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Department of Health  
**NORTHERN CAPE**

**NCDOH/SEC/001/2024**

**APPOINTMENT OF A SERVICE  
PROVIDER FOR THE PROVISION OF  
SECURITY GUARDING SERVICES FOR  
THE NORTHERN CAPE PROVINCIAL  
DEPARTMENT OF HEALTH  
(NCDOH)**

**For a period of 3 years (36 months)**

## Acronyms

- Northern Cape Department of Health (NCDOH)
- Service Level Agreement (SLA)
- South African Revenue Service (SARS)
- Private Security Regulating Industry (PSIRA)
- South African National Accreditation (SANA)
- Broad-Based Black Economic Empowerment (BBBEE)
- Independent Regulatory Board of Auditors (IRBA)
- Compensation of Occupational Injuries and Decease Act (COIDA)
- Unemployment Fund (UIF)
- Historically Disadvantaged Individuals – (HDI)
- Private Security Industry Regulatory Authority- (PSIRA)

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## **Proprietary Information**

Northern Cape Department of Health (NCDOH) considers this Bid and all related information, either written or verbal, which is provided to the respondent, to be proprietary to NCDOH. It shall be kept confidential by the respondent and its officers, employees, agents and representatives. The respondent shall not disclose, publish, or advertise this specification or related information to any third party without the prior written consent of NCDOH.

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## **2. Bid Validity Period**

Responses to this bid received from vendors will be valid for a period of **90 days** counted from the closing date of the bid.

## **3. Instructions on Submission of Bids**

- a) Bids should be submitted in two (2) sealed envelopes endorsed (original and copy), **NCDOH/SEC/001-2024: Request for proposal for the Provision of a Security Guarding Services for Northern Cape Provincial Department of Health per District for FIVE (5) DISTRICTS. Bidding may be done for all districts, however the Northern Cape Provincial Department of Health will appoint only (1) bidder Per District.**

### **3.1 Security Companies have to Bid per District in the Tender Bid by submitting the following tender documents in;**

- Envelope 1 (Original)
- Envelope 2 (Copy)

**The sealed envelopes must indicate which district the supplier is bidding for and must be submitted in the bid box as address listed below.**

<b>Facility per district</b>	<b>Address</b>
Frances Baard District, Kimberley	James Exum Building, 144 Du Toitspan road
JTG District, Kuruman	James Exum Building, 144 Du Toitspan road
ZFM District, Upington	James Exum Building, 144 Du Toitspan road
Pixley Ka Seme District, De Aar	James Exum Building, 144 Du Toitspan road
Namaqua District Office, Springbok	James Exum Building, 144 Du Toitspan road

- Bids must be submitted in a prescribed response format herewith reflected as **Response Format. (Paragraph 9)**

- 3.2 The closing date, company name and the return address must also be endorsed on the Envelopes.
- 3.3 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 and the courier must ensure that documents are placed / deposited into the bid box. **The NCDOH will not be held responsible for any delays caused by the courier.**
- 3.4 No bid received by telegram, telex, email, facsimile or similar medium will be considered. Where a bid document is not in the bid box at the date and time of the closing of the bid, such a bid document will be regarded as a late bid and not accepted.

#### **4. Preparation of Bid Response**

- 4.1 All the documentation submitted in response to this bid must be in English. The Bidder is responsible for all the cost that they shall incur related to the preparation and submission of the bid document.
- 4.2 Bids submitted by Companies must be signed by a person or persons duly authorized thereto by a resolution of a Board of Directors, a copy of which Resolution, duly certified be submitted with the Bid.
- 4.3 Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by NCDOH in regard to anything arising from the fact that pages are missing or duplicated.

#### **5. Supplier Performance Management**

- 5.1 Supplier Performance Management is viewed by the NCDOH as a critical component in ensuring value for money, good supplier relations between the NCDOH and all its role-players.
- 5.2 The successful bidder shall upon receipt of written notification of an award, be required to conclude a **Service Level Agreement (SLA)** with the NCDOH which will form an integral part of the agreement.
  - 5.2.1 The Service Level Agreement (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 NCDOH.
  - 5.2.2 Penalties of **1% (per offence) of the monthly invoicing total** will be imposed by NCDOH on the successful bidder for failure to adhere to the SLA and/or poor performance of contract.
- 5.3 Evaluation of service shall be done by Facility Manager and/or Supervisory Staff appointed with this responsibility of security monitoring at the site; as well as by the Contractor himself / herself at least on a monthly basis (inspection visits).
- 5.4 The NCDOH reserves the right to evaluate the service rendered by the contractor at any time, in order to ensure that the service is rendered in accordance with the conditions of contract and the site specification.
- 5.5 The NCDOH reserves the right to require from the contractor that any of his/her employees be replaced, in which case the employee must leave the site forthwith. The Department will not be held responsible for any damage or claims, which may arise because of this and is indemnified against any such claims and legal expenses.

