



THE NATIONAL CREDIT REGULATOR

OCTOBER 2018

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

FOR A PERIOD OF 3 YEARS

FOR THE NATIONAL CREDIT REGULATOR.

TENDER NUMBER: NCR543/10/2018

DUE DATE: 26 NOVEMBER 2018 AT 11H00 SHARP

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 of a Service Provider to provide **Guarding and Electronic Security Services for a period of 3 years for the National Credit Regulator as detailed in section 2 of this document.**

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.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 straight forward 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 **three (3)** hard copies of their entire proposal and a **CD/memory stick**, 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 initialed on each page.

1.3. Submission of proposals

1.3.1. Proposals must reach the offices of the NCR before 11:00 on **26 NOVEMBER 2018** and must be enclosed in a sealed envelope which must have clearly inscribed on the outside:

(a) TENDER No: NCR 543/10/2018

(a) TERMS OF REFERENCE: PROVIDER TO PROVIDE GUARDING AND ELECTRONIC SECURITY SERVICES FOR A PERIOD OF 3 YEARS FOR THE NATIONAL CREDIT REGULATOR.

(b) BRIEFING SESSION/SITE INSPECTION: 07 NOVEMBER 2018 AT 11H00

(c) CLOSING DATE: 26 NOVEMBER 2018 AT 11H00 SHARP

1.3.2. 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).

1.3.3. Please note that this RFP closes punctually at 11h00 on **26 NOVEMBER 2018**. No late submissions will be considered under any circumstances.

1.3.4. **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.

1.3.5. 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.

- 1.3.6. The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.
- 1.3.7. Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP.
- 1.3.8. The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.
- 1.3.9. Only the participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.
- 1.3.10. 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 & time	Activity
02/11/2018	Issue RFP- tender document
07/11/2018	Briefing session at 11h00am
16/11/2018	Closing date for questions
26/11/2018	Closing date @ 11h00
27/11/2018	Preliminary evaluation
29/11/2018	Evaluations by the Evaluation Committee
04/12/2018	Site inspection/Presentation by the shortlisted bidders
14/12/2018	Adjudication committee
14/12/2018	Appointment of the preferred provider
31/01/2019	Contract finalization and award

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 – Ten) 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

Please see Annexure A – SBD 3.1 (Pricing Schedule – Firm Prices). **DO NOT RETYPE THESE FORMS**. 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

See Annexure B. 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

See Annexure C - 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

See Annexure D - Please complete form SBD 2. **DO NOT RETYPE THESE FORMS**. 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

See Annexure E – form SBD 6.1. Bid participants must complete Sections 8 and 9 in full. **DO NOT RETYPE THESE FORMS**. 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

See Annexure F – form SBD 4. **DO NOT RETYPE THESE FORMS**. 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

See Annexure G – form **SBD 8. DO NOT RETYPE THESE FORMS**. 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

See 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

See Annexure I – Certificate of Independent Bid Determination Participants. 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/ sworn affidavit must also be attached to the bid documents. None submission will result in zero scoring in this competitive bidding process

1.6. Evaluation Criteria

Proposals will be evaluated on the 80/20 preference points scoring system: that is, 80% of the points awarded will be based on price, as indicated in the table below; and 20% 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
Total maximum points	20	80

1.7. Functionality evaluation

- 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

- Bidders are required to achieve a minimum score of 70 points in order to be considered for BBBEE and price evaluation.

1.8. 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.

1.9. 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.

1.10. 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

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

PART 2

2.1. Introduction

The National Credit Regulator (NCR) was established as the regulator under the National Credit Act No. 34 of 2005 (The Act) and is responsible for the regulation of the South African credit industry. It is tasked with carrying out education, research, policy development, registration of industry participants, investigation of complaints, and ensuring the enforcement of the Act.

The Act requires the Regulator to promote the development of an accessible credit market, particularly to address the needs of historically disadvantaged persons, low income persons, and remote, isolated or low density communities.

