Request for Tender

for the appointment of a Service Provider to provide Security and Cashier Services to the Karoo Desert National Botanical Garden

Roux Road, Panorama, Worcester, Western Cape

Tender No: G 272/2017
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1. BACKGROUND

The South African National Biodiversity Institute (SANBI) requires a Security Service Provider to provide Security and Cashier Services through armed response, access control via main gate, cash handling, alarm monitoring and guarding of the entire property of the Karoo Desert National Botanical Garden (KDNBG). The entire estate of the KDNBG is 154 ha and of the 154 ha, 11 ha are landscaped. The Security Services are required for the entire 154ha estate of the garden, both the landscaped and the natural estate.

The KDNBG is located in Worcester in a beautiful natural setting on the foothills of the Hex Mountains in the Breede Valley of the Cape Winelands. The natural estate and cultivated garden is fronted by a residential area and golf course to the south and south west while the north and north western sides borders onto natural undisturbed private property. The garden is situated approximately 3 km from the center of Worcester and within 40 minutes from all the surrounding farming towns of Robertson, De Doorns and Rawsonville. The Panorama and Fairway Heights neighborhoods in which the garden is situated, are the most upmarket and exclusive areas in and around Worcester. This Garden is the most popular and fastest growing eco-tourism destination in the Worcester area.

The opening and closing times for visitors via the visitor entrance are as follows:
Open: 08:00  Close: 19:00

Official hours for SANBI staff members, official visitors and other Service Providers are between 06:00 and 18:00, with the main operating time being between 08:00 and 17:00. The restaurant is open until approximately 22:00 weekdays and weekends. The 2015-2016 financial year visitor numbers was 17557. The Karoo Desert National Botanical Garden also hosts various events and makes its garden areas available for private functions.

Garden facilities include:
- Restaurant with veranda and pergola.
- Plant sale nursery area.
- Main entrance & ticket offices.
- Two main public toilets.
- Main Garden Office complex.
- Production and collections nursery facilities.
- Staff change rooms and ablutions.
- Seed and storage rooms.
- 2 Tool sheds and propagation sheds.
- Guest accommodation.
- Herbarium building.
- Staff accommodation (6 staff houses).
- Workshop & storerooms.
- 2 Parking areas.
- Various lawn and public open space areas.
2. INVITATION FOR TENDER

Tenders are hereby invited for the provision of Security and Cashier Services to the KDNBG in its entirety. The tender process will be co-ordinated by SANBI’s Supply Chain Management (SCM) section at the following address:

   Deputy Director: Supply Chain Management (SCM)
   The South African National Biodiversity Institute (SANBI)
   Private Bag X101
   Silverton
   0184

3. TENDER SPECIFICATION

See Annexure A for the Tender Specification.

The KDNBG requires a Security Company to provide Security and Cashier Services through guards, access control, cash handling, monitoring and armed response services, and the securing of buildings and the premises in emergency situations. The main scope of the provision of Security Services to the KDNBG is focused on the garden area which is 11ha as well as the associated visitor facilities and offices where the highest visitors and staff activity takes place. However, the emphasis will not exclude the more remote areas of the garden and estate.

The Security Service Provider is required to provide guarding services 24 hours a day, 365 days a year as specified. The Cashier is required day time every day only as per opening hours (8:00-17:00 for entry and closing at 18:00).

In addition, from time to time additional guards may be required for special functions, exhibitions or meetings to be held in the Garden and where necessary to provide additional security infrastructure and equipment.

4. SITE VISIT

This is compulsory and will be conducted at the time and date given below:

Date: 30 May 2017
Time: 11:00
Venue: Garden main office building, Karoo Desert National Botanical Garden, Roux Road, Panorama, Worcester, Western Cape.
5. SUBMISSION OF TENDER

As described in the National Treasury Instruction note on the Amended Guidelines in Respect of Bids that includes Functionality as Criterion for Evaluation (Issued 3 September 2010), the two envelope system will be used for this bid. Service Providers are to submit one (1) pack of original proposals, marked “ORIGINAL” with pricing included in a separate envelope and three (3) packs of copies, marked “COPY” with pricing excluded in a second envelope.

NB! Financial or pricing details (Annexure C) should ONLY be included in the pack marked “ORIGINAL”. Financial information included in the “copies” will lead to your bid being disqualified.

NB! Failure to submit 1 pack of original and 3 packs of copies, will lead to your bid being disqualified.

Tenders can be submitted in the Tender Box located in the Biodiversity Building at the Pretoria National Botanical Garden, 2 Cussonia Avenue, Brummeria, Pretoria during office hours (08:00 – 16:00). Tenders may also be submitted by post addressed to:

The Deputy Director: SCM  
The South African National Biodiversity Institute (SANBI)  
Private Bag X101  
Silverton  
0184  
Tender Number: G 272/2017

NB: All documents must be clearly labelled.

Closing date for submissions is 9 June 2017 at 11:00

Note: E-mailed and faxed submissions will not be accepted. Late submissions will be disqualified.

6. GENERAL TERMS

All documents submitted in the response to this Request for Tender (RFT) must be written in English.

