

## Request for Tender

# TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SECURITY AT THE WALTER SISULU NATIONAL BOTANICAL GARDEN FOR A PERIOD OF FIVE (5) YEARS

### Physical Address

**Corner of Malcolm and Beacon Road, Poortview, Roodepoort,  
Gauteng Province**

Tender No: SANBI:G 337/2019

## TABLE OF CONTENTS

1. BACKGROUND	3
2. INVITATION TO TENDER	3
3. TENDER SPECIFICATIONS	3
4. COMPULSORY BRIEFING	4
5. DOCUMENTS REQUIRED	5
6. CONFIDENTIALITY	6
7. PREPARATION OF PROPOSAL	6
8. TENDER DOCUMENTATION AVAILABILITY	6
9. CONTRACT PERIOD	6
10. PRICING	6
11. COMPLIANCE REPORTS AND MEETINGS	6
12. EVALUATION CRITERIA	6
13. VERIFICATION OF SITE VISIT	7
14. GENERAL TERMS	8
15. GENERAL HEALTH AND SAFETY REQUIREMENTS	8
16. SUBMISSION OF TENDER	9
17. ANNEXURE A	10
18. ANNEXURE B	15
19. ANNEXURE C	18
20. ANNEXURE D	19

## 1. BACKGROUND

The South African National Biodiversity Institute (SANBI) requires a Security Service Provider to provide protection services for the entire Walter Sisulu National Botanical Garden (WSNBG) campus. The main purpose of SANBI is to conserve and promote biodiversity conservation across South Africa and internationally. The WSNBG is located at the end of Malcolm Road, Poortview, Roodepoort, Gauteng. WSNBG is open to the public every day of the year from 08:00 – 17:00 (January to December), except for the days when special events are hosted, e.g. concerts, which may end late at night. WSNBG attracts more than three hundred thousand visitors per annum.

The Security Service Provider should be able to, among others:

- Provide guarding services for the entire campus, including the:
  - The natural estate of the garden
  - Office complex ( i.e. main offices, library section, ladies change room and nursery)
  - Garden pay point area
  - Public entrance boom gate
  - Main office boom gate
  - Pay point area
  - Workshop area
  - Strelitzia Hall
  - Sisulu Circle
  - Concert stage
  - Imbizo Training Centre area
  - Imvelo and Nestle Environmental Education Centre
  - Garden patrol
  - Restaurant
- Provide security escort services for cleaners in the morning
- Enforce WSNBG rules.

The Security Service Provider must comply with all relevant South African legislation as well as with SANBI's Terms and Conditions including those specified in the Service Level Agreement.

## 2. INVITATION TO TENDER

Tenderers are hereby invited to tender for the provision of Security services to the WSNBG in its entirety. The tender process will be co-ordinated by SANBI's Supply Chain Management (SCM) section at the following address:

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

## 3. TENDER SPECIFICATION

See Annexure A for the Tender Specification.

The WSNBG requires a Security Company to provide Security through guarding, access control, monitoring and the securing of buildings and the premises. The main scope of the provision of Security Services to the WSNBG is focused on the garden area which is the main garden section, natural

estate, entrance, office block and staff houses. However, this emphasis will not exclude the more remote areas of the garden.

The Security Service Provider is required to provide guarding 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 and where necessary to provide additional security infrastructure and equipment. The Service Provider will be required to meet minimum response time call-outs of 4 minutes and there may be a penalty imposed for non-compliance.

### **3.1 Responsibility of the Service Provider**

#### **3.1.1 The Service Provider will:**

- Be liable for its staff members on site.
- Be responsible for all his/her staff's physical safety, discipline and other requirements (e.g. radios, torches, cellular phones Electronic patrol system, clocking point, two way radio, panic button, torches, pocket book, baton, hand cuffs and Occurrence Book (OB) and base radio.
- Be responsible for supervising and giving instructions to staff members on site.
- Ensure that the Service Level Agreement (SLA) conditions are complied with by adhering to the performance standards required (Refer to Annexure A: Specifications for Service Provider performance management).
- Ensure guards are always in uniform and look presentable to the public.
- Ensure guards are customer service-focused, and value and treat Garden visitors with respect.
- Supervise and exercise proper control over all personnel employed by him/her (e.g. monitor performance and taking disciplinary action, if and when required and continuously train staff for maximum service delivery), and shall not hold SANBI responsible for any injury caused to the said personnel.
- Be expected to obtain and provide security clearance and security grading certification for the employees that are allocated for security services at the Garden.
- Ensure that all staff members are inducted before commencement of duty (including the Garden emergency plan and procedures)

