals

Each bid participant must provide Four (4) hard copies and 1 CD of their entire proposal, including all the documentation referred to in 1.5 below, in the format specified in that section. All submitted proposals will become the property of the NCR, and will not be returned. Receipt of all proposals will be recorded in a register at the point of receipt. One copy of the proposal must be signed and dated in black ink by the bidder or authorized representative of the bidder and initialled on each page.

1.3 Submission of proposals

1.3.1 Proposals must reach the offices of the NCR before 11:00 on 6 November 2015, and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside:

(a) RFP NO: NCR328/09/15

(b) FOR THE PROVISION FOR GUARDING AND ELECTRONIC SECURITY SERVICES

(c) COMPULSORY BRIEFING SESSION: 21ST OCTOBER 2015 @ 10H00

127 15TH ROAD, RANDJES PARK, HALFWAY HOUSE MIDRAND

(d) CLOSING DATE: 6TH NOVEMBER 2015 @ 11H00

Proposals are to be submitted in the marked tender box, in the reception area, National Credit Regulator, 127-15th Road, Randjiespark, Halfway House, Midrand. The tender box will only be available for the depositing of proposals between 08h00 and 16h30 on weekdays (excluding public holidays).

1.3.2 Please note that this RFP closes punctually at 11h00 on 6th November 2015. No late submissions will be considered under any circumstances.

- 1.3.3 All the documentation referred to in Section 1.5 below must be submitted. Failure to submit all the documentation referred to in this section may result in a submission being discarded, and not considered for evaluation.
- 1.3.4 If responses are not delivered as stipulated in this Section 1.3, such responses will be considered “late”, and will not be considered for evaluation.
- 1.3.5 The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.
- 1.3.6 Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP.
- 1.3.7 The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.
- 1.3.8 Only the participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.
- 1.3.9 After the evaluation process is completed, the Evaluation Committee may, prior to making a final selection, draw up a shortlist of participants and require them to make a detailed presentation to the Adjudication Committee. A minimum of 2 days’ notice will be given to relevant participants in advance of the presentation date.

1.4 Timetable

Date	Activity
09-10-15	Issue tender document
16-10-15	RSVP for the compulsory briefing session
21-10-15	Compulsory briefing session @ 10h00
06-11-15	Closing date
09-11-15	Evaluations – minimum criteria
12-11-15	Evaluations – functionality criteria
16-11-15	Consolidation of scores
18-11-15	Verification of scores

24-11-15	Presentations from the shortlisted candidates if clarity is required
27-11-15	Consolidation of scores
30-11-15	Verification of scores
03-12-15	Adjudications by the Adjudication Committee
09-12-15	Appointment of a supplier

The National Credit Regulator reserves the right to determine the structure of the process, the right to determine the number of short-listed participants, the right to withdraw from the proposal process, and the right to change this timetable at any time without notice.

1.5 Documentation to be submitted

Please Note

All of the documentation described below must be submitted, with no omissions whatsoever. Where a particular form or format of documentation is stipulated, this is the only form or format in which these documents must be submitted. Failure to adhere to these requirements may result in the rejection of the entire submission.

All of the documentation referred to below (in Parts One – Twelve) must be submitted. For ease of reference and to facilitate the evaluation process, you are requested to clearly mark each part of the submitted documentation as it is referred to below.

Part One – Proposal drafted in response to Terms of Reference

Section 2 of this document below contains the terms of reference (TOR) for the above mentioned tender. Bid participants are required to draft a proposal that will clearly indicate to the Evaluation Committee how they will fulfil the requirements as set out in the TOR.

Bid participants should include the following information when drafting their proposals:

- Proposals should make clear the relevant skills, experience and capacity of the participant, in respect of this particular TOR. This is an important evaluation criterion.

Bid participants should ensure that their proposals focus on how they will address the requirements of this TOR, rather than on achievements.

- Proposals must contain the details of the proposed approach to be adopted in order to deliver the service in accordance with the TOR.
- Proposals should clearly indicate whether or not bid participants have the internal capacity to meet the requirements of the TOR.