Security Service Providers shall not assume that information and/or documents supplied to the KDNBG at any time prior to this RFT are still available or that it will be considered, and shall not make any reference to such information and/or documentation in their response to the RFT.
Each tender shall be valid for a period of three months calculated from the closing date of this tender. Any enquiries in connection with this RFT shall be submitted in writing to Ms Molatelo Matlala at the following e-mail address: M.Matlala2@sanbi.org.za or on 012 843-5235, referring to your request as:

**Tender number: G 272/2017 The Provision of Security Services for the Karoo Desert National Botanical Garden** as the subject.

For any technical information the following person may be contacted:

**Mr Werner Voigt**, Curator: Karoo Desert National Botanical Garden, at Tel: (023) 347 0785 or at the following e-mail address: w.voigt@sanbi.org.za

The appointment of a successful Service Provider shall be subject to all parties agreeing to mutually acceptable contractual Terms and Conditions. In the event of all parties failing to reach an agreement within 30 days from the appointment date, the SANBI reserves the right and shall be entitled to appoint the second contractor or to re-advertise should the second tender not be acceptable.

Tenders must include the following documentation (Failure to submit this required documentation WILL lead to disqualification):

- a) A copy of the company CSD registration report
- b) The company’s Private Security Industry Regulatory Authority (PSIRA) registration certificate as Security Service Provider. Such registration must be valid during the period of the contract.
- c) The company owner(s) or management team’s Private Security Industry Regulatory Authority (PSIRA) registration certificate(s). Such registration must be valid during the period of the contract.
- d) A certified copy of Liability Insurance Cover for the company and the amount available per claim.
- e) A copy of the company’s Unemployment Insurance Fund (UIF) registration.
- f) A Letter of good standing from the office of the Compensation Commissioner and a certified copy of the Compensation for Occupational Injuries and Diseases Act (COIDA) registration certificate.
- g) Fee/cost structure as for Annexure C including breakdowns and availability of additional staff/services on short notice (NB: This information must only be included in the pack marked “original”. See Section 5).

Each tender document should also include the following documentation, although failure to submit these documents will not result in disqualification. However, the information contained in them is required for evaluation purposes:

- a) A copy of the latest Audited Financial Statement.
- b) Safety and Security Sector Education and Training Authority (SASSETA) registration certificate as security training provider.
- c) Company information and profile: mission statement and policies with an indication of the management, communication and supervision structures and include a section on how staff will be managed on campus
- d) The details of the services that will be provided: The availability of control room/s to monitor alarm activations and dispatch the armed response vehicle and staff stationed in the Garden, vehicles and other equipment to fulfil duties as per the specification.
e) A SABS ISO 9001 Certificate

f) **Track record/traceable references for verification purposes**: Provide the names and contact details of at least three (3) current or previous clients that have been provided with Security Services and details of similar projects completed in the past and those still running.

g) A **current Broad-based Black Economic Empowerment (B-BBEE) Status Level Certificate**.

Please make use of the attached checklist to ensure that all documents have been supplied.

**Responsibility of the Service Provider**:

a) The Service Provider will be liable for its staff on site.
b) The Service Provider is to supervise and give instructions to staff on site and to ensure that the Service Level Agreement (SLA) conditions are complied with.
c) The Service Provider will be responsible for all his/her staff’s physical safety, disciplinary and other requirements.
d) Guards and cashiers must always be in uniform, and look presentable to the public.
e) Guards and cashiers must be customer service-focused, value and treat Garden visitors with respect.
f) The Service Provider shall supervise and exercise proper control over all personnel employed by him/her, and shall not hold SANBI responsible for any injury caused to the said personnel.
g) Refer to Annexure A: Specifications for Service Provider performance management.

**SANBI reserves the right**:

a) To verify any information supplied in the tender documents.
b) Not to appoint any Service Provider.
c) To cancel or withdraw this RFT at any time without attracting any penalties or liabilities.
d) To appoint one or more Service Providers, depending on the outcome, to separately or jointly be responsible for the provision of security services on the campus.
e) To have the final say in the appointment and that this will be binding.
f) To disqualify a tender or cancel any subsequent contracts should it be found that information disclosed was factually inaccurate and/or that a misrepresentation of facts may have occurred.
g) To know the minimum wages paid to Security Personnel by the Service Provider.

7. **CONFIDENTIALITY**

Any or all information made available to the Service Provider by the SANBI shall be regarded as confidential and shall not be made available to third parties without the prior written consent of SANBI.
8. PREPARATION OF PROPOSAL

SANBI shall not be held liable for any cost that has been incurred by the Service Provider in the preparation of the proposal, the obtaining of certificates or any other cost that might be incurred in submitting the proposal.

9. TENDER DOCUMENTATION AVAILABILITY

The tender documents are available from SANBI website – www.sanbi.org

10. CONTRACT PERIOD

A five (5) year (60 months) contract will be entered into with the Service Provider and will be reviewed based on performance every twelve (12) months from the date of commencement. It is anticipated that the contract starting date will be 1 August 2017.

