SANBI
Biodiversity for Life
South African National Biodiversity Institute

Request for Tender

FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SECURITY AND CASHIER SERVICES AT THE KWAZULU-NATAL NATIONAL BOTANICAL GARDEN IN PIETERMARITZBURG FOR A PERIOD OF FIVE (5) YEARS

Physical address

2 Zwartkops Road, Prestbury, Pietermaritzburg, 3200

Tender No: SANBI: G374/2020

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1.

2. Background

The South African National Biodiversity Institute (SANBI) requires a security Service Provider to provide access control, security and cashier services at the KwaZulu-Natal National Botanical Garden (KZNNBG).

The Garden is located at the end of Mayors Walk in Pietermaritzburg, KwaZulu-Natal.

This Garden was established in 1874, and its Victorian past is evident in its magnificent specimens of northern hemisphere plants, such as the swamp cypress, tulip trees, camphor trees, plane trees, giant figs and magnolias. One of the finest features of the Garden is the avenue of London Plane trees, which has been stunning visitors since 1908.

The KZNNBG property is 47.7 ha of which 12 ha is landscaped area, with the remaining 35.7 ha being either natural or a low-maintenance area. The boundary of the KZNNBG is fenced, and there are only two public gates (i.e. Main boom gate and Tatham Road resident's gate).

The KZNNBG is open to the public 365 days a year from 08:00–18:00 and receives about 110 000 visitors per annum.
SANBI requires a Security and Cashier Service Provider to:

- Provide guarding services for the entire campus (see Annexure A and G)
- Provide cashier services including collecting money and cashing up of sales daily.
- Enforce KZNNBG 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.

3. Invitation to tender

Tenders are hereby invited for the appointment of a Service Provider to provide cashier and security services for the South African National Biodiversity Institute for a period of five (5) years.

The tender process will be coordinated 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
Gauteng
0184

4. Scope of work

See Annexure A for the Tender Specification.

KZNNBG requires a security Company to provide cashier and security services through the guarding, access control and the patrolling of buildings and the premises. The main scope of the provision of security services to the KZNNBG is focused on the garden area which is the main entrance and pay point. However, the emphasis will not exclude the more remote areas of the campus.

The Service Provider's guards will be expected to work closely with other security or law enforcement services/agencies e.g. Neighbourhood Watch, Community Police Forums, South African Police Services, current armed response services, etc. and co-operate with the KwaZulu-Natal National Botanical Garden emergency coordinator, Security Officers and Fire Services should a fire be detected anywhere on the premises.

The security Service Provider is required to provide guarding services 24 hours a day, every day of the year. In addition, from time to time additional guards may be required for special functions, often after normal operating hours, or exhibitions or meetings to be held in the Garden; and where necessary to provide additional equipped guards.

5. Compulsory briefing

There will be no compulsory site briefing for this tender due to Covid 19 Pandemic, however arrangements can be made via S.Zondi@sanbi.org.za or S.Fakude@sanbi.org.za should Service Providers wish to view the site before quoting. All Service Providers wishing to view the site in this manner, will have to adhere to all health and safety protocols in place. This will include completion of a contract tracing register, compulsory temperature screening, and compulsory use of face cloth masks. Furthermore, the Garden map is attached under **Annexure G**.

6. Eligibility to tender

Companies wishing to tender must:

- be PSIRA registered
- have offices in the Pietermaritzburg area (Msunduzi Municipality)
- be a tenderer having a stipulated minimum Broad Based Black Economic Empowerment (B-BBEE) Status Level contributor, Level 1 (Section 4(1) (a) of the 2017 Preferential Procurement Policy Framework Act, prequalification criteria).