Part Two – Pricing Proposal

Annexure A: SBD 3.1. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected. Additional information may be added on a separate page if necessary.

The total price that the participant will charge to deliver services in accordance with the TOR must be clearly indicated. The pricing proposal should contain sufficient information to allow the Evaluation Committee to estimate the cost of the service, to a high degree of accuracy.

Please note that a financial proposal must be submitted in a separate sealed envelope together with your submission. The financial Proposal will be opened once all technical proposals have been evaluated. This appointment will be made in line with QBS.

All prices provided must be inclusive of Value-Added Tax (VAT).

Please note that the prices contained in the pricing proposal are the only charges that may be levied if the participant's proposal is successful, unless explicitly agreed to in writing by the National Credit Regulator, and in terms of the General Conditions of Contract.

Part Three – General Conditions and Procedures of the NCR

Annexure B & B1: General Terms & Conditions. Bid participants must indicate clearly that they have read this document, and have no objections to being bound by its contents. Where any provisions of the General Conditions and Procedures conflict with this General Information for Bidders and/or Terms of Reference, the latter will take precedence over the General Conditions of Contract.

Part Four – Contract Form: Rendering of Services

Annexure C: SBD 7.2. This will only be completed by the successful bidder once a selection has been made by NCR. Participants do not, therefore, need to complete this form at the bidding stage but their proposals must clearly indicate that they have read this form, and have no objections to signing it as is, if selected as the successful participant.

Part Five – Tax Clearance Certificate

Annexure D: SBD 2. They must be completed on the original and signed, all in black ink. Failure to submit a valid, original tax clearance certificate issued by SARS will result in a proposal being rejected.

Please note that the Tax Clearance Certificate submitted must be valid for at least one month after the closing date of the tender.

Part Six – Preference Points Claim Form

Annexure E: SBD 6.1. Bid participants must complete Sections 8 and 9 in full. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

Part Seven – Declaration of Interest

Annexure F: SBD 4. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

Part Eight – Declaration of past Supply Chain Management Practices

Annexure G: SBD 8. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

Part Nine – Non-Disclosure Agreement

Annexure H: Non-Disclosure Agreement. Participants must indicate clearly that they have read this agreement, and have no objections to signing it, as is.

Part Ten—Certificate of Independent Bid Determination

Annexure I: SBD 9. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

Please note that a BBEE certificate or an affidavit must also be attached to the bid documents. None submission will result in zero scoring in this competitive bidding process.

Part Eleven – Invitation to bid

Annexure J: SBD 1. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

Part Twelve – Draft SLA version for bidders review

Annexure K: Draft SLA. The draft document must be read and signed as confirmation that there won't be any objections if this tender was to be awarded to your company.

****** DO NOT RETYPE ANY OF THESE FORMS. ALL THE ABOVE NEED TO BE COMPLETED AND SIGNED AS IS WITH BLACK INK.**

1.6 Evaluation Criteria

Proposals will be evaluated on the 90/10 preference points scoring system: that is, 90% of the points awarded will be based on price, as indicated in the table below; and 10% of the points awarded will be based on B-BBEE codes system, allocated as indicated in the table below.

B-BBEE status level of contributor	Number of points	Price
1	10	90
2	9	
3	8	
4	6	
5	4	
6	3	
7	2	
8	1	

Non-compliant contributor	0	
Total maximum points	10	90

Functionality will be evaluated in terms of section 7

Description

- Proposals should make clear the relevant skills, experience and capacity of the participant, in respect of this particular TOR
- Proposals must contain the details of the proposed approach to be adopted in order to deliver the service in accordance with the TOR
- Proposals should clearly indicate whether or not bid participants have the internal capacity to meet the requirements of the TOR

1.7 Conflict of interest

Service providers are required to provide services that are professional, objective and impartial. Service providers must ensure that there is no conflict of interest between existing assignments, obligations and responsibilities to other clients and the services set out in the TOR. In the event of any uncertainty in this regard, full disclosure in the submitted proposal should be considered. Non-disclosure of a conflict of interest may be grounds for termination of any contract.