The NCR is also tasked with the registration of credit providers, credit bureaux and debt counsellors; and with the enforcement of compliance with the Act.

2.2. Objective

The NCR seeks to appoint a Security service provider to provide 24 hour /7days a week physical and technical security systems services at its building/premises in Midrand, for a period of three (3) years.

The NCR has the following building /premises in Midrand, Gauteng:

127-15th Road

Randjespark

Midrand

2.3. Special bid conditions

- The service provider must be qualified, experienced and credible to provide security services.
- The service providers must have capacity to provide ad-hoc security services as and when required by the NCR
- The service provider must install a guards monitoring system
- The service provider must use a hand held scanner for access control in the event of a system failure of the X-Ray machine and metal detector

- Provide standard security aids like handcuffs, batons, registers etc.
- The service provider must make use of an identity scanner (compliant to the Protection of Personal Information Act 4 of 2013), to scan driver's licences and vehicle licences of visitors and ID documents of walk-in visitors to the NCR premises. 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.)
- The service provider will be required to provide armed response and proof of firearm licenses.
- The appointed service provider will be subjected to vetting investigations by the State Security Agency (SSA)
- The service provider must be PSIRA accredited.

2.4. Scope of work

The security officers will be required to perform the following security duties:

2.4.1 Act as authorized officers in terms of the Control of Access to Public Premises and Vehicles Act 53 of 1985 as amended, which entail requesting a person who require entry into the premises to:

- Furnish his/her name, address and any relevant information required by the authorized officer;
- Produce proof of his/her identity to the satisfaction of the authorized officer;
- Declare whether he/she has any dangerous object in his possession or custody or under his control;
- Declare what the contents of any vehicle, suitcase, attaché' case, bag, handbag, folder, envelope, parcel or container of any nature which he has in his possession or custody or under his control, and show those contents to him;
- Subject him/herself and anything which he/she has in his/her possession or custody or under his/her control to an examination by electronic or other apparatus in order to determine the presence of any dangerous object;
- Hand to an authorized officer anything, which he/she has in his possession or custody, or under his/her control for examination or custody until he/she leaves the premises.

2.4.2 Perform Access Control duties which entail:

- Recording visitors' particulars in a Visitors Register and booking them out on departure. This should include the driver and all passengers in a vehicle, and pedestrians.
- Recording details of all NCR staff members visiting the premises after normal working hours in After-hours register.
- Recording all events/ incidents in the prescribed Occurrence Book.
- Advising the NCR security personnel of all access control implications, deficiencies, or imminent or perceived security crime risks occurring at the entrance gate or its vicinity.
- Ensuring that traffic congestion do not occur at the entrance gate during peak hours, by directing incoming visitors' vehicles into the first parking bays where access control can be completed, while making way for NCR staff members.
- Perform other access control duties as may be instructed from time to time.

2.4.3 Patrol Duties:

- Patrol duties shall entail patrolling the NCR premises regularly day and night.
- The service provider shall provide a patrol monitoring equipment (Guard track) which shall be used as a patrol tool for the security officers.
- Protect the NCR staff members against injuries, death or any other offence including Schedule 1 offence of the Criminal Procedure Act 51 of 1977, as amended.
- Protect the property of NCR at the site against theft, vandalism or any other criminal activity.
- Ensure that all strategic installations, vulnerable points or key areas are frequently checked to maintain their safety and security against intrusion for any unauthorized purpose.
- Check for intruders, identify strangers and ascertain their right to be present in that particular area or building.
- Check the perimeter fences and security lighting to ensure that both are operational.
- Check and report on physical problems along the perimeter fence such as long grass, trees overgrowing or overhanging on the fence, obstruction of illumination, materials stacked against or near the fence etc.
- Check that all outer doors, windows and gates are secure each time the patrol passes. A physical examination of each point is required.
- Check for actual or potential fire hazards and risks.