5.6 The NCDOH representative will have the right to check daily whether sufficient personnel are available at the site in terms of the conditions and contract. All personnel shortages must be noted down in the occurrence book and reported to the Facility Manager / Shift Leader and Provincial Security immediately per shift (consolidated in monthly report).

## **6. NCDOH's Rights**

6.1 The NCDOH reserves the right:

6.1.1 to amend any bid conditions, validity period, specifications, or extend the closing date of bids **before the closing date**. All bidders, to whom the bid documents have been issued; will be advised in writing of such amendments in good time.

6.1.2 to request further information if responses received require further interpretation or any other information deemed essential before the awarding of the contract.

6.1.3 not to accept the lowest bid or any bid in part or in whole. Normally contracts of this nature is awarded to Bidders who proves to be fully capable of handling the contract and whose bid is technically acceptable and/or financially advantageous to the NCDOH.

6.1.4 not to evaluate late bids.

6.1.5 to conduct site visits to the bidder's office.

6.1.6 contact the persons who provided references for the bidding company.

6.1.7 conduct a security background checks or screening of the Service Provider and its security personnel. The outcomes of the security background checks will determine the appointment or continuation of the Service Provider.

6.1.8 terminate the contract with immediate effect should it be found that any information provided is false including the bridging of the General Conditions of Contract.

## **7. Undertakings by the Bidder**

7.1 The bidder hereby offers to render all or any of the services described in the attached documents to the NCDOH 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).

- 7.2 Bids submitted by Companies must be signed by a person or persons duly authorized thereto by a resolution of a Board of Directors, a copy of which Resolution, duly certified be submitted with the Bid.
- 7.3 The **shortlisted bidders** shall prepare for a possible **presentation** should NCDOH require such and the Bidder shall be notified thereof no later than **4 (four) days before** the actual presentation date.
- 7.4 The bidder hereby agrees that the offer herein shall remain **binding for at least the first 12 months of the contract** upon him/her and receptive for acceptance by the NCDOH during the validity period indicated and calculated from the closing hour and date of the Bid; this Proposal and its acceptance shall be subject to the terms and conditions contained in this bid document.
- 7.5 The bidder furthermore confirm 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.
- 7.6 The bidder hereby accepts full responsibility for the proper execution and fulfillment of all obligations and conditions devolving on him/her under this agreement as the Principal(s) liable for the due fulfillment of this contract.
- 7.7 The bidder shall include plan of staff employment recruitment strategy (sourced), as preference should be given to Northern Cape Candidates (70 – 100 %).

## **8. Reasons for disqualification**

- 8.1 NCDOH reserves the right to disqualify any bidder which does any one or more of the following, and such disqualification may take place without prior notice to the offending bidder, however the bidder will be notified in writing of such disqualification:
- 8.1.1 Bidders who do not submit a valid **Tender Tax Clearance Certificate** on the closing date and time of the bid; and/or as regulated by Treasury section 16(a) to provide **South African Revenue Service (SARS)** Letter with pin for NCDOH to verify electronically.
- 8.1.2 Bidders who submitted incomplete information and documentation according to the requirements of this bid document;
- 8.1.3 Bidders who submitted information that is fraudulent, factually untrue or inaccurate information;



- 8.1.4 Bidders who received information not available to other vendors through fraudulent means; and/or
- 8.1.5 Bidders who do not comply with **mandatory requirements and key requirements** as stipulated in this bid document.
- 8.1.6 Bidders who did not submit all information as required in terms of National Treasury's Standard Bid forms and all applicable declaration forms to be duly completed and signed accordingly.
- 8.1.7 Bidders who did not attend the **Compulsory Virtual Briefing Session**.
- 8.1.8 Bidders who obtained less than **100%** in respect of **functionality**.

## **9. Response Format (Returnable Schedules)**

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

### **9.1 Cover Page**

- 9.1.1 The cover page must clearly indicate the bid reference number, bid description and the Bidder's name and Address.

### **9.2 Index**

- 9.2.1 All items to be recorded on Index page and correctly labeled.