1.8 Confidentiality agreement

The successful service provider may have access to confidential data or information. The appointment of a successful bidder is subject to that bidder agreeing to the contents of, and signing, the NCR's standard Non-Disclosure Agreement.

1.9 Contact details

This no-contact policy does not apply to any information deemed to be in the public domain, or which is readily available from organs of State, which are repositories of such information.

All communications and enquiries/requests for clarification relating to this proposal should be directed to procurement@ncr.org.za

SECTION 2

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE GUARDING AND ELECTRONIC SECURITY SERVICES TO THE NCR

2. Background

The NCR is currently engaged in a security contract that will end on the 15 February 2016. The NCR is now tendering the security services out on a **3 year** contract. The successful bidder will commence duty on the **16 February 2016**.

Please refer to the table below to ascertain the current services provided to the NCR.

QTY	DESCRIPTION	GRADE	MON-SUN	MON-FRI	6AM – 6PM	6PM-6AM
1	Patrol guard/Site Supervisor	B	Yes		Yes	
1	Patrol guard	C	Yes		Yes	
1	Patrol guard	C	Yes			Yes
1	Patrol guard	C	Yes			Yes
1	Office based guard/Site Supervisor	B		Yes	Yes	
1	Armed Response		Yes		Yes	Yes
1	Base Station Radio		Yes			
1	Guard monitoring system		Yes			

3. Scope of work

The successful bidder must meet the following NCR requirements:

2.1. Guarding Services

- 2.1.1. Provide guarding services and physical access control 24 hours a day for 365 days per annum for the NCR as per the above requirements.
- 2.1.2. Make provision for a minimum of 2 patrol guards (dressed in uniform with their company emblem) to be present at the NCR site at any given point in time.

- 2.1.3. Make provision for a 3rd guard dressed in a suit with the security company's emblem to be present from Monday to Friday between 6am & 6pm. This guard will be located at the entrance to the main building next to the metal detector.
- 2.1.4. Make provision for a guard monitoring check point system.
- 2.1.5. Providing a smart phone (capable of working e-mails and whatsapp).
- 2.1.6. Make provision for a 24 hour for 365 days a year armed response service. Staff must be PSIRA registered with SASSETA accredited firearm certificates.
- 2.1.7. Make provision for radio communication between the guards on the NCR site and the security company control room.
- 2.1.8. Make provision for weekly guard check point reports to be emailed to the security personnel at the NCR on a weekly basis.
- 2.1.9. Make provision for 7 mobile panic buttons linked to the security company control room or the 3rd party armed response service provider.
- 2.1.10. Make provision for 13 fixed panic buttons to be mounted in all departments including the reception area and guard house. These panic buttons must be linked to the security company control room or the 3rd party armed response service provider.
- 2.1.11. Make provision for the guardhouse to be permanently manned (at least one guard must be at the guardhouse at all times).
- 2.1.12. The area around the electric fence must be kept free of weeds, grass, branches and any other objects that may cause the electric fence to malfunction. Cleaning must be done fortnightly.

2.2. Technical Services

2.2.1. Assist the NCR with supply, installation, support and maintenance of electronic devices namely the following:

- Alarm System
- Electric Fence and Energiser
- CCTV system (internal and external cameras and monitors)
- Biometric system and back ups
- External beams
- Access Control Gate and Remote Controls
- Automated boom and Remote Controls
- Spikes and Remote Control
- Perimeter lighting

- Panic buttons (fixed and remote)
- Break glass units
- X-Ray machine and UPS
- Metal detector
- Visitor Management System (identity scanner)
- Reception Remote Controls
- Internal Remote Controls
- Fire Detection and Suppression System
- Public Address System
- Man Trap Door
- Magnetic door locks
- Door bells
- All receivers for remote controls

Any spare parts required must be quoted to the NCR in writing and the bidder should only proceed with this after NCR approval in writing has been given.