- Check for potential safety hazards and report them.

2.4.4 On-site supervision and Reporting Protocol

- The security officers provided and placed on site by the Service Provider shall be subject to supervision by the NCR Security Department. Such supervision shall include, but is not limited to:
 - Giving instructions
 - Redeploying the security officers within the premises as may be necessary.
 - Perusing security registers and any other relevant material used by the security officers

2.4.5 Security Operations Procedures

- In addition to these specifications, the security officers provided and placed on site shall be required to discharge their duties and responsibilities in accordance with the Security Operations Procedures compiled and produced by the Client in consultation with the awarded bidder.

NB: The bidder must note that this scope is basic, and can elaborate more in the proposal.

2.5. Security Officers (Competence, Educational Level and Experience)

a. The security officers must be registered in terms of the Private Security Industry Regulation Act 56 of 2001 and accredited by the Security Industry Regulatory Authority.
b. The security officers must have a minimum of Grade 12 (Matric).
c. Security officers must be able to read and write in English and two other official languages.
d. Security officers must have a minimum of two years (2) security services experience.
NB: The bidder can further propose/or enhance in terms of the education and level of experience.

2.6. Security Uniform and Identification

a) The security officers will at all times while on duty be dressed in a neat, clean and clearly identifiable corporate (not combat) uniform, which will include raincoats/ jackets to suit weather conditions.
b) A clear identification card of the service provider or issued by SIRA with the member's photo shall be worn noticeably on his outer garment at all times.
NB: The bidder can further propose/or enhance in the proposal in terms of the uniform and identification.

2.7. General Requirements for Security personnel

a. Security officers must always present an acceptable image and appearance, which implies <i>inter alia</i> that they may not smoke, eat, drink or be under the influence of drugs, substances or alcohol while attending to clients.
b. They must at all-time present a professional and dedicated attitude/ approach, which shall imply, <i>inter alia</i> that there shall be no argument with visitors/ staff or discourteous behavior towards them.
c. They must be physically fit and mentally capable to execute their security duties.
d. Security officers must be 21 years and older in age.
e. The service provider or its security officers will under no circumstance divulge, furnish or disclose any sensitive information concerning the NCR or any other Stakeholders' activities to the public or news media.
f. The security officers will be properly trained to use equipment identified in the bid, including any replacements.
NB: The bidder can further propose/or enhance in the proposal in terms of the General Requirements for Security personnel.

2.8. Number of Security Personnel per site

Site	Address	Quantity		Grade	Days
		Day	Night		
National Credit Regulator	127-15th Road Randjespark Midrand	1		B	Monday to Sunday
		2 (one male and one female)		C	Monday to Friday
		1		C	Saturday & Sunday
			1	C	Monday to Sunday
			1	C	Monday to Sunday

NB: The service provider can propose more personnel, but provide reasons for the increase in number. At least one of the security guards must be firearm competent as the NCR is a gun free zone.

2.9. Shifts

Day shift	06:00 to 18:00 (Monday to Sunday, weekends and Public Holidays included)
Night shift	18:00 to 06:00 (Monday to Sunday, weekends and Public Holidays included)

2.10. Inspections by Supervisors/ Management Staff

Supervisory/ managerial staff of the service provider must inspect the security officers at least twice a day i.e. one inspection during dayshift and one inspection nightshift.
NB: The service provider is not limited to the above, please propose an inspection schedule.

2.11. Security Aids and Facilities

<ul style="list-style-type: none"> a) Occurrence Books b) Pocket Books (note books) c) Access Control Registers d) Have a fully-equipped 24/7 security control room for constant communication with security officers on site, i.e. reporting on duty, hourly/ two-hourly security status report, emergency situations, etc. e) Offsite monitoring
NB: The service provider is not limited to the above; please propose more aids and facilities if any.