### **9.3 Attachments: (Functionality Requirements)**

- 9.3.1 Companies must be PSIRA registered
- 9.3.2 Companies must a minimum of 3 years' experience in access control (Physical Security)
- 9.3.3 One (1) reference for Security Services previously rendered (Good Standing)
- 9.3.4 Proof of financial viability (refer to paragraph 10.3, sub paragraph 10.3.1)

### **9.4 Additional requirements before and after the contract is awarded as prescribed in the specifications are as follows;**

- 9.4.1 Company profile, Infrastructure and Equipment to be included:
  - Organogram

- The names, identity numbers, street addresses and telephone numbers of all partners
- Photos of information regarding the Bidders Headquarters (offices)
- Photos and information on vehicles that will be used
- Photos and information in respect of Security Guard in Uniforms, Operational Control Room and Base Station.
- Operational Telephone, email and/or Fax lines
- List of Security officers on the Database
- Physical address
- Availability of uniform and other security equipment

#### **9.4.2 Experience & References from service providers**

9.4.2.1 Collective Experience in Security (Guarding Services): Include a list of institutions where services were rendered and the size and value of these services.

9.4.2.2 Include at least **ONE (x1) References** where a Guarding Service has been rendered.

#### **9.5 Project Plan**

9.5.1 A detailed **Project Plan** is required on how the company will manage the services in the district, including daily inspections and placement, monitoring shifts (also in rural locations not always available on radio/cell connection), to also avoiding guards leaving sites (AWOL) during shifts, especially night in rural areas.

9.5.2 Outline type and amount of vehicles per district.

9.5.3 Current Staffing plan to support operations eg inspectors, admin office, operational control room, armed response support for incidents.

9.5.4 Annual retraining guards.

9.5.5 Uniforms issued per annum and timelines for all guards in uniform after bid is issued (within two months).

9.5.6 How will response to incidents be handled?

#### **9.4 Contingency Plan**

9.4.1 The company must provide a detail **Contingency Plan** in case of labour unrest, e.g. public service strike, industrial security strike, personnel shortage, vehicle deployment to various sites at the same time, armed response capabilities etc.

- 9.4.2 Labour unrest on Site: If the service is interrupted or temporarily deferred because of any labour unrest, labour dispute, civilian disorder, a local or national disaster or any other cause beyond the control of the contractor, the parties must come to an agreement on the methods to ensure continuation of the security service.
- 9.4.3 The Service provider must have Contingency Plan to ensure that a security service is not interrupted in any unforeseen circumstances and if necessary provide additional staff for rendering at the site during a crisis.

**9.5 Financial Plan**

- 9.5.1 How this project will be financed, during the first two months (2) of this contract. Proof to be submitted that the bidding company is financially sound and would be in position to agree to a payment period of 30-day after Invoices received were verified by the Department for payment.

**9.6 Attachments: Section 2: Bid Compliance**

- 9.6.1 Supply Chain Management documentation (in the case of a joint venture to be completed by all parties).
- 9.6.2 **Compliance with regulations pertaining to Relevant authorities** and Returnable Documents as listed below (no documentation may be older than 6 months):

No	Description of document	Attached Yes/No
1	<b>TENDER</b> Valid Tax Clearance certificate ( <b>SARS</b> ).	
2	<b>Three years Audited Financial statements</b> (latest) (not older than 5 years' period).	
3		
4	<b>Company registration certificate</b> (Originally certified copies may not be older than six (6) months.  Person(s) who signed the copy must be duly authorized thereto by a resolution of a Board of Directors and a copy of the Resolution, duly certified be submitted with the Bid.	
5	Specific Goals Preference Points Claim 1. Black Historically Disadvantaged Individuals – Certified Identity Document and Company Registration Documents BBBEE Certificate or Affidavit.	