11. PRICING

Based on the specifications outlined in Annexure A, give a specific pricing breakdown for the five (5) year contract (please include the pricing for two-way radios, or all the other items charged for in the breakdown). Salaries must be fixed for the duration of the contract (only wage increment adjustments will be accepted based on the sectorial wage determination by PSIRA in accordance with the grading of the post for years 2-5). Salaries must meet the minimum levels set by PSIRA and must be furnished under Annexure C. Bids indicating salary levels below the minimum levels set by PSIRA will be disqualified.

NB: Pricing details (ANNEXURE C) should not be included in the envelope containing the copies! (Refer to section 5)

12. COMPLIANCE REPORTS AND MEETINGS

Both the Service Provider and SANBI will enter into a SLA for monitoring and compliance purposes as per the draft attached (Annexure E) which will be signed by both parties during contracting. The SLA (Annexure E) will be monitored through compliance meetings which will be held monthly. The Service Provider will also meet the designated SANBI representative as and when deemed necessary by either party.
13. EVALUATION CRITERIA

In accordance with the National Treasury Instruction Note on the Amended Guidelines in Respect of Bids that include Functionality as a Criterion for Evaluation (Issued 3 September 2010), this bid will be evaluated in two stages:

1. The first stage will evaluate functionality according to the criteria listed in the table below:

<table>
<thead>
<tr>
<th>CRITERIA FOR EVALUATING FUNCTIONALITY</th>
<th>WEIGHT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Past Experience:</td>
<td>20</td>
</tr>
<tr>
<td>This refers to the experience of the Tenderer to undertake the scope of work involved in this tender. The Tenderer is required to provide details of previously undertaken work related to guarding services.</td>
<td></td>
</tr>
<tr>
<td>1. Scope and scale of current and past projects undertaken</td>
<td></td>
</tr>
<tr>
<td>2. Three traceable references</td>
<td>(10)</td>
</tr>
<tr>
<td>Team Capability:</td>
<td>30</td>
</tr>
<tr>
<td>The Tenderer should demonstrate the capacity of his/her team to carry out the work required in this tender. Each CV submitted should not be longer than 3 pages in total and should be structured as follows:</td>
<td></td>
</tr>
<tr>
<td>1. Educational and professional qualifications in the security industry.</td>
<td></td>
</tr>
<tr>
<td>2. Name of previous employer/s and position in enterprise/s.</td>
<td></td>
</tr>
<tr>
<td>3. An outline of the relevant security projects involved in the industry.</td>
<td></td>
</tr>
<tr>
<td>4. Role in the services to be provided in this tender.</td>
<td></td>
</tr>
<tr>
<td>Structure and capability of the Company:</td>
<td>40</td>
</tr>
<tr>
<td>1. Existing resources for carrying out the guarding services.</td>
<td>10</td>
</tr>
</tbody>
</table>
2. Methods of supervision and service delivery  |  10
3. Monitoring risk management, legal compliance with all relevant legislation.  |  5
4. Number of existing guards and competency of each.  |  5
5. Approach to staff training and performance management.  |  5
6. Control room (at security company) availability for monitoring and response activation  |  5

Technical merit of the proposal: Completeness/level of detail provided; organisation of proposal.  |  10

**TOTAL**  |  100

Bids that fail to score a minimum of 70 points out of a possible 100 points for functionality will not be eligible for further consideration.

2. The second stage will evaluate the price and preference points of those bids that meet the minimum threshold for functionality. In accordance with the Preferential Procurement Regulations, 2017 pertaining to the Preferential Procurement Policy Framework Act (No. 5 of 2000), the 80/20 point system will be applied in evaluating proposals that qualify for further consideration, where price constitutes 80 points and a maximum of 20 points will be awarded based on the bidder’s B-BBEE Status Level Certificate.

Sufficient information must be provided to allow the Bid Evaluation Committee to score bids against all these criteria.
ANNEXURE A. TENDER SPECIFICATION

1. TENDER SPECIFICATION

The KDNBG requires a Security Company to provide Security and Cashier Services through guards, access and exit control, cash management, the provision of monitoring and armed response services, and for reaction to unauthorized entry via the fenced perimeter of the KDNBG and the securing of buildings and the premises in emergency situations. The main scope of the provision of Security Services to the KDNBG is focused on the garden area of 11ha where the highest visitor and staff activity takes place as well as all the visitor and staff infrastructure such as offices, staff houses, restaurant, and other buildings. However, the required services shall also pertain to the less frequently visited estate areas of 143ha where mere monitoring and patrolling is essential.

The Security Service Company is required to provide monitoring, guarding and armed response services 24 hours a day, 365 days a year as specified.

In addition, from time to time additional guards may be required for special functions, exhibitions or meetings to be held in the Garden. This will be arranged separately to the standard contract, but an indication must be given to the availability of such ad hoc guards and the notice period for obtaining this additional service.

2. INDUCTION AND PLACEMENT OF GUARDS AND CASHIERS

The Service Provider’s staff members will have to undergo induction training regarding the site and the Emergency Plan for the Campus. This induction is compulsory and must be attended by the Security Company’s supervisors, guards, and armed response personnel. Any new employee must first be inducted before placement on this site.

The inheritance of existing security guards and/or use of equipment from previous Service Providers must be discussed with and approved by SANBI beforehand.