#### **3.1.2 SANBI has the right:**

- To verify any information supplied in the tender documents.
- Not to appoint any Service Provider.
- To cancel or withdraw this RFT at any time without attracting any penalties or liabilities.
- 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.
- To have the final say in the appointment and that this will be binding.
- 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.
- To know the minimum wages paid to security personnel by the Service Provider (Should be in line with sectorial prescribed).

## **4. COMPULSORY BRIEFING SESSION**

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

**Date: 22 May 2019**

**Time: 11:00**

**Venue:** Strelitzia Hall, Walter Sisulu National Botanical Garden, End of Malcom Road, Poortview, Roodepoort, Gauteng.

**Failure to attend the compulsory Briefing Session will disqualify a potential Service Provider's proposal.**

## **5. DOCUMENTS REQUIRED**

### **5.1 MANDATORY DOCUMENTS**

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

- a) A copy of the company Central Supplier Database (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) **Fee/cost structure as for Annexure B** 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).
- e) A valid copy of the Unemployed Insurance Fund (UIF) certificate of compliance issued by the Department of Labour. Joint Venture (JV) company shall provide a certificate for each JV partner.
- f) A valid letter of Good Standing from the office of the Compensation Commissioner as required by the Compensation for Occupational Injuries and Diseases Act (COIDA). The letter should be issued by the Department of Labour. Joint Venture (JV) company shall provide a valid letter of Good Standing for each JV partner.
- g) Duly completed and signed SBD forms.
- h) Valid ICASA licenses for radios to be used.
- i) A certified copy of **Liability Insurance Cover** for the company and the amount available per claim (minimum R5 million) before any contract will be signed (It must be maintained for the period of the contract).
- j) An original or certified copy of a valid Broad-based Black Economic Empowerment (B-BBEE) Status Level Certificate or sworn affidavit.
- k) Only bidders with BBBEE status level 2 or higher.
- l) Must be subcontracting 30% of the project to the companies or business which are at least 51% owned by black people who are youth , only bidders who will be subcontracting 30% to an EME or QSE which is at least 51% owned by black people who are women.
- m) Documents of subcontracting must be attached and failure to do so will lead to bid being disqualified.

### **5.2 OTHER DOCUMENTS REQUIRED**

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 (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, this is optional
- 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.

## 6. CONFIDENTIALITY

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

## 7. 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.

## 8. TENDER DOCUMENTATION AVAILABILITY

The tender documents are available from the SANBI website – [www.sanbi.org](http://www.sanbi.org)

## 9. 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.

## 10. 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 all the other items charged for in the breakdown). Salaries must be fixed for the duration of the contract. Salaries must meet the minimum levels set by PSIRA and must be furnished under Annexure B. It is important that the salaries of staff should factor in PSIRA's annual increase. Bids indicating salary levels below the minimum levels set by PSIRA will be disqualified.

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

## 11. COMPLIANCE REPORTS AND MEETINGS

Both the Service Provider and SANBI will enter into a Service Level Agreement (SLA) for monitoring and compliance purposes as per the draft attached (Annexure D) which will be signed by both parties during contracting. The SLA (Annexure D) 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.