2.12. Security Equipment

Equipment and Services	Quantity
Guard monitoring check point system	1 (Patrol reports to be emailed to the NCR on a weekly basis.)
Two way radios	3
Radio base station	1
24/7 Armed response	Make provision for a 24 hour, 365 days a year armed response service.
Batons	3
Hand held metal detector	1
Portable operational torch	2
Hand cuffs	Propose to the NCR on how many handcuffs will be provided.
Cellular phone	1
Mobile panic buttons linked to the security company control room or the 3rd party armed response service provider.	7
Fixed panic buttons to be mounted in all departments including the reception area and guardhouse. These panic buttons must be linked to the security company control room or the 3rd party armed response service provider.	15
Garden maintenance	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 once a month.
Additional Security equipment	
NB: Please indicate which equipment will not be charged, i.e. part of the package/ services.	

2.13. Technical Services

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

- 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
- Identity scanner
- Access doors remote controls
- Fire Detection and Suppression System
- Public Address System
- Magnetic door locks
- Door bells
- All receivers for remote controls

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

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

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

2.13.5. Twelve months' warranty on all new installations must be included as part of the costs.

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

2.13.7. See attached Annexure A relating to the NCR Security Systems and frequency of services.

2.14. Deliverables

- 2.14.1. Armed response must respond in at least 5 minutes from the time of activating the panic button.
- 2.14.2. Take full responsibility for and 3rd party sub-contractors to the successful bidder.
- 2.14.3. Make provision to retrieve of CCTV footage and biometric reports as & when required.
- 2.14.4. Make provision for the Security Area Manager and Technical Manager to meet with the NCR on a monthly basis.
- 2.14.5. Provide monthly reports.
- 2.14.6. Provide the NCR with custom designed visitor registers. The service provider quote for an estimated ten books at a time.
- 2.14.7. 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.
- 2.14.8. 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).
- 2.14.9. 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.
- 2.14.10. A vehicle search may be conducted as and when required by the NCR.
- 2.14.11. 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.
- 2.14.12. Company posting of security guards

2.15. The bidders' costing must include but not limited to the following:

- Costing for the security guards as indicated in the scope of work
- Identity scanner
- Costs for the visitor's registers
- Uniforms for the guards
- Monitoring check point system
- Armed response services
- Radio communications services
- Reporting to management as required by the NCR
- Panic buttons
- Support and preventative maintenance for security systems
- Offsite monitoring of the CCTV cameras and related systems
- Responding to the alarm system

- Attendance of monthly meeting
- Company posting of security guards
- Removing of grass, weeds and branches monthly.

2.16. EVALUATION CRITERIA AND METHODOLOGY

2.16.1. Technical mandatory requirement

All Bidders who do not meet functional mandatory requirements will be disqualified and will not be considered for further evaluation on the functional requirements.

2.16.1.1. Mandatory

Good Standing from Compensation Commissioner.	Comply	Not Comply
The service provider must provide a valid Certificate of Good Standing from Compensation Commissioner. Please attach a valid certificate.		
Substantiate / Comments		

2.16.1.2. Mandatory

Private Security Industry Regulatory Authority (PSIRA) Certificate	Comply	Not Comply
Service Provider must attach a valid Private Security Industry Regulatory Authority (PSIRA) Certificate AND A valid letter of good standing from PSIRA for the company and directors. Letter must not be older than three (3) months. Failure to submit certified copies of both documents will lead to disqualification. Please attach valid accreditation.		
Substantiate / Comments		

2.16.1.3. Mandatory

COIDA certificate	Comply	Not Comply
<p>The Service Provider must attach a valid Certificate of Good standing from the Compensation Commissioner to comply with the Compensation for Occupational Injuries and Disease Act, Act 130 of 1993 (COIDA). The successful bidder will be required to comply with the requirements of the Occupational Health and Safety Act, 1993 (Act No. 85 of 1993).</p> <p>Note: COIDA certificate must NOT be older than twelve (12) months. Failure to submit a certified copy will lead to disqualification.</p>		
Substantiate / Comments		