3. ALARM SYSTEMS, RESPONSE AND MONITORING

a) The Service Provider must maintain the existing alarm system and security infrastructure and maintain any future security equipment (Education Centre and Solar Electricity Plant).
b) The Armed Response must respond to alarm activation within 7 minutes and leave notification of their visit at the entrance gate including a report on any security breach.
c) The Service Provider must respond to activation instead of calling the KDNBG day or night.
d) The Service Provider must install guard monitoring devices for the daily downloading of guarding patrols. The software for the system to be installed to the KDNBG office computer.
e) The Service Provider must continue to monitor all alarm system stations and respond to any dysfunctionality.
f) The Service Provider’s guards will work closely with other security or law enforcement services/agencies like neighboring community police forums, South African Police Services, and cooperate with the KDNBG’s emergency coordinator and district fire brigade should a fire be detected anywhere on the premises.

g) The Service Provider will be required to work closely with other law enforcement and criminal investigation agencies as well as other emergency rescue or disaster management agencies within the Worcester area.

4. SECURITY OPERATION MANAGEMENT EXCELLENCE

   a) All shifts are 12 hours shifts and start at 6:50 for 07:00 and 18:50 for 19:00 every 24 hours.
   b) The one shift will take over from the other at any specific station to ensure continued surveillance/control.
   c) For cash management at the main entrance, the hours required will be 07:30 until 16:30 daily.

5. ACCESS CONTROL

The guards at the control gate must:

- Assist the gate personnel whose responsibility will be to receive cash for entrance to the garden.
- Be customer-focused, patient, and polite and always remain professional in the execution of their duties.
- Monitor and patrol all areas designated to him/her for patrolling.

It is the responsibility of the Service Provider to ensure that:

- The access gates are closed and opened as per site instructions or other instructions as issued by the appropriate SANBI official on a weekly basis.
- A cashier is on duty daily to receive and manage cash from the garden office and visitors and to perform cashing up of such cash at the end of each day.
- Gates are locked/unlocked at designated times, or as required according to specific instructions from appropriate SANBI staff.
- Gates are closed/opened at designated times, or as required according to specific instructions from appropriate SANBI staff.
- A guard remains visible at the entrance gate in between patrols and where necessary provide reactive support to SANBI in cases of suspicious or unacceptable visitor behavior.
- A guard accompanies the gate personnel each morning and afternoon when monies and floats are moved between the gate and garden office.
Guards will be required to enforce the botanical garden’s internal rules and bylaws (Annexure D). This includes:

- Providing directions to the features in the Garden or referring patrons to the SANBI personnel who may be able to assist.
- Providing assistance to SANBI Management on site as it may pertain to enforcement of bylaws, security or emergency procedures.
- Not allowing balls, pets such as dogs or other entertainment equipment into the Garden.
- Not allowing bicycles, quad bikes, or tricycle-like toys into the Garden.
- Not allowing sound amplification devices such as portable HiFi systems or musical instruments into the Garden.
- Not allowing fires or braais, or equipment to make fires such as gas bottles firewood etc. into the Garden.
- Ensuring that all patrons have either paid entrance fees, paid for photography permits or have otherwise been authorized to gain free access through internal procedures.
- Check patrons against guest lists, as provided, both during and after hours, for pre-booked functions.
- Allowing, disallowing, or removing patrons (as the case may be) as instructed by SANBI Management.

6. SECURITY AND CASHIER STAFF REQUIREMENTS FOR THIS CONTRACT

<table>
<thead>
<tr>
<th>Duty Point</th>
<th>Grade</th>
<th>Number of guards</th>
<th>Job Purpose</th>
<th>Job Requirements</th>
<th>Other Security Aids</th>
</tr>
</thead>
</table>
| Main Entrance       | Grade C| 1 guard (day shift) 1 guard (night shift) | • Monitor access control at the entrance.  
• Assist Cashiers in controlling large groups at the entrance.  
• Accompany cashier when moving monies.  
• Assist in emergency response.  
• Access control for all SANBI, public visitors’ vehicles including the vehicles transporting learners to the garden, vehicles delivering goods to the garden or restaurant and vehicles | No criminal offence; South African; Grade 12; PSIRA Grade C; positive security clearance; proficient in English and service excellence. | • Two-way radio.  
• Torch.  
• Pocket book and pen.  
• Occurrence book.  
• Hand cuffs. |
<table>
<thead>
<tr>
<th>Main Entrance (Pay Point)</th>
<th>Cashier</th>
<th>1 (daily)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Monitor access control at the entrance.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Receive float from garden office each morning and checking of float.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Receiving entrance fees and issues receipts.</td>
<td></td>
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<tr>
<td></td>
<td>Use the point of sales cash register computer to capture and record all sales from entrance tickets.</td>
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</tr>
<tr>
<td></td>
<td>Communicate all relevant garden related information to visitors</td>
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</tr>
<tr>
<td></td>
<td>Cellphone.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Panic button.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Access to the Security Guard.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Two-Way Radio.</td>
<td></td>
</tr>
</tbody>
</table>
and staff members.
- Do daily cashing up of all moneys received.