	<p>2. Women Ownership – Certified Identity Document and Company Registration Documents</p> <p>3. Youth Ownership - Certified Identity Document and Company Registration Documents</p> <p>4. Disability Ownership – Doctors Letter or any other relevant document to verify Disability</p>	
6	<p>References (at least <b>ONE within 5 year’s period</b>).</p> <p>Traceable and contactable Industry Related Reference.</p>	
7	<p>Liability Insurance in all districts;</p> <ul style="list-style-type: none"> <li>• <b>France Baard District JTG, ZFM, Pixley ka Seme, Namaqua District</b></li> </ul>	
8	<p>Joint Venture Agreement (if applicable).</p>	
9	<p><b>Private Security Industry Regulations Authority (PSIRA) Certificate of the Company and Directors (Grade A)</b> must be originally certified and in Good Standing Order.</p> <p>After successful applications of bid, certified PSIRA copies of all employees contracted must be submitted within 60 days to Provincial Security Manager).</p>	
10	<p><b>Police Clearance Certificate</b> for all security within 60 days after award of bid. Periodic screening per annum at bidder’s costs.</p>	
11	<p>Original Certified copies of vehicles registration paper in company name (valid licenses)</p>	
12	<p>Original Good standing Letter - Compensation for Occupational Injuries and Diseases Act (<b>COIDA</b>).</p>	
13	<p>Original Good Standing Letter from department of Labour - Unemployment (<b>UIF</b>).</p>	
14	<p>Original Good standing Letter - Pension Fund Registration (<b>Providence</b>) or other.</p>	
15	<p><b>Relevant license that are applicable to security services radios frequencies</b> OR proof of other Valid License Agreements to manage radio communications.</p>	
16	<p>All other SCM Compliance documents (which form part of this Bid).</p>	
15	<p>Proof of refresher training provided to security within 60 days after award of contract.</p>	

**9.6.4 Attachment: Section 3**

Price proposals should be submitted in line with prescribed format and prices must be inclusive of all applicable taxes. Bidders who will be bidding for more than one district are required to submit separate price proposals for each district.

**10. Evaluation Criteria and Weightings**

**10.1 Mandatory Requirements**

10.1.1 All bid responses that do not meet technical mandatory requirements shall be disqualified and will not be considered for further evaluation.

**10.2 Preferential Point Systems**

<b>Criteria</b>	<b>Points</b>
Price	90
Specific Goals	10
<b>Total</b>	<b>100</b>

10.2.1 Specific Goals:

- a) Black (HDI) - BBBEE Certificate verified by a SANAS/ IRBA accredited verification agency must be included in order for the bidder to qualify for BBBEE points.
- b) Women Ownership – Certified Identity Document and Company Registration Documents
- c) Youth Ownership - Certified Identity Document and Company Registration Documents
- d) Disability Ownership – Doctors Letter or any other relevant document to verify disability

**10.3 Functionality – Refer Paragraph 9.3 of this document**

**10.3.1 A total qualifying score for functionality is 100%.** All Bids that fail to achieve the qualifying score on functionality shall not be considered for further evaluation on Price and BBEE preferential points:

Nr	Criteria	Weights	Panel member Rating	Total	Maximum score
1	<ul style="list-style-type: none"> <li>PSIRA Registered</li> </ul>	30%			30
2	<ul style="list-style-type: none"> <li>3 Years minimum experience and References Collective Experience in Security (Guarding Services): Include a list of institutions where service was rendered and the size and value of these services.</li> </ul>	30%			30
	<ul style="list-style-type: none"> <li>Include at least <b>ONE (x1) Reference</b> where a Guarding Service has been rendered over the <b>past Five (5) years</b></li> </ul>	10%			10
	<ul style="list-style-type: none"> <li>Financial Viability               <ol style="list-style-type: none"> <li>Three (3) months Bank Statement</li> <li>Going Concern report (Signed off by Auditor)</li> <li>Audited Financial Statements</li> </ol> </li> </ul>	30%			30
	<b>Total</b>	100%			<b>100</b>

## **SECTION 2: TECHNICAL SPECIFICATION**

### **11. TECHNICAL SPECIFICATION REQUIREMENTS**

#### **11.1 PURPOSE OF THE BID**

- 11.1.1 To appoint a service provider to render **Physical Security Services at Northern Cape Health Department Facilities (NCDOH facilities)** during the day shift and/or night shift, Monday to Sunday, and Public Holidays, for a period of 3 years (thirty-six 36 months). This must be performed 24/7 basis.

#### **11.2 SPECIAL INSTRUCTIONS TO BIDDERS**

- 11.2.1 Bidders shall provide full and accurate answers to the questions posed in this document, and, where required explicitly state either "*Comply/Not Comply*" regarding compliance with the requirements. Bidders **must** substantiate their response to all questions, including full details on how their **proposal/solution will address specific functional/technical requirements**; failure to substantiate may lead to the bidder being **disqualified**. All documents as indicated must be supplied as part of the bid response. Failure to comply with Mandatory Requirements may lead to the bidder being disqualified.