## 12. 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:

### Stage 1:

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

CRITERIA FOR EVALUATING FUNCTIONALITY	WEIGHT
<p><b>1. Past Experience</b> (the tender will be evaluated based on the Tenderer's past experience): 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.</p> <p>1.1 Scope and scale of current and past projects undertaken. (15)</p> <p>1.2 Three traceable references (the reference letter must be on a letterhead of a service recipient and it must include the following): Contract duration, services rendered, referee contacts, value of contract and whether the service recipient is satisfied with the services rendered. (15)</p>	<b>30</b>
<p><b>2. Team Capability:</b> The Tenderer should demonstrate the capabilities of the team (Project Manager, Control Room personnel, and the Supervisors) 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:</p> <p>2.1 Educational and professional qualifications in the security industry in relation to the role to be played in this tender. (10)</p> <p>2.2 Name of previous employer/s and position in enterprise/s. (5)</p> <p>2.3 An outline of the previous relevant security projects the person has been involved in and their role in the project. (5)</p>	<b>20</b>
<p><b>3. Structure and capacity of the Company:</b></p> <p>3.1 Existing resources for carrying out the guarding services ( provide list of existing equipments and the latest audited financial statement) (10)</p> <p>3.2 Methods of supervision and service delivery. (10)</p> <p>3.3 Monitoring, risk management, and legal compliance with all relevant legislation (including the Occupational Health and Safety Act). (5)</p> <p>3.4 Number of existing guards and competency of each. (5)</p> <p>3.5 Approach to staff training and performance management system in place. (5)</p> <p>3.6 Properly equipped control room (at security company) for monitoring and response activation. The notification time should be two minutes (See attached SAIDSA By-Law 1). (15)</p>	<b>50</b>
<b>TOTAL</b>	<b>100</b>

### Stage 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 criteria.

### 13. VERIFICATION SITE VISIT

Appointment will be subject to verification of the Service Provider's Control Room, Offices, and site/s where the Service Provider is currently providing similar services from.

### 14. 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 WSNBG at any time prior to this RFT are still available or that they 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 four months (120 days) 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](mailto:m.matlala2@sanbi.org.za) or on 012 843-5235, referring to your request as:

**Tender number: SANBI: G337/2019 The Provision of Security Services for the Walter Sisulu National Botanical Garden** as the subject.

For any technical information the following person may be contacted:

**Ms Xolelwa Mokoena**, Curator: Walter Sisulu National Botanical Garden, at Tel: 086 100 1278 or at the following e-mail address: [x.mokoena@sanbi.org.za](mailto:x.mokoena@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, SANBI reserves the right and shall be entitled to appoint the second contractor or to re-advertise should the second tender not be acceptable.

### 15. GENERAL OCCUPATIONAL HEALTH AND SAFETY REQUIREMENTS

15.1 All Contractors entering into a Contract with the South African National Biodiversity Institute shall, as a minimum, comply with the requirements of:

- The Occupational Health & Safety Act (OHSA) (Act 85 of 1993) and its Regulations. **A current, up-to-date copy of the Occupational Health and Safety Act as well as a site specific Health and Safety file for the company shall be available on site at all times.** The SANBI Health and Safety Agent will verify the information before the signing of the contract (Any deficiency will have to be rectified before the signing of the contract). It should also include the procedures to be followed by its staff should an incident/accident occur. The Health and Safety file will become SANBI property at the end of the contract. Continuous monitoring will take place to ensure compliance during the contract period.
- The Compensation for Occupational Injuries & Diseases Act (Act 130 of 1996). The principal Contractor will be required to submit a letter of Good Standing from the office of the Compensation Commissioner as required by the Compensation for Occupational Injuries and Diseases Act. The letter should be issued by the Department of Labour or a licensed compensation insurer. **A**



**current, up-to-date copy of the Compensation for Occupational Injury and Diseases Act (COIDA) shall be available on site at all times.**

- National Environmental Management Act (Act No. 107 of 1998).
- The South African National Biodiversity Institute Health and Safety Specification and relevant policies.

## **15.2 The Contractor shall:**

- a. Create and maintain a safe and secure work environment by performing their job efficiently;
- b. Execute the works in a manner that complies with all the requirements of the OHS Act and all its associated regulations, and in so doing, minimize the risk of incidents/accidents occurring; and
- c. Respond to the notices issued by SANBI's Health and Safety Agent as follows:
  - I. Improvement Notice: Improve health and safety performance over time so that repeat notices are not issued;
  - II. Contravention Notice: Rectify contravention as soon as possible;
  - III. Prohibition Notice: Terminate affected activities with immediate effect and only resume activities when it is safe to do so.