Note: A guard house is situated at the Main Gate (boom gate) at the Garden entrance.

**NOTE:** The number of security guards may be reviewed as and when required and such will be communicated to the Service Provider in order to amend their monthly invoice in line with the actual number of security guards on site. The Successful Bidder will be required to provide extra guards during these events.

**CLOCKING POINTS IN THE KDNBG**
Patrols in the garden is regulated and recorded with the use of 10 clocking points situated at strategic locations.

**7. LANGUAGE PROFICIENCY**

All guards including the gate personnel 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 must be able to read, write and communicate effectively in English (Preferably with Grade 12).

**8. SUPERVISION OF WORK**

The Service Provider will supervise and exercise proper control over its personnel and shall not hold SANBI liable for any loss or injury caused to the said personnel. The Service Provider will seek to resolve any problems relating to its personnel in line with the laws of the country (e.g. Labour Laws).

**9. RESPONSIBILITIES**

9.1 The Service Provider will provide and take responsibility for the following:
- Security guards as per section 6 above and in the case where additional guards are required.
- Cashier as per section 6 above and in cases where replacement for its staff is required.
- Protection Services.
- Installing, Controlling & Auditing check points where guards are patrolling.
- Access control books and OB books (Occurrence Books).
- Rechargeable torches.
• Cameras and/or any other security monitoring/recording devices and equipment including the services of such where necessary.
• Security alarm, sensors, beams and/or any other monitoring devices or equipment including the services of such where necessary.
• Two-way radios and register on frequency.
• Professional looking Personal Protective Equipment and/or Security uniforms for both guards and cashiers that is weather appropriate.
• Ongoing training and certification where relevant.
• Where necessary, smart phones and subscriptions (capable of working e-mails and WhatsApp).

9.2 SANBI will take responsibility for the:
• Provision, upkeep and maintenance of the guard house and toilet facility.
• Provision, upkeep and maintenance of remotes for gates and the access gates.
• Provision, upkeep and maintenance of necessary keys & padlocks.
• Provision of weekend instructions including SANBI weekend duty and standby staff.
• Provision of operational procedures & requirements.
• Provision, upkeep and maintenance of a telephone extension at the Boom gate.
• Regular refresher communication and/or induction on garden operations where necessary.
ANNEXURE B. MAPS OF THE GARDEN
ANNEXURE B... continued

KAROO DESERT NBG STRUCTURES (Key to Map)

S1 - Horticulture House 1
S2 - Horticulture House 1, Garage & Servants Quarters
S3 - Ticket Office
S4 - Ticket Office Toilet
S5 - Kokerboom Restaurant
S6 - Children Play Area
S7 - Public Toilets no. 1
S8 - Proposed Concert Area
S9 - Horticulture House 2
S10 - Horticultural House 2, Garage & Store
S11 - Potting Shed
S12 - Shade Area, Plant Holding Area
S13 - Foreman's Office
S14 - Paint Store
S15 - Workshop, Garage
S16 - Ashwell Mtewa's House no. 1 BotSoc
S17 - Ashwell Mtewa's House no. 2 BotSoc
S18 - Shade Area with Raised Beds (3) and Mist Spraying Unit
S19 - Shade Area with Lower Beds (4) and Raised Beds (1)
S20 - Potting Shed & Propagation Unit
S21 - Raised Beds (1) Lower Bed (4) Higher Beds
S22 - Brick structure
S23 - Proposed Holding Bays
S24 - Staff Quarters Toilets & Shower
S25 - Staff Quarter no.1
S26 - Staff Quarter no. 2
S27 - Staff Quarter no. 3
S28 - Staff Toilets & Showers
S29 - Staff Mess Room
S30 - PSN Shed, Garage and Store
S31 - PSN Shade Area with Raised Beds
S32 - Proposed Conference Room & Tea Room
S33 - Admin., Curator’s & Horticultural Offices
S34 - Roof between Buildings
S35 - Petrol Store
S36 - Public Toilets no. 2
S37 - Seed Room
S38 - Roof between Admin. Office and Index Potting Shed
S39 - Index Potting Shed, Sterilized Unit & Lower Raised Bed (1)
S40 - Staff House no. 1
S41 - Staff House no. 2
S42 - Staff House no. 3
S43 - Index Glass House & Raised Outside Bed 1
S44 - Wood Staging (1-6)
S45 - Bulbs Raised Beds (5)
S46 - Old Soil Fumigation Structure
S47 - Herbarium & Lithops Guest Flat
S48 - Propagation Structure
S49 - Shade Area Bulbs
S50 - Old Kiosk
S51 - Curator's House
S52 - Curator’s House Garage
S53 - Curator’s House Flat
S54 - Curator’s House Tool Shed
S55 - Water Pump House
ANNEXURE C. PRICING SCHEDULE (NB! This section must only be included in the pack marked “Original” and not in any of the copies).