#### **11.3 SCOPE OF WORK/ TERMS OF REFERENCE**

##### **11.3.1 Background information:**

- 11.3.1.1 The Client is threatened by a number of physical security risks, which negatively affect the ability of the Client to protect its assets eg patients, employees, information, property. As part of risk management, the department find it fitting to take appropriate steps to procuring the services of private security service providers to strengthen security. These private security services providers are expected to ensure safety and security at the identified health facilities.
- 11.3.1.2 Whilst performing their duties, they are expected to implement access control procedure in line with the **Control of Access to Public Premise and Vehicles Act, 1985 (Act No 53 of 1985)** and other security legislation.
- 11.3.1.3 Compliance with Minimum Physical Security Standards (MPSS), Minimum Information Security Standards (MISS) and Private Security Industry and Regulatory Agency (PSIRA).
- 11.3.1.3 The current contract has expired and the Department will re-advertise and award a new tender asap.

## **12. EXPECTED DELIVERABLES AND OUTCOMES**

- 12.1 Ensure the protection of departmental assets (people, property and information). Responsible for access control, guarding of premises, patrolling of premises, escorting of VIPs, visitors, patients & service providers on premises, protection of personnel, protection of property, protection of Northern Cape Provincial Department of Health assets and staff's personal belongings, protection of visitors and their personal belongings, protection of information and execute other security functions as required by the Security Manager at the Northern Cape Provincial Department of Health.
- 12.2 To record incidents / events in an occurrence register and report such incidents / events to the Northern Cape Provincial Department of Health Facility Manager responsible for the institution where the incident took place and the Security Manager at Provincial Office.
- 12.3 Security Guards will report daily to the Head of Institution and/or Facility Manager and/or Provincial Security or other person indicated by Head of Institution.
- 12.4 **NB: Detailed duties/tasks of security officers at each security post will be discussed with the successful service provider as per outlined Standards of Operation (SOPs). Eg:**
- Proper searching and access control measures implemented to avoid threats of harm to staff with dangerous objects brought in undetected.
  - Effective patrols on site to avoid loss due to theft.
  - Security Guards will check all Official vehicles to ensure a valid Trip Authorisation is verified.
  - Security personnel must ensure all equipment removed from premises is done with valid Authorisation. Visitors and Staff must declare all equipment movement from department's premises.
  - Access Control Registers must at all times be used at all access points provided by Service Provider, but it will remain the property of the department eg
    - Visitors Registers
    - After Hours Register
    - Asset Removal Register
    - Official Vehicle Register



### **13. TIME FRAME/DURATION OF BID**

13.1 Three (3) years.

### **14. ESTIMATED BUDGET**

14.1 n/a

### **15. BIDDER REQUIREMENTS**

15.1 Directors must be in good standing with PSIRA and be in possession of at least certificate Grade A.

15.2 The Bidders must provide a PSIRA accredited list, on PSIRA letterhead, of all Security Officers they employed, failure to comply will lead to immediate disqualification of the bid.

15.3 The bid price per Security Officer must be in line with **Sectoral Determination and Legislation**, taking into consideration the PSIRA's Direct Cost amount, VAT, Overheads and profit margin.

15.4 Confirmation of **Public Liability Insurance** must be submitted (60) days after to awarding of the bid. Failure to comply will lead to termination of the contract.

15.5 Within 60 days of award the Bidder's must have a **fully functional security control room in the District where the bidder was successfully awarded the bid.** Therefore, there will be **ONE Operational Control Room/Office Per District for each of the FIVE (5) Districts.** One service provider per district where services are delivered and failure to comply with lead to cancellation of contract.

15.6 The Bidder must have a **Project Manager / Operational Manager** available on a twenty-four (24) hours basis to react in the event of emergencies.

15.7 The Operational Manager must have at least five years' work experience in the field of security management, Grade A PSIRA certificate and attached CV's with original certified copies of qualifications not older than six months.