## **16. SUBMISSION OF TENDER**

As described in the National Treasury Instruction Note on the Amended Guidelines in Respect of Bids that includes Functionality as a 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, Gauteng during office hours (08:00 – 16:00). Tenders may also be submitted by post addressed to:

The Deputy Director: Supply Chain Management  
The South African National Biodiversity Institute (SANBI)  
Private Bag X101  
Silverton  
0184  
Tender Number: SANBI:G337/2019

NB: All documents must be clearly labelled.

Closing date for submissions is **5 June 2019 at 11:00**

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

## 1. TENDER SPECIFICATION

The WSNBG requires a company to provide security services through the utilization of guards to: Control access and exit points for reaction to unauthorized entry into the perimeter of the WSNBG, securing of buildings and in emergency situations, the premises, and provide monitoring services. The main scope of the provision of security services to WSNBG is focused on the main garden area where visitor and staff activity takes place as well as where all the visitor and staff infrastructure such as offices, staff houses, restaurants, and other buildings are located. However, the required services is also pertaining to the less frequently visited estate areas where monitoring and patrolling is essential.

The Security Service Company is required to provide monitoring and guarding services 365 days a year, and especially during the Garden's open times 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, the notice period for obtaining this additional service and the cost.

## 2. INDUCTION, TRAINING AND PLACEMENT OF GUARDS

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

## 3. SECURITY OPERATION MANAGEMENT EXCELLENCE

- All shifts are 12 hour shifts and start at 05:50 for 06:00 and 17:50 for 18:00 every 24 hours.
- The one shift will take over from the other at any specific station to ensure continued surveillance/control.
- The Service Provider will be required to meet minimum response time call-outs of 4 minutes and there may be a penalty imposed for non-compliance.

## 4. 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, polite and always remain professional in the execution of their duties (including the enforcement of the rules).
- Monitor access in both the office entrance and public parking boom gate.

### 4.1 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.
- Gates are locked/unlocked at designated times, or as required according to specific instructions from appropriate SANBI staff.
- A guard remains visible at the entrance gate between patrols and where necessary provide reactive support to SANBI in cases of suspicious or unacceptable visitor behavior.

## **4.2 Guards will be required to enforce the Botanical Garden's internal rules (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 rules, 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 Hi-Fi 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 (Braais restricted to designated hire facilities).
- 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' names 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.

## 5. SECURITY STAFF REQUIREMENTS FOR THIS CONTRACT

Duty Point	Grade/ Post	Number of guards/posts	Job Purpose	Job Requirements	Other Security Aids
Offices Boom Gate	Armed Security Guards (Grade B) (Supervisors)	Two (2) (One (1) x day shift and one (1) x night shift seven days a week including public holidays)	Access and exit control duties including monitoring of suspicious behavior and supplying relevant information. Conducting random spot searches and supervise other guards.	South African, no criminal record, positive security clearance, Grade 12, PSIRA Grade B certificate, proficient in English and capability for service excellence.	Electronic patrol system, clocking point, two way radio, panic button, torches, pocket book, baton, hand cuffs, Occurrence Book (OB) and base radio.
Visitors Gate & Parking Area Entrance	Unarmed Security Guards (Grade C)	Two (2) (day shift seven days a week including public holidays)	Access & exit control duties including monitoring suspicious behavior & supplying relevant information. Conducting random spot searches.	South African, no criminal record, positive security clearance, Grade 12, PSIRA Grade C certificate, proficient in English and capability for service excellence.	Two way radio, hand cuffs, Occurrence Book (OB), pocket book, black and red pens.
Garden Patroller	Unarmed Security Guards (Grade C)	One (1) x day shift seven days a week	Monitoring suspicious behavior & supplying relevant information. Conducting random spot searches around the garden.	South African, no criminal record, positive security clearance, PSIRA Grade C certificate, proficient in English and capability for service excellence.	Electronic patrol system, clocking point, two way radio, panic button, hand cuffs, Occurrence Book (OB) and baton.