<table>
<thead>
<tr>
<th>Basic salary</th>
<th>Cashier</th>
<th>Armed response</th>
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</thead>
<tbody>
<tr>
<td>R..............</td>
<td>R..............</td>
<td>-</td>
</tr>
<tr>
<td>UIF</td>
<td>R..............</td>
<td>R..............</td>
</tr>
<tr>
<td>Bonus</td>
<td>R..............</td>
<td>R..............</td>
</tr>
<tr>
<td>Workman compensation</td>
<td>R..............</td>
<td>R..............</td>
</tr>
<tr>
<td>Overheads costs</td>
<td>R..............</td>
<td>R..............</td>
</tr>
<tr>
<td>Total monthly cost excluding VAT</td>
<td>R..............</td>
<td>R..............</td>
</tr>
<tr>
<td>VAT</td>
<td>R..............</td>
<td>R..............</td>
</tr>
<tr>
<td>Total monthly cost including VAT</td>
<td>R..............</td>
<td>R..............</td>
</tr>
<tr>
<td>Total annual cost including VAT</td>
<td>R..............</td>
<td>R..............</td>
</tr>
</tbody>
</table>

Pricing must be fixed for the duration of the contract (Only wages increment adjustments will be accepted based on the sectorial wage determination by PSIRA for years 2-5).

**Once off site establishment costs**

<table>
<thead>
<tr>
<th>Items or equipment</th>
<th>Quantity</th>
<th>Once off cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cell phones</td>
<td>2</td>
<td>R</td>
</tr>
<tr>
<td>Patrol batons and clocking tags</td>
<td>2 batons and 9 tags</td>
<td>R</td>
</tr>
<tr>
<td>Rechargeable torches</td>
<td>2</td>
<td>R</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td>R</td>
</tr>
</tbody>
</table>

**Total costs to SANBI**

<table>
<thead>
<tr>
<th>Once off site establishment costs excluding VAT</th>
<th>Total costs per annum</th>
<th>Total costs for five years</th>
</tr>
</thead>
<tbody>
<tr>
<td>R..............</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>

| 2 x Grade C total annual cost excluding VAT | R.............. | R.............. |
| 1 x Cashier total annual cost excluding VAT | R.............. | R.............. |
| Armed response total annual cost excluding VAT | R.............. | R.............. |
| VAT                                             | R.............. | R.............. |
| **Total costs including VAT**                  | R.............. | R.............. |

Pricing must be fixed for the duration of the contract (Only wages increment adjustments will be accepted based on the sectorial wage determination by PSIRA for years 2-5).

**Ad hoc guards costing per shift**

<table>
<thead>
<tr>
<th>Grade</th>
<th>Daily rate including VAT for Year 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grade C</td>
<td>R</td>
</tr>
</tbody>
</table>
ANNEXURE D. GARDEN BYLAWS

GENERAL INFORMATION

- No dogs or other pets are allowed in the garden except for guide dogs
- No littering (bottles, plastic paper, cigarette tips etc.). This is a bin free garden. All rubbish brought in must be taken out.
- No loud music from cars or portable devices
- No rowdy behaviour that may disturb the peace
- No bicycles are allowed anywhere in the garden
- No quad bikes or scramblers or any motorised vehicle on the mountain trails
- Vandalism and defacing of walls, buildings, signage, plants e.g. graffiti is strictly prohibited and prosecutable
- No damage to property, no removal of plants, seeds or any other plant material or animals etc.
- Feeding of, disturbing or interference with any wild animals is strictly forbidden
- Parking is only available at the lower and upper parking areas. Cars are not allowed anywhere else on the ring road or drive-ins of houses, private homes, garden office or nursery. No cars may park at the staff parking areas
- Roller skates, skate boards or any other wheel mountain sport/play apparatus may be used in the garden
- No bats or balls or any other playing that involved balls, bats, golf clubs, etc. is allowed anywhere in the garden
- No vehicles or people may overnight in the garden
- No structures or shelters may be erected in the garden except for umbrellas
- Under no circumstances may vehicles park at the restaurant “drop off zone”
- Under no circumstances are the use of portable braais or open fires including gas braais/grillers allowed in the garden
- Wedding photos, matric ball photos or any other professional photo/video or commercial photo/video shoots is only allowed unless prior written permission was obtained and then when payment has been made in accordance with the garden’s policy on filming and photography
- No selling of or promotion of any goods or services may take place in the garden except at the restaurant or with prior written permission from the garden management
- The use of the garden for private functions may only take place after written agreements and permits have been obtained by the event or function organiser

ANNEXURE E
# DRAFT SERVICE LEVEL AGREEMENT (SLA)