2.16.1.4. Mandatory

PUBLIC LIABILITY	Comply	Not Comply
<p>The service provider must provide and maintain public liability insurance upon award of the contract.</p>		
Substantiate / Comments		

2.17. FUNCTIONAL REQUIREMENTS

The Functional / Technical criterion that will be utilized to test the capability of service providers is indicated below: Technical / Functionality will be evaluated against the following detailed requirements:

2.17.1. Functional Requirements

Sub-Criteria	Description	Weightings
Proposal The service provider must provide the NCR with a proposal with the following headings:		
Who is the service provider? Track record and experience	Company profile. A minimum of seven (7) years' experience.	5%
Compliance to regulations and standards	The service provider must demonstrate how the following applicable legislation and standards are adhered to.e.g. <ul style="list-style-type: none"> • Commencement of The Private Security Industry Regulation Act, 2001 (Act No. 56 of 2001) • No. 130 of 1993: Compensation for Occupational Injuries and Diseases Act as amended by Compensation for Occupational Injuries and Diseases Amendment Act, No 61 of 1997 • Basic Conditions of Employment Act: Sectoral Determination 6: Private Security Sector • Control of access to public premises and vehicles Act No. 53 of 1985 	10%
References	Three references of security services provided within the last three years. The three (3) references, to include company name, contact person and contact details (telephone number and e-mail)	5%
Proposed methodology	Project plan	5%
	Implementation plan	5%

Delivery capacity	How many officers will be deployed? Staffing structure	5%
	Equipment and other facilities or aids to be used (including vehicles)	5%
	The service provider must provide current wage/salary structure used and indicate benefits and increase provided for its security officers, not PSIRA.	5%
Armed response	The service provider must provide an armed response plan.	10%
Guarding services and technical maintenance plans	The service provider must provide guarding services and technical maintenance plans.	10%
	The service provider must provide a Security Operations Procedures.	10%
Performance and monitoring	Control measures in the implementation of the contract.	5%
Total		80%

2.17.2. Functional Requirements

Sub-Criteria	Description	Weightings
Site Visit	Inspection will be done at the offices of the service provider: <ul style="list-style-type: none"> • Condition and running of control room • Access control measures • Behaviour of security officers • Uniform and neatness of security officers • Condition of equipment and vehicles 	20%
Total		20%

Bidders are required to achieve a minimum score of 70 points in order to be considered for the BBBEE and price evaluations.

2.18. Additional information to be submitted by the service provider:

- Brief company profile, as relevant to the above mentioned terms of reference.
- Experience in the relevant areas/ Clientele.
- A proposal including methodology
- Certification of all team members, highlighting experience relevant to this exercise. Confirmation that the proposed team members will in fact be available to undertake this exercise at the appropriate time and meet the necessary deadlines.
- The proposal should contain a work plan, showing tasks, timelines etc.
- Certificate of incorporation / legal status.
- Escalations process on non- performance or disputes of services.
- Certified BBBEE certificate.
- PROPOSAL PACKAGING
 - Bidders should ensure that their bids are put together in a professional manner:
 - Ring bound
 - Arch liver files
 - With the following sections:
 1. Full proposal and supporting evidence
 2. SDB documents
 - Registration documents/directors ID's
 - BBBEE documents
 - CSD documents
 - Tax clearance certification
 3. Separate envelope for pricing
 - SBD 3.1
 - Detailed pricing on the company's letter head
 - Escalation clearly marked and indicated

- Yearly increase must be clearly marked and indicated
- NCR will contract on a grand total all-inclusive of escalations and increases.

The end.