7. Documents required

7.1 Mandatory requirements

Tenders must include the following documentation (**Failure to submit this 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 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).
e) UIF compliance demonstrated by submission of one of the following:
   • A valid copy of the UIF Letter of Compliance issued by the Department of Employment and Labour, or
   • Labour uFiling Employer Statement of Account indicating UIF payments or accruals not older than 12 months, or
   • SARS eFiling Employer Statement of Account indicating UIF payments or accruals not older than 12 months, or

• Valid proof of exemption for UIFA 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.

f) The Company's health and safety policy and health and safety training plan.
g) Broad-Based Black Economic Empowerment (B-BBEE) Status Level certificate. Note that for this tender, the following **pre-qualification criterion for preferential procurement** will be applied: Section 4(1) (a) a Tenderer having a minimum B-BBEE status level of contributor, level 1 (A certified copy or original valid B-BBEE Status Level Certificate or sworn affidavit is required).
h) A certified copy of **Liability Insurance Cover** for the company and the amount available per claim (minimum R5 million).
i) Duly completed and signed SBD forms
j) Proof of address showing office location within Msunduzi municipal area.

7.2 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 and include a section on how staff will be managed on campus.
d) **CVs** of Project Manager, Control Room personnel, and the Supervisors.
e) **Details of the availability of control room/s, vehicles and other equipment** to fulfil duties as per the specification and **systems and processes** for management, communication and support for guards on duty. ,
f) A SABS ISO 9001 Certificate (this is optional).
g) **Track record**: list of similar contracts held in the past three (3) years that should include the name of the client, scope of the services, duration dates and value of contract.
h) **Three reference letters** (see Annexure B): letters of reference from at least three (3) signed current or previous clients that have been provided with security services within the past 5 years.

8. 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.

9. 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.

10. Tender documentation availability

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

11. 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.

12. Pricing

Based on the specifications outlined in Annexure A, give a **specific pricing breakdown** for the five (5) year contract and include the pricing for all the items/equipment charged for in the breakdown.

Wages/salaries must meet a minimum sectorial wage determination set by PSIRA each year. As the increases are not known in advance for years two to five, please include 9% increase per year for bidding purposes only. Increases in wages and salaries will only be in accordance with the sectoral wage determination formula and must be furnished under Annexure C. Bids indicating wages/salary levels below the minimum levels set by PSIRA for the first year will be disqualified.

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

13. Compliance reports and meetings

The Service Provider and SANBI will enter into a Service Level Agreement (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.

14. 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
1. **Past Experience** (the tender will be evaluated based on the Tenderer's past experience):	**30**

This refers to the experience of the Tenderer to undertake the scope of work involved in this tender by providing details of previously undertaken work related to guarding and cashier services.	
1.1 Scope and scale of current and past projects undertaken.	(15)
1.2 Three signed traceable references. The reference letters 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)
2. Team Capability:	**20**
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:	
2.1 Educational and professional qualifications in the security industry in relation to the role to be played in this tender.	(10)
2.2 Name of previous employer/s and position in enterprise/s.	(5)
2.3 An outline of the previous relevant security projects the person has been involved in and their role in the project.	(5)
3. Structure and capacity of the Company:	**50**
3.1 Existing resources for carrying out the guarding services (control room, existing equipment and the latest audited financial statement).	(25)
3.2 Methods of guard supervision and support .	(10)
3.3 Monitoring, risk management, and legal compliance with all relevant legislation (including the Occupational Health and Safety Act).	(5)
3.4 Number of existing guards and competency of each.	(5)
3.5 Approach to staff training and performance management system in place.	(5)
TOTAL	**100**

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.

15. Verification of site

Appointment of the preferred Service Provider will be subject to verification of the Service Provider's Control Room, Offices with computer and telephone, marked vehicles, proper uniform and radios. Verification could take the form of a site visit or a request for recent photographs.

16. 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 KZNNBG 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 three months calculated from the closing date of this tender. Any enquiries in connection with this RFT shall be submitted in writing to the following e-mail address: Sanbi.tenders@sanbi.org.za, referring to your request as: **Tender number: SANBI: G374/2020: The Provision of Security and Cashier Services for the KwaZulu-Natal National Botanical Garden** as the subject.