## TECHNICAL

<table>
<thead>
<tr>
<th></th>
<th>FREQUENCY</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Timesheet register done at the beginning of each shift for each official</td>
<td>Daily</td>
<td>Service Provider</td>
</tr>
<tr>
<td>2. Day guard to clock on the patrol batons every 2 hours</td>
<td>Daily throughout the day</td>
<td>Service Provider</td>
</tr>
<tr>
<td>3. Nights guard to clock on the patrol batons every 2 hours</td>
<td>Nightly, throughout night</td>
<td>Service Provider</td>
</tr>
<tr>
<td>4. Any security breach to be recorded using red pen in the OB</td>
<td>Always</td>
<td>Service Provider</td>
</tr>
<tr>
<td>5. Night shift Guard monitoring by control room Guard to be done and recorded on OB</td>
<td>Always</td>
<td>Service Provider</td>
</tr>
<tr>
<td>6. The use of remote control for gates be safeguarded and handed over between day and night guards each day</td>
<td>Always</td>
<td>Service Provider</td>
</tr>
<tr>
<td>7. The use and availability of remote control for gates be in possession of armed response and daily duty driver at all times when on duty</td>
<td>Always</td>
<td>Service Provider</td>
</tr>
<tr>
<td>8. The malfunction of remote control, radio and/or gate be reported for immediate repair/replacement</td>
<td>Always</td>
<td>Service Provider / Client</td>
</tr>
<tr>
<td>9. Performance and efficiency of cashier monitored and reported monthly between SANBI and Service Provider</td>
<td>Monthly</td>
<td>SANBI and Service Provider</td>
</tr>
</tbody>
</table>

## ADMINISTRATION

<table>
<thead>
<tr>
<th></th>
<th>FREQUENCY</th>
<th>RESPONSIBILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>10. Submission of attendance register to Security Officer</td>
<td>Daily before 10am</td>
<td>Service Provider</td>
</tr>
<tr>
<td>11. Submission of the night OB book to Security Officer</td>
<td>Daily before 10am</td>
<td>Service Provider</td>
</tr>
<tr>
<td>12. Submission of Clocking tags for downloading night shift guards patrol records to Security Officer</td>
<td>Daily before 10am</td>
<td>Service Provider</td>
</tr>
<tr>
<td>13. Monthly meeting with Security Guards, Cashiers and Site Supervisor</td>
<td>1st Monday of each month</td>
<td>Service Provider and SANBI</td>
</tr>
<tr>
<td>14. Submission of Cashier daily income reports to SANBI Senior Provisioning Admin Clerk</td>
<td>Daily</td>
<td>Service Provider and SANBI</td>
</tr>
<tr>
<td>15. Monthly meeting with Curator/Estate Manager, Security Guards, Site Supervisor and Security Manager</td>
<td>As above</td>
<td>Service Provider and SANBI</td>
</tr>
<tr>
<td>16. SLA compliance meetings with the Curator, KDNBG Safety and Security Manager and Owner of Security Company</td>
<td>Quarterly</td>
<td>Service Provider and SANBI</td>
</tr>
<tr>
<td>17. Investigation reports</td>
<td>10 days after the incident</td>
<td>Service Provider</td>
</tr>
</tbody>
</table>
## NON COMPLIANCE AND MITIGATION MEASURES

<table>
<thead>
<tr>
<th>Item</th>
<th>Non-compliance</th>
<th>1&lt;sup&gt;st&lt;/sup&gt; Offence</th>
<th>2&lt;sup&gt;nd&lt;/sup&gt; Offence</th>
<th>3&lt;sup&gt;rd&lt;/sup&gt; Offence</th>
<th>Outcomes</th>
</tr>
</thead>
</table>
| 1    | Guards not posted on duty as agreed (incomplete number of security guards per shift) | A. Replacement made within one (1) hour  
B. If replacement is not done within one (1) hour – the Service Provider would not be paid for the whole shift  
C. Verbal notice (confirmed in writing) | A. Replacement made within one (1) hour  
B. If replacement is not done within one (1) hour – the Service Provider would not be paid for the whole shift  
C. Meeting with the Curator  
D. Written notice of non-compliance | A. Final written notice of non-compliance  
B. If replacement is not done within one (1) hour – the Service Provider would not be paid for the whole shift  
C. Meeting with the Curator | Depending on the severity of the case, a contract may be terminated even if it is the first offence. Apart of warning and penalties, the Service Provider must rectify the deficiency within a day of notification |
| 2    | Guards intoxicated or under the influence of alcohol/drugs | A. Service Provider must replace the security the guard within an hour  
B. If not able to replace within one hour – no payment for the whole shift | A. Service Provider must replace the security the guard within an hour  
B. If not able to replace within one hour – no payment for the whole shift | A. Service Provider must replace the security the guard within an hour  
B. If not able to replace within one hour – no payment for the whole shift | If this practice continues, the Curator will call a meeting with the Security Service Provider and final written notice of failure to manage own employees will be issued |
| 3    | Cashier not posted on duty as agreed | A. If not able to replace will constitute no payment for the entire shift  
B. Replacement made within one (1) hour  
C. If replacement is not done within one (1) hour – the Service Provider would not be paid for the whole shift  
D. Meeting with the Curator  
E. Written notice of non-compliance | A. Final written notice of non-compliance  
B. If replacement is not done within one (1) hour – the Service Provider would not be paid for the whole shift  
C. Meeting with the Curator | Depending on the severity of the case, the contract may be terminated even if it is the first offence. Apart from a warning and penalties, the Service Provider must rectify the deficiency within a day of notification |
<table>
<thead>
<tr>
<th></th>
<th>Refusal to comply with lawful instructions</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>A. Written notice for non-compliance and rectification within agreed timeframe</td>
<td>A. Service Provider must remove the guard immediately, and replace him/her within one hour</td>
<td>A. Service Provider must remove the guard immediately, and replace him/her within one hour</td>
<td>If this practice continues, the Curator must call for a meeting with the Security Service Provider owners.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>B. If not able to replace will constitute no payment for the entire shift</td>
<td>B. If not able to replace will constitute no payment for the entire shift</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Negligence in the performance of security and cashier duties or breach of security</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>A. Service Provider must replace the guard and/or cashier immediately</td>
<td>A. Written notice for non-compliance and rectification within agreed timeframe</td>
<td>A. Remove the guard or cashier from the site and final written notice</td>
<td>If this practice continues, the Curator will call for a meeting with the Security Service Provider.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Guard(s) or cashier unable to carry out duties effectively</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>A. A joint investigation will be conducted. B. Decision on liability will be determined by such an investigation. If there is evidence of negligence, the Service Provider will be held liable for replacement or repairs</td>
<td>A. Non-compliance letter will be issued to the Service Provider</td>
<td>A. Curator must call for a meeting with the security Service Provider to address non-compliance</td>
<td>The Security Service Provider must rectify the deficiency within a day of notification.</td>
</tr>
<tr>
<td></td>
<td>Damage to the SANBI property or staff or guest’s property</td>
<td></td>
<td></td>
<td>The liability will be determined by the outcome of the internal investigation.</td>
</tr>
<tr>
<td>---</td>
<td>----------------------------------------------------------</td>
<td>---</td>
<td>---</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>A.</td>
<td>A joint investigation will be conducted.</td>
<td>A.</td>
<td>A joint investigation will be conducted.</td>
<td>The liability will be determined by the outcome of the internal investigation.</td>
</tr>
<tr>
<td>B.</td>
<td>Decision on liability will be determined by such an investigation.</td>
<td>B.</td>
<td>Decision on liability will be determined by such an investigation.</td>
<td>The liability will be determined by the outcome of the internal investigation.</td>
</tr>
<tr>
<td>C.</td>
<td>If there is evidence of negligence, the Service Provider will be held liable for replacement or repairs</td>
<td>C.</td>
<td>If there is evidence of negligence, the Service Provider will be held liable for replacement or repairs</td>
<td>The liability will be determined by the outcome of the internal investigation.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>The Security Service Provider will be liable for replacement within two days</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>A. Written notice of non-compliance</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>B. The Service Provider will be liable for replacement within two days</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>The Service Provider will be liable for replacement within two days</td>
</tr>
</tbody>
</table>