2.2.2. The service provider will include a preventative maintenance agreement for all security related systems.

2.2.3. The service provider must make use of an identity scanner (compliant to the POPI ACT), to scan driver's licences and vehicle licences of visitors and ID documents of walk-in visitors to the NCR premises. Reports should be submitted to the NCR Security Department on a monthly basis. NCR may request these reports as and when required. (Visitor's registers should only be used in the event that the identity scanner is faulty.)

2.2.4. The service provider will provide off site monitoring 24 hours a day for 365 days a year.

2.2.5. The service provider will have an in-house technical team for installation and maintenance services of security systems.

2.2.6. Twelve months warranty/guarantee on all new installations must be included as part of the project costs.

2.2.7. The NCR reserve the right to approach the market if the service provider has not met aforementioned requirements.

4. Duties and responsibility of security staff

The contractor shall ensure protection of the personnel & property of the NCR, prevent trespass in the assigned area, perform daily patrol on the various points and prevent the entry of unauthorized persons and vehicles into the NCR premises.

- 4.1 The Security Supervisor will be responsible for overall security arrangement covered in the contract.
- 4.2 The Security Supervisor will ensure that all the instructions of the administration are strictly followed and there is no lapse of any kind.
- 4.3 A Standard Operating Procedure (SOP) will be issued to the NCR on commencement date of the contract.
- 4.4 The NCR premises is a gun free zone and therefore the guards will be required to register all firearms entries into a firearm register.
- 4.5 Security guards on site must keep an occurrence register and ensure accurate entries.
- 4.6 No outsiders are allowed to enter in the building without a proper Gate Pass issued by an authorized officer.
- 4.7 Deployment of guards will be as per the instructions of the authorities of the NCR and the same will be monitored personally by the concerned authorities from time to time and will be responsible for its optimum utilization.
- 4.8 The Security Supervisor/security guard will also take round of all the important and sensitive points of the premises as specified by the NCR.
- 4.9 Security personnel shall also ensure door keeping duties.
- 4.10 The guards on duty will also take care of vehicles, scooters/motor cycles/bicycles etc parked in the parking sites located within the premises of the NCR.
- 4.11 The guards on patrol duty should take care of all the water taps, valves, water hydrants, etc. installed in the open all over the premises.
- 4.12 It should be ensured that flower plants, trees and grassy lawns are not damaged either by the staff or by outsiders.
- 4.13 The Supervisors/guards should be trained to extinguish fire with the help of fire extinguishing cylinders and other fire fighting material available on the spot. They will also help the fire fighting staff in extinguishing the fire or in any other natural disaster.
- 4.14 During emergency situations, Security Supervisor/guards deployed shall also participate as per their role defined in the emergency plan, if any. Security Supervisors/guards should be sensitized for their role in such situations.
- 4.15 The Security Supervisor/guards are required to display mature behaviour towards staff and visitors.

- 4.16 The security guard on duty shall not leave the premises until his/her reliever reports for duty.
- 4.17 Any other provisions as advised by the NCR may be incorporated in the agreement. The same shall also be binding on the service provider.
- 4.18 The Service Provider shall be liable for its own staff on site.
- The Service Provider will supervise and give instructions to its own staff on site, as required by the NCR, to meet the NCR's security needs.
 - The Service Provider will be responsible for its staff's physical safety, disciplinary and other human resource requirements in compliance with relevant government legislation pertaining to employment and the security sector.
 - The Service Provider must ensure that its employees are always on time and in uniform when deployed on site and are presentable to the public.
 - Guards must be customer service-focused, courteous, and treat all employees of the NCR and the NCR clients with due respect.
 - Guards must maintain the spirit of confidentiality of the NCR information at all times.
- 3.17 All guards must be proficient in English and at least one other official language. Due to the nature of our business, communication is essential and it is therefore required that guards be able to read, write and communicate effectively in English (at least with Grade 10).

5. Deliverables

- Armed response must respond in at least 5 minutes from the time of activating the panic button.
- Take full responsibility for and 3rd party sub contractors to the successful bidder.
- Make provision to retrieve of CCTV footage and biometric reports as & when required.
- Make provision for the security area manager to meet with the NCR staff monthly.
- Provide monthly reports.
- Provide the NCR with custom designed visitor registers. The supplier must quote for an estimated ten books at a time.