- 15.8 The successful Bidder(s) must appoint one **District Area Supervisor** (this would mean each company bidding will have **one district supervisor**. A **Shift supervisor** will be required for all **large hospital per district (for three shift)** in possession of Grade A to supervise operations of Security Officers on large sites.
- 15.9 The Bidder must submit companies profile, contingency plan and original certified copies of vehicles registrations papers in company's name that must include a certified valid vehicle license disc. Failure to submit will lead to immediate disqualification.
- 15.10 The successful Bidders must submit proof of refresher training done for Security Officers within sixty (60) days after the award of the bid. Failure to comply will lead to immediate termination of the contract.
- 15.11 The Bidder must clearly indicate the **district** they are bidding for on the front page. The bid document must be indexed and page numbered. If bidding for all districts, bidders must comply with all requirements stipulated under points 8.1 to 8.3. Separate bidding documents must be provided in envelopes per district.
- 15.12 The Bidder must submit compulsory documents for the district to bid. All reference letters must be signed by duly delegated person (delegation attached) and the Department reserves the right to verify reference letters refer to 8.1 to 8.3.
- 15.13 The successful Bidders must submit remaining Security Officers local police clearance certificates within sixty (60) days after the award of the bid. Failure to comply will lead to immediate termination of the contract. No foreign nationals.
- 15.14 The Bidder must submit the following mandatory compliance documents not older the six (6) months. Failure to submit will lead to immediate disqualification of the bidder:
- 15.14.1 Original certified company's registration with PSIRA.
  - 15.14.2 Original certified copy of letter of good standing with PSIRA.
  - 15.14.3 Original certified copy of letter of good standing with COIDA.
  - 15.14.3 Original certified copy of letter of good standing with UIF.
  - 15.14.4 Original certified copy of letter of good standing with Provident Fund.
  - 15.14.5 Letter of good standing from Department of Labour.
  - 15.14.6 Bids will be advertised on e-TENDER Portal. A Compulsory Virtual Briefing Session meeting will take place prior to the bid.
  - 15.14.7 The State Security Agency (SSA) will conduct mandatory security screening of Bidder's Directors.
  - 15.14.8 The successful Bidders will be subjected to periodical security screening (at least once per annum during February) at the Client costs.
  - 15.14.9 The successful Bidders will be allocated per District(s) and when it fails to comply with the service level agreement on site, the Bidder's Contract will be terminated for all districts.

- 15.15 The amount payable by the Client in respect of the security services rendered shall be the amount agreed upon and approved by the Client and any required increase shall be determined as per the statutory yearly increment (CPI) minimum regulated.
- 15.16 Initial increment shall be as a percentage on the initial bid price from the Client and may not be added within the first 12 months of contract. Price adjustments will only be considered when there are Statutory changes in the form of Government Gazette based on the inflation rate.
- 15.17 Any changes in the Bidder's details on the Central Suppliers Database (CSD) are the sole responsibility of the bidder. No payments can be effected to any service provider whose information is not up to date and correct on the Central Suppliers Database.
- 15.18 Penalties as prescribed on paragraph shall be implemented from the date of inception of the contract where service providers must ensure all requirements and necessary registers are in place.
- 15.19 All security guards must be in full uniform and issued with all equipment within 60 days of SLA implementation.

## 16. **TECHNICAL SPECIFICATIONS**

**NB\* The Department / Client reserves the right to increase or decrease the number of guards allocated per institution in each District and/or Facility at any time during the subsistence of the contract.**

The department reserve a right to award a tender in whole or in part (preferably FIVE Tenders to be Awarded eg **ONE Per DISTRICT per different Service Provider**).

No	Item	Comply with Evidence attached	Not Comply
16.1	<b>All Five (X5) Districts – (Frances Baard, JTG, Pixley ka Seme, ZFM, Namaqua) – Hospitals, CHCs and PHCs (clinics)</b>		
16.1.1	Bidder PSIRA Good Standing Certificate (not older than 12 months) on PSIRA letter head and list of current security personnel.		
16.1.2	Bidding company Director(s) must be PSIRA A Grade complaint.		
16.1.3	The Security Officers must be in possession of PSIRA certificate <b>Grade C or higher</b> . 70% locally recruited from Northern Cape province after appointment. Current employees listed on PSIRA.		

No	Item	Comply with Evidence attached	Not Comply
16.1.4	<b>One (1) reference letter</b> , for any security services rendered during the <b>past 5 years</b> . The letter must indicate the name of the institution and contact details of the relevant Manager as well as the level/standard of services rendered.		
16.1.5	The Bidder must submit at least five (5) original Security Officers <b>Police Clearance Certificates</b> with the bid.		
16.1.6	The Bidder must have Public liability insurance for a district(s) where the bidder is appointed <ul style="list-style-type: none"> <li>• <b>Frances Baard District, JTG, Pixley Ka Seme, ZFM, Namaqua</b></li> </ul> A letter of intent to obtain this insurance must be provided (provide proof).		
16.1.7	The Bidder must have <b>standby ARMED RESPONSE CAPABILITIES</b> to support the district within shortest period possible for high risk situation when incident occurs that requires the support.  Support documents to reflect capabilities.		
16.2	Security Officers must have the following <b>equipment</b> :		
6.2.1	<b>Pepper Spray and/or taser gun</b> / taser baton (high risk facilities as required), functional hand cuffs and baton stick one per Security Officer.		
16.2.2	<b>Flash lights / torches</b> per guard per night shift all postings e.g. PHC CHC, Hospitals, Colleges and Administrative Offices.		
16.2.3	At least four (x4) <b>hand-held metal detectors</b> per CHC/24-hour clinics and minimum eight (x8) in hospitals, colleges and administrative offices to cover all entrance walk-in checkpoints. Preferably make of Garrett (or good quality, long lasting).		
16.2.4	One black and one red pen per security guard.		
16.2.5	A <b>functional two-way radio</b> (with licenced frequency) <b>per guard</b> for all facilities able to communicate on site between guards and to Control Rooms per District.  If cellular mobile phones are also used as an alert method / clocking tool with Cell APPs as communication by company, proof of airtime for guard(s) must be provided and an explanation on how this will be implemented to be more effective than radios.		