Entrance Pay Point	Unarmed Security Guards (Grade C)	Two (2) day shift On weekdays and three (3) on weekends and public holidays One (1) night shift seven days a week	Access & exit control, checking tickets, duties including monitoring suspicious behavior & supplying relevant information.	South African, no criminal record, positive security clearance, PSIRA Grade C certificate, proficient in English and capability for service excellence.	Two (2) clocking points, two way radio, pocket book, torch, hand cuffs and baton.
Natural Estate	Unarmed Security Guards (Grade C)	Two (2) day shift only on weekends starting from Friday to Sunday	Access & exit control in the natural estate. Duties including monitoring suspicious behavior & supplying relevant information about the estate	South African, no criminal record, positive security clearance, PSIRA Grade C certificate, proficient in English and capability for service excellence.	Two way radio, pocket book, torch, hand cuffs and baton.
Office Complex	Unarmed Security Guards (Grade C)	One (1) night shift only, seven days a week including public holidays	Guard the area and monitor suspicious behavior and reporting to the supervisor.	South African, no criminal record, positive security clearance PSIRA Grade C certificate, proficient in English and capability for service excellence	Handcuffs, two way radio, torch, pocket book. Panic button, electronic patrol system, clocking points.

## **6. LANGUAGE PROFICIENCY**

All guards must be proficient in English and at least one other regional 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 efficiently and effectively in English.

## **7. 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).

## **8. RESPONSIBILITIES**

### **8.1 The Service Provider will provide and take responsibility for the following:**

- Supplying security guards as per section 5 above. (In cases where additional guards are required, this request will be arranged as and when required).
- Protective services.
- Installing, controlling & auditing check points where guards are patrolling.
- Supplying access control books, pocket books and Occurrence Books (OB) (Must be available at all times for inspection).
- Torches with rechargeable batteries (Including spares).
- Cameras and/or any other security monitoring/recording devices and equipment including the services of such where necessary.
- Two-way radios and register on frequency (license to operate these).
- Professional looking personal protective equipment (PPEs) 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).

### **8.2 SANBI will take responsibility for the following:**

- 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's weekend duty and standby staff contact details.
- Provision of operational procedures & requirements.
- Regular refresher communication and/or induction on garden operations and emergency procedures, where necessary.

**ANNEXURE B: PRICING SCHEDULE**

(NB: This section must only be included in the pack marked “Original” and not in any of the copies) (See section 5 of ToR). Inclusion in the copies will lead to your bid being disqualified.

	Year 1	Year 2	Year 3	Year 4	Year 5
7 x Security Guards Grade C ( 4 x day shift and 3 x night shift )	R	R	R	R	R
2 x Supervisors Grade B Armed (1 x day shift and 1 x night shift)	R	R	R	R	R
2 x Grade C Security guards (Saturday, Sunday and all public holidays)	R	R	R	R	R
2x Grade C Security guards ( Friday to Sunday day shift only)	R	R	R	R	R
<b>Total cost for staff</b>	R	R	R	R	R
<b>Overhead costs (*see list below)</b>	R	R	R	R	R
<b>Total annual cost excluding VAT</b>	R	R	R	R	R
<b>VAT</b>	R	R	R	R	R
<b>Total annual cost including VAT</b>	R	R	R	R	R
<b>TOTAL COST FOR FIVE YEARS</b>	R				

Pricing must be fixed for the duration of the contract.

**Ad hoc guards costing per shift (only applicable if approved by relevant Director to be within the variation limit)**

<b>Grade</b>	<b>Daily rate including VAT Year 1</b>	<b>Daily rate including VAT Year 2</b>	<b>Daily rate including VAT Year 3</b>	<b>Daily rate including VAT Year 4</b>	<b>Daily rate including VAT Year 5</b>
<b>Grade C</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>

Pricing must be fixed for the duration of the contract.

(\* *Electronic patrol system, clocking points, two way radios, panic buttons, torches, pocket books, handcuffs, occurrence books, black and red pens, name tags, batons, base radio, and staff uniform*).