ANNEXURE A

NCR SECURITY SYSTEMS

▪ Item	▪ Brand name	▪ Quantity	▪ Frequency of services
▪ DVR (16 channel) ▪	▪ Eagleview 9 Series	▪ 1	▪ Monthly ▪
▪ DVR (32 channel) ▪	▪ Eagleview 9 Series	▪ 1	
▪ NVR (16 channel) ▪	▪ PSS ▪	▪ 1	
▪ Dome ▪	▪ Dahua CCTV cameras	▪ 10	
▪ Dome ▪	▪ Samsung CCTV cameras	▪ 26	
▪ PTZ ▪	▪ PALCO D	▪ 3	
▪ Bullet ▪	▪ Securipro and Samsung	▪ 14	
▪ Alarm ▪ ▪	▪ Texecom	▪ 1 system with 96 passives	▪ Monthly
▪ Perimeter fence beams	▪ Securipro	▪ 19	▪ Monthly

▪			
▪ Building beams ▪	▪ Optex BX80	▪ 14	▪ Monthly
▪ Gate motor ▪	▪ Centurion D10	▪ 1	▪ Monthly
▪ Spikes and boom gate ▪	▪ Centurion	▪ 1	▪ Monthly
▪ Electric fence ▪ ▪	▪ N/A	▪ Approximate measurement: (800 m) ▪	▪ Monthly
▪ Energizer ▪	▪ Merlin	▪ 2	▪ Monthly
▪ Fire Detection and Suppression System ▪ 300.207.001 Agent-Novec 1230 ▪ 52 L Container Assembly ▪	▪ TYCO Fire Protection Products	▪ 1	▪ Quarterly
▪ PA Evacuation system: ▪ System Manager	▪ TOA RM 200M	▪ ▪ ▪ (1)	▪ Quarterly

<ul style="list-style-type: none"> Amplifier SV-200MA ▪ Bi-Directional speakers ▪ 6 Watt clip-in ceiling speakers PC – 658R 		<ul style="list-style-type: none"> ▪ ▪ (6) ▪ ▪ (16) 	
<ul style="list-style-type: none"> ▪ Break glass ▪ 	<ul style="list-style-type: none"> ▪ N/A 	<ul style="list-style-type: none"> ▪ 12 	<ul style="list-style-type: none"> ▪ Monthly
<ul style="list-style-type: none"> ▪ Access doors (magnetic locks & closers) ▪ 	<ul style="list-style-type: none"> ▪ N/A 	<ul style="list-style-type: none"> ▪ Access Door (13) ▪ Magnetic Lock (13) ▪ Closer (12) ▪ 	<ul style="list-style-type: none"> ▪ Monthly
<ul style="list-style-type: none"> ▪ Biometric Readers 	<ul style="list-style-type: none"> ▪ VIRDI 	<ul style="list-style-type: none"> ▪ Master (13) ▪ Slave (12) ▪ 	<ul style="list-style-type: none"> ▪ Monthly
<ul style="list-style-type: none"> ▪ Perimeter lights: ▪ Garden lights ▪ Flood lights ▪ Parking and veranda lights ▪ 	<ul style="list-style-type: none"> ▪ N/A 	<ul style="list-style-type: none"> ▪ Garden lights (3) ▪ Flood lights (15) ▪ Parking and veranda lights (25) 	<ul style="list-style-type: none"> ▪ Monthly

<ul style="list-style-type: none"> ▪ UPS supporting the X-Ray machine ▪ 	<ul style="list-style-type: none"> ▪ APC Back-UPS RS:865 Watts / 1500 VA 230V USB 	<ul style="list-style-type: none"> ▪ 1 ▪ ▪ ▪ 	<ul style="list-style-type: none"> ▪ Monthly
<ul style="list-style-type: none"> ▪ Metal Detector ▪ ▪ 	<ul style="list-style-type: none"> ▪ Garrett Pinpoint Detection P0 6500 	<ul style="list-style-type: none"> ▪ 1 	<ul style="list-style-type: none"> ▪ Monthly