- When the visitors register is used, the guards must ensure all visitors sign in at the boom gate before entering the NCR premises. All visitors to be issued with a visitor slip which must be signed by the person being visited and thereafter returned to the guard at the gate upon exiting the NCR site.
- All staff entering the NCR site during the weekend must also sign a staff weekend entry register. (Register to be provided by the successful bidder).
- All visitors entering the NCR site after 17h00 must be escorted by the guard to the reception area. The guard must wait with the visitor until the NCR person being visited comes through to fetch the visitor.
- A vehicle search may be conducted as and when required by the NCR.
- Additional security guards should be provided on the request of the NCR as and when required. A quotation for these services must be approved by NCR before implementation.

6. INDUCTION AND PLACEMENT OF GUARDS

The Service Provider's staff members will have to undergo induction training regarding the site and the Emergency Plan for the site. This induction is compulsory and must be attended by the Service Provider's supervisors and guards. Any security guard must first be inducted before placement on the site.

7. The functionality criteria will be evaluated based on the following:

COMPANY PROFILE/EXPERTISE AND FUNCTIONALTY	WEIGHT
<ul style="list-style-type: none"> • Is the bidder in the industry relevant to the NCR 's requirements (guarding & electronic security services) • Does the bidder provide references, previous report for the same service provided? • Does the bidder have relevant experience in providing similar service? • Does the bidder have relevant experience in providing similar service? <ul style="list-style-type: none"> ○ Experience and Skills ○ Previous report for the assignment or consultancy which was carried out ○ Registered with PSIRA 	40

HUMAN RESOURCES	WEIGHT
<ul style="list-style-type: none"> • Does the proposal contain information on the types and numbers of personnel to be deployed? • Does the proposal outline the organisational structure and number of the in-house technical team with areas of specialisation? • Does the proposal provide performance guidelines, and do the guidelines appear to be adequate? • Does the proposal describe the plan for administration and field of all operations? • Is the plan acceptable? • Does the proposal describe a record keeping and reporting system and is the system acceptable? <p style="margin-left: 40px;">a) Description of personnel b) Performance guidelines c) Administration and field supervision plan d) Record keeping and reporting system</p>	45
<p>REFERENCES</p> <p>Bidders are required to give at least three (3) contactable references with names, emails and telephone numbers with whom similar work has been conducted in the past 12 Months</p>	15

Bidders are required to score a minimum of 70% points on functionality to qualify to be evaluated in the next level (BBBEE and price). Bidders who do not score the minimum of 70% points on functionality will be disqualified and not be evaluated on price and BBBEE.

8. The bidders ‘costing must include but not limited to the following:

- Costing for the guards as indicated in the scope of work
- Identity scanner
- Costs for the visitors registers
- Uniforms for the guards

- Monitoring check point system
- Armed responses services
- Radio communications services
- Reporting to management as required by the NCR
- Panic buttons
- Support and maintenance (Preventative maintenance for security systems)
- Off site monitoring of the CCTV cameras and related systems
- Responding to the alarm system
- Monthly meeting
- Day to day activities by the staff situated at the NCR premises
- Removing of grass, weeds and branches bi-monthly.

9. Additional requirements to be quoted for on as & when basis includes but not limited to :

Additional Spares for security systems- quote must be provided to the NCR for approval prior to implementation.

10. Additional documents to be submitted

- Brief company profile, as relevant to the above mentioned terms of reference.
- Experience in the relevant areas.
- Clientele.
- CV/Resumes of the technicians, highlighting experience relevant to this exercise. Individual CVs should not exceed 3 pages along with confirmation that the proposed team members will in fact be available to undertake this exercise at the appropriate time.
- Work plan, showing tasks, timelines etc.
- Contact details of at least three references from among recent clients with whom similar work has been conducted in the past 12 Months.
- Certificate of incorporation / legal status.
- Financial proposal.