No	Item	Comply with Evidence attached	Not Comply
16.2.6	One note-book per Security Officer.		
16.2.7	<b>Full security uniform</b> including rain coat, safety boots and winter uniform / winter jacket. Sufficient pants, belts, baton holder and shirts for full shifts (winter/summer), jerseys, caps/beany, socks. Outline amount of uniform per annum issued per guard.		
16.3	Install <b>mag-touch electronic monitoring systems</b> for large sites Hospitals, Community Health Centres, Clinics, Colleges, Pharmaceutical stores and administration offices where patrols must be monitored. If any other patrol system is used, please indicate.		
16.4	<b>Electronic verification system for guards clocking</b> on duty to be emailed monthly to Provincial as verification tool of guards on duty at all sites.		

## 17. Penalties and offences

No. Description	Code Number	Scores		No of SO not complying	Penalty	SO Signature
		0	1			
<b>1. Area of Inspection</b>						
a) Name of Facility :						
b) Name of Security Contractor :						
c) Number of SO per shift :						
<b>2. Requirements for Security Officer (SO)</b>						
a. SO not registered with PSIRA					1% of invoice per month	
b. SO not wearing PSIRA cards / company identify card.						
c. In hospitals, SO are stationed at their designated posts and completing the necessary registers at: Entrance, Maternity, PAEDS, Psychiatric unit and Casualty						
d. Wearing proper Contractor uniform?						
e. Operational / Shift Manager not visiting the site in 48 hours						
<b>3. Security Officers on duty have the following basic equipment's</b>						

a) Hand-held metal detectors, sensitive entrances					
b) Functional Two-Way Radios per guards with Contractor cell <b>phone</b> ( <i>in case where there are more than one (SO)</i> )					
c) Are handcuffs with Keys on SO					
d) Baton sticks on SO					
e) Stationary (Pocket book and pen) on SO					
f) Functional torches					
<b>4. The following registers are available and completed in full</b>					
a) Occurrence Book	<b>OB</b>				
b) Firearm Register (not applicable)	<b>NC 001</b>				
c) Visitors register	<b>NC 002</b>				
a) Vehicle control register, for private and government	<b>NC 003</b>				
b) Personnel After-hour Register ( <b>Not Applicable for 24 Hours sites</b> )	<b>NC 004</b>				
c) Register for deliveries	<b>NC 005</b>				
d) Departmental Personnel Register ( <b>personnel not yet in possession of an access permit Head Office only</b> )	<b>NC 006</b>				
e) Laptop movement register	<b>NC 007</b>				
f) Register for the removal of goods or equipment out of the building	<b>NC 008</b>				
g) Patrol schedule register/Patrol Plan ( <b>Only for site without Magtouch</b> )	<b>NC 009</b>				
h) New born baby register	<b>NC 0010</b>				
<b>6. Occurrence Book (OB)</b>					
a) Are patrols' feedback properly entered in the OB.					
b) SOs signing in the OB when they resume shift.					
<b>Grand total</b>					
<b>Department Inspector:</b>					
.....	.....	.....	.....	.....	.....
<b>Full name/ Surname</b>	<b>PSIRA NUMBER</b>	<b>Signature</b>	<b>Date</b>		
<b>Contractor's Security Officer on duty</b>					
.....	.....	.....	.....	.....	.....
<b>Full name/ Surname</b>	<b>PSIRA NUMBER</b>	<b>Signature</b>	<b>Date</b>		