	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
<b>Basic salary</b>	R	R	R	R	R
<b>UIF</b>	R	R	R	R	R
<b>COIDA</b>	R	R	R	R	R
<b>Overhead costs</b>	R	R	R	R	R
<b>Total excluding VAT</b>	R	R	R	R	R
<b>VAT</b>	R	R	R	R	R
<b>Total including VAT</b>	R	R	R	R	R
<b>TOTAL FOR FIVE (5) YEARS</b>	R				

**Overhead costs to include the following:**

<b>Items or equipment</b>	<b>Quantity</b>
Cell phones	2
Two way Radios (Including a base radio)	10
Patrol batons and clocking tags	15
Rechargeable torches	10
Binocular	2
Digital camera	2
Portable Guardroom	1
Two Wheeler	1



## ANNEXURE C: GARDEN RULES

### GENERAL INFORMATION

- No dogs or other pets are allowed in the garden except for guide dogs.
- No littering (bottles, plastic paper, cigarette butts, etc.).
- No loud music (e.g. from cars or portable devices).
- No alcohol.
- 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. without written permission of the Curator prior to collection.
- Feeding, disturbing or interference with any wild animals is strictly forbidden.
- Roller skates, skate boards or any other wheel mountain sport/play apparatus are prohibited in the garden.
- No bats or balls or any other playing that involves balls, bats, golf clubs, etc. are allowed anywhere in the garden.
- No vehicles or people may stay overnight in the garden with prior written permission from the garden management.
- No structures or shelters may be erected in the garden except for umbrellas.
- 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 prior to the event.
- Professional or commercial photography and videography is only allowed if prior written permission is obtained.

**DISCLAIMER:** This is a conservation area and all plants and animals in the garden are protected. The catching and collecting of any animals, plants or seeds are strictly prohibited. You enter the Walter Sisulu National Botanical Garden at your own risk and the South African National Biodiversity Institute (SANBI) will not be responsible for any claims of any nature whatsoever for loss, damage of property or injury sustained on its premises by any persons or damage to or loss of property from any cause whatsoever. Right of admission is reserved.

## ANNEXURE D: SERVICE LEVEL AGREEMENT (SLA)

TECHNICAL	FREQUENCY	ACTION
1. Timesheet register done at the beginning of each shift for each official.	Daily	Service Provider
2. Day guards to clock at the start and end of a shift.	Daily	Service Provider
3. The Service Provider will be required to meet minimum response time call-outs of 4 minutes and there may be a penalty imposed for non-compliance.	Daily	Service Provider
4. Nights guard to clock on the patrol batons every hour.	Nightly, throughout night	Service Provider
5. Any security breach to be recorded using red pen in the OB.	Always	Service Provider
6. Night shift guarding to be done and recorded in OB.	Always	Service Provider
7. The use of keys for gates be safeguarded and exchanged between day and night shift guards each day.	Always	Service Provider
8. The use and availability of keys for gates controlled by the armed response guard or daily duty driver at all times.	Always	Service Provider
9. The malfunction of remote controls, radios and/or gates to be reported for immediate repairs/replacement.	Always	Service Provider / Client
10. Performance, correctness and efficiency of cashier monitored and reported (Discrepancies dealt with immediately).	Monthly	SANBI and Service Provider

ADMINISTRATION	FREQUENCY	RESPONSIBILITY
11. Submission of attendance register to the SANBI's Security and Safety Manager.	Daily before 10:00	Service Provider
12. Submission of the night OB to the SANBI Security Officer.	Daily before 10:00	Service Provider
13. Submission of clocking tags for downloading night shift guards patrol records to the SANBI Security Officer.	Daily before 10:00	Service Provider
14. Monthly meeting with security guards, cashiers and site supervisor.	First Monday of each month	Service Provider and SANBI
15. Submission of cashier daily income reports to SANBI's Senior Provisioning Administration Clerk.	Daily	Service Provider and SANBI
16. Meeting between Curator/Estate Manager, security guards, Site Supervisor and Security Manager.	Monthly	Service Provider and SANBI
17. SLA compliance meetings with the Curator, Security Manager and Owner of Security Company.	Quarterly	Service Provider and SANBI
18. Investigation reports.	10 days after the incident/accident	Service Provider