**A.** A joint investigation will be conducted.  
**B.** Decision on liability will be determined by such an investigation.  
**C.** If there is evidence of negligence, the Service Provider will be held liable for replacement or repairs.

**A.** A joint investigation will be conducted.  
**B.** Decision on liability will be determined by such an investigation.  
**C.** If there is evidence of negligence, the Service Provider will be held liable for replacement or repairs.

**A.** A joint investigation will be conducted.  
**B.** Decision on liability will be determined by such an investigation.  
**C.** If there is evidence of negligence, the Service Provider will be held liable for replacement or repairs.

Loss of SANBI property or theft of SANBI or Staff or guests property

**A.** Failure to clock must be recorded in the pocket book and in the OB and giving reasons  
**B.** Decision on liability will be determined by such an investigation.  
**C.** If there is evidence of negligence, the Service Provider will be held liable for replacement or repairs.

**A.** A joint investigation will be conducted.  
**B.** Decision on liability will be determined by such an investigation.  
**C.** If there is evidence of negligence, the Service Provider will be held liable for replacement or repairs.

**A.** A joint investigation will be conducted.  
**B.** Decision on liability will be determined by such an investigation.  
**C.** If there is evidence of negligence, the Service Provider will be held liable for replacement or repairs.

Non-compliance with regards to patrol clocking.

**A.** Missing more than 5 clocking times per night shift will lead to non-payment of that security guard shift  
**B.** The Service Provider will be liable for replacement within two days.

**A.** A joint investigation will be conducted.  
**B.** Decision on liability will be determined by such an investigation.  
**C.** If there is evidence of negligence, the Service Provider will be held liable for replacement or repairs.

**A.** A joint investigation will be conducted.  
**B.** Decision on liability will be determined by such an investigation.  
**C.** If there is evidence of negligence, the Service Provider will be held liable for replacement or repairs.

Vandalism of patrolling clocking points

**A.** Written notice of non-compliance  
**B.** The Service Provider will be liable for replacement within two days.

**A.** A joint investigation will be conducted.  
**B.** Decision on liability will be determined by such an investigation.  
**C.** If there is evidence of negligence, the Service Provider will be held liable for replacement or repairs.

**A.** A joint investigation will be conducted.  
**B.** Decision on liability will be determined by such an investigation.  
**C.** If there is evidence of negligence, the Service Provider will be held liable for replacement or repairs.

The Service Provider will be liable for repairs and replacement.
| 11 | Breach of contract | A. First Written notice of non-compliance | A. Second written notice of non-compliance | A. Final written notice of non-compliance if no change after the Final written warning a contract will be terminated in line with the termination clause of the contract | The Contract of the Security Service Provider will be terminated |