**18. EVALUATION CRITERIA**

18.1 90/10 – 90 for Price and 10% for Specific Goals

**Technical Enquiries: Name** : Ms C Lamprecht/Mr. M Mvundlela  
Tel: (053) 8302130

19. PRICE SCHEDULE – attach lists of all sites per District detailed breakdown (day and night shifts)

<b>1 Francis Baard District</b>				
<b>A. Security Officer deployment costs (Grade C) – Total: 285</b>				
<b>B. Mental facility (B Grade) – Total: 21</b>				
Facility	No of Sec Officers		Cost per month (VAT inclusive)	
	D	N	Day	Night
Listed below Section 3 - C Grade	103	87		
Listed below Section 3 - B Grade	7	7		
<b>Total cost for service per month for facilities</b>				

<b>2 JTG District</b>				
<b>A. Security Officer deployment costs (Grade C) – Total: 157</b>				
Facility	No of Sec Officers		Cost per month (VAT inclusive)	
	D	N	Day	Night
Listed Below Section 3 – C Grade	67	65		
<b>Total cost for service per month for facilities</b>				

<b>3 Pixley ka Seme District</b>				
<b>A. Security Officer deployment costs (Grade C) – Total: 113</b>				
Facility	No of Sec Officers		Cost per month (VAT inclusive)	
	D	N	Day	Night
Listed Below Section 3 – C Grade	42	42		
<b>Total cost for service per month for facilities</b>				

<b>4 ZFM District</b>				
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<b>A. Security Officer deployment costs (Grade C) – Total: 123</b>				
Facility	No of Sec Officers		Cost per month (VAT inclusive)	
	D	N	Day	Night
Listed Below Section 3 – C Grade	42	39		
<b>Total cost for service per month for facilities</b>				

<b>5 Namaqua District</b>				
<b>A. Security Officer deployment costs (Grade C) – Total: 100</b>				
Facility	No of Sec Officers		Cost per month (VAT inclusive)	
	D	N	Day	Night
Listed Below Section 3 – C Grade	34	33		
<b>Total cost for service per month for facilities</b>				

**Note:** The number of security officers indicated above is the reflection of NCDOH current requirements. Northern Cape Department of Health reserves the right to increase or decrease the number of security officers as and when security requirements change.

## **20. Section 3**

### **20.1 Cost analysis**

#### **20.1.1 Bidders reserves the right to bid for all sites per District**

**20.1.1.1 Number of Security Officers and Grades:** (details on attached schedules) – including relievers

Number of Security Officers including relievers	PSIRA Grade	Shifts
614 x Security officers in Frances Baard (FB)	Grade C	Day, Night and including Relievers shifts as tabled below on 24/7 basis (see attached lists)
51 x Security officers in FB district (mental)	Grade B	
252 x Security offices in John Taole Gaetsewe (JTG)	Grade C	
226 x Security Officers in Pixley Ka Seme	Grade C	
259 x Security Officers in ZF Mgcawu (ZFM)	Grade C	
258 x Security officers in Namaqua District	Grade C	



**20.2 Cost analysis should include:**

- 20.2.1 Total Wages per guard per month in line with the Department of Labour latest published rates.
- 20.2.2 Administrative costs
- 20.2.3 Overhead costs
- 20.2.4 Vehicle Purchase
- 20.2.5 Equipment Purchase
  
- 20.2.6 This should be calculated over a THREE (3) x year period and per District.
  
- 20.3 Attached please find the Site list, per District in respect of the number of shifts required at each site.

**ANNEXURE A**

**COST ANALYSIS:**

PERSONNEL EXPENSES		OTHER EXPENSES (ADMINISTRATIVE COSTS)		TOTAL COST PER OFFICER / GUARD PER MONTH (INCL VAT)
Number & Grade of Security Guards		Total wages per guard per month in line with Department of Labour's latest published rates		
Grade	No. of guards	Equipment and Uniform	Overheads	
C				
B				
TOTAL PER DISTRICT PER TENDER (WHOLE DISTRICT)				

**EQUIPMENT TO BE ISSUED PER OFFICER:**

TYPE OF EQUIPMENT	QUANTITY	UNIT COST	TOTAL COST
Two Way Radios with chargers (all guards at posts Per hospital) and/or cell airtime per guard per month			

Batons per guard with holders and belt			
Security Spray and / or Taser			
Torch with chargers			
Handcuffs and holders			
Metal Detectors (hand held)			
Perimeter Patrols System			
Biometric Fingerprint Clocking system / electronic monitoring system – guard on shift			
Pocket books, pens, registers, Occurrence Books, ID photo Copy (PSIRA cards name tag)			
TOTAL			