For any technical information the following person may be contacted:

Ms S Zondi, Curator: KwaZulu-Natal National Botanical Garden at the following e-mail address: S.Zondi@sanbi.org.za or N.Mangena@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.

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).

17. Safety, health and environmental requirements

Service Providers are required to comply with all acts, regulations and standards relating to Safety, Health and Environment.

All Service Providers entering into a contract with the South African National Biodiversity Institute (SANBI) shall, as a minimum, comply with the following requirements:

- 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 Safety, Health and Environment file for the company shall be available on site at all times**. The Health and Safety file will become SANBI property at the end of the contract.
- The Service Provider's staff will be expected to attend induction training including being familiar with the of the garden they are stationed in, and evacuation procedures within the first week

before commencing any work (A signed register of such induction must be available in the Safety, Health and Environmental file and be available to the internal and external auditors and SHE representatives of SANBI on request).

- The Compensation for Occupational Injuries & Diseases Act (Act 130 of 1996): The Service Providers 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. The letter should be issued by the Department of Labour. **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), Waste Act (Act 59 of 2008).

The Service Provider shall:

- Create and maintain a safe and healthy work environment for its own staff and those of SANBI.
- Execute the work in a manner that complies with all the requirements of OHSA and all its associated Regulations, and in so doing, minimize the risk of incidents occurring. Should an incident occur, report this to SANBI within 24 hours and explain the remedial processes put in place.
- Provide all related working equipment such as protective clothing, harnessing, etc. to ensure the safety and health of its own staff and those of others.
- Respond to the notices issued by SANBI's Health and Safety Agent as follows:
    a. Improvement Notice: improve health and safety performance over time so that repeat notices are not issued.
    b. Contravention Notice: rectify contravention within given time.
    c. Prohibition Notice: terminate affected activities with immediate effect and only resume activities when it is safe to do so.

18. 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 <u>included</u> in a separate envelope and two (2) packs of copies, marked "COPY" with pricing <u>excluded</u> in a second envelope.

NB: Financial or pricing details (Annexure C) should <u>ONLY</u> be included in the pack marked "ORIGINAL". Financial information included in the "copies" will lead to your bid being disqualified.

NB: Failure to submit one original and two 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:

NB: All documents must be clearly labelled.

Closing date for submissions is **25 September 2020**

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

ANNEXURE A. TENDER SPECIFICATION

1. TENDER SPECIFICATION

The KZNNBG requires a security company to provide security and cashier services through guards, access control, and patrolling of buildings and the premises. The main scope of the provision of security services to KZNNBG is focused on the main garden area where visitor and staff activity takes place, and where infrastructure such as offices, staff houses, restaurant, and other buildings are located. However, the required services shall also pertain to the less frequently visited estate areas where monitoring and patrolling are essential.

The Security Company is required to provide guarding services 24 hours a day, every day of the 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 the availability of such *ad hoc* guards must be provided in the response to the RFT as well as the notice period for obtaining this additional service.

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, guards, and Management. Any new employee must first be inducted before placement on 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. SECURITY OPERATION MANAGEMENT EXCELLENCE

A) All shifts are 12-hour shifts and start at 05:45 for 06:00 and 17:45 for 18:00 every 24 hours.
B) The one shift will take over from the other at any specific station to ensure continued surveillance/control.
C) Handing over must be registered in the Occurrence Book (OB).