**ANNEXURE D (CONTINUED): NON COMPLIANCE AND MITIGATION MEASURES**

Item	Non-compliance	1 <sup>st</sup> Offence	2 <sup>nd</sup> Offence	3 <sup>rd</sup> Offence	Outcomes
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. 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 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 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 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 Service Provider and final written notice of failure to manage own employees will be issued
3	Guard not posted on duty as agreed	A. If not able to replace will constitute no payment for the entire 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. Meeting with the Curator D. Written notice of non-compliance	A. 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

Item	Non-compliance	1 <sup>st</sup> Offence	2 <sup>nd</sup> Offence	3 <sup>rd</sup> Offence	Outcomes
4	Refusal to comply with lawful instructions	A. A written notice for non-compliance and rectification within agreed timeframe	A. Service Provider must remove the guard immediately, and replace him/her within one hour  B. If not able to replace will constitute no payment for the entire shift	A. Service Provider must remove the guard immediately, and replace him/her within one hour  B. If not able to replace will constitute no payment for the entire shift	If this practice continues, the Curator must call for a meeting with the Service Provider owners.
5	Negligence in the performance of security and cashier duties or breach of security	A. Service Provider must replace the guard and/or cashier immediately	A. A written notice for non-compliance and rectification within agreed timeframe	A. Remove the guard or cashier from the site and final written notice	If this practice continues, the Curator will call for a meeting with the Service Provider.
6	Guard(s) or cashier unable to carry out duties efficiently and effectively	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	A. Non-compliance letter will be issued to the Service Provider	A. Curator must call for a meeting with the Service Provider to address non-compliance	The Service Provider must rectify the deficiency within a day of notification.
7	Damage to the SANBI property or staff or guest's property	A. A joint investigation will be conducted.	A. A joint investigation will be conducted.	A. A joint investigation will be conducted.	The liability will be determined by the outcome of the internal investigation.

Item	Non-compliance	1 <sup>st</sup> Offence	2 <sup>nd</sup> Offence	3 <sup>rd</sup> Offence	Outcomes
		<p>B. Decision on liability will be determined by such an investigation.</p> <p>C. If there is evidence of negligence, the Service Provider will be held liable for replacement or repairs</p>	<p>B. Decision on liability will be determined by such an investigation.</p> <p>C. If there is evidence of negligence, the Service Provider will be held liable for replacement or repairs</p>	<p>B. Decision on liability will be determined by such an investigation.</p> <p>C. If there is evidence of negligence, the Service Provider will be held liable for replacement or repairs and the contract may be terminated</p>	
8	Failure to clock or clocking discrepancies	<p>A. Failure to clock must be recorded in the pocket book and in the OB and reasons given</p>	<p>A. A joint investigation will be conducted.</p> <p>B. Decision on liability will be determined by such an investigation.</p> <p>C. If there is evidence of negligence, the Service Provider will be held liable for replacement or repairs</p>	<p>A. A joint investigation will be conducted.</p> <p>B. Decision on liability will be determined by such an investigation.</p> <p>C. If there is evidence of negligence, the Service Provider will be held liable for replacement or repairs</p>	The liability will be determined by the outcome of the internal investigation.
9	Non-compliance with regards to patrol clocking.	<p>A. The Service Provider will be liable for replacement within two days.</p>	<p>A. Missing more than 5 clocking times per night shift will lead to non-payment of that security guard shift</p>	<p>A. Should there be a breakage or burglary and there was no clocking or clocking discrepancies; the Service Provider will be liable for repairs and the replacement of lost items</p>	The Service Provider will be liable for repairs and replacement

Item	Non-compliance	1 <sup>st</sup> Offence	2 <sup>nd</sup> Offence	3 <sup>rd</sup> Offence	Outcomes
10	Vandalism of patrolling clocking points	A. A written notice of non-compliance	A. The Service Provider will be liable for replacement within two days	B. The Service Provider will be liable for replacement within two days	The Service Provider will be liable for replacement within two days
11	Breach of contract	A. A first written notice of non-compliance	A. Second written notice of non-compliance	A. 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 Service Provider will be terminated
12	Theft involving security guards	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 and the contract may be terminated	The liability will be determined by the outcome of the internal investigation. Depending on the outcomes, the contract might be terminated