4. SECURITY AND CASHIER STAFF REQUIREMENTS FOR THIS CONTRACT

The estimated number of security and cashier staff required is mentioned below. this should be used as a guide to inform tender proposals:

Duty Point	Position	Quantity	Job Purpose	Job Requirements	Other Security Aids
Boom Gate Entrance	Grade C- Unarmed Security Guard	1 x day shift 1 x night shift	Access & exit control duties including monitoring suspicious behavior & supplying relevant information Registering SANBI cars Registering visitors Verifying visits with Garden reception Updating security registers	PSIRA accredited security officer, no criminal record, positive security clearance, Grade 12, PSIRA Grade C, proficient in English and Zulu. And service excellence.	Electronic patrol system, two-way radio & landline telephone. Occurrence book, pocket book and pen Disc scanner for vehicle easy registration and data capturing.
Garden patrol	Grade C- Unarmed Security Guard	1 x night shift	Patrol and monitor the cycad garden, education and main garden area	PSIRA accredited security officer, no criminal record, positive security clearance, Grade 12, PSIRA Grade C, proficient in English and Zulu. And service excellence.	Electronic patrol system, two-way radio & landline telephone. Occurrence book, pocket book and pen. Disc scanner for vehicle easy registration and data capturing.
Pay-Point Entrance	Grade C- Unarmed Security Guard	1 x day shift 1 x night shift	Access & exit control duties including monitoring suspicious behavior & supplying relevant information Verifying visitor's gate pass (tickets). Ensure that SANBI assets are not removed illegally. Monitor the entrance area, offices and nursery	PSIRA accredited security officer, no criminal record, positive security clearance, Grade 12, PSIRA Grade C, proficient in English and service excellence.	Two-way radio. Pocket book.
Ticket Office	1x Cashier	1 x day shift (7 days a week including public holidays)	Performs cashier duties Access & exit control duties and supplying relevant information about the garden to	PSIRA accredited security officer, no criminal record, positive security clearance, Grade 12, Experience as a Cashier,	• Two-way radio. • Occurrence book. • Pocket book and pen.

			visitors. Keep records in the Occurrence Books.	proficient in English, isiZulu and customer service.	• Cell Phone.

The guards at the control gate must:

- Assist the gate personnel whose responsibility will be to receive cash for entrance to the garden.
- Provide guarding and patrol services to the site 24 hours a day, every day of the year.
- Obtain clearance for, and register, every vehicle in the vehicle register unless the vehicle is pre-authorized by means of a valid access disk issued by SANBI.
- Health and safety as per COVID 19 regulations, as dictated by relevant SANBI policies and procedures.
- Obtain clearance for all pedestrian visitors or direct them to the relevant entrance gate.
- Obtain clearance for any SANBI property leaving the premises at any given time.
- Always be visible and in close proximity to the building (at the main entrance points).
- Perform access control including supplying relevant information about the garden to visitors (entrance gate/ticket office).
- Be customer-focused, patient, 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.
- 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.

Responsibility of all guards:

All guards will be required to enforce the Garden's internal rules (Annexure D).

This includes:

- Providing information about directions of the products in the garden to patrons as may be requested, refer patrons to SANBI personnel who may be able to assist.
- Provide assistance to SANBI's Managements Officer on site, as it may pertain to enforcement of regulations, security or emergency procedures.
- Not allowing balls and associated equipment onto the site.
- Not allowing bicycles, skateboards or tricycles or associated equipment onto the site.
- Not allowing sound amplification devices such as portable HiFi systems or musical instruments onto the site.
- Not allowing fires or braais, or equipment to make fires such as gas bottles, firewood, wooden pallet etc. onto the site.
- Not allowing 'drones' or similar flying equipment/devices onto the site.

- Ensuring that all patrons have either paid entrance fees or have otherwise been authorized to gain free access through internal procedures.
- Checking 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 a SANBI Management Officer.

The Cashier must:

- Process all sales transactions.
- Collect cash and credit card payments from customers.
- Ensure that the change is accurate.
- Issue receipts to customers.
- Deal with returns or refunds as and when necessary.
- Cash up daily and ensure correct capturing of daily receipts and proper cash management.
- Supply customers with necessary Garden related information required.
- Use manual receipt book only when there is no electricity.
- Keep cashier office locked at all times.
- Report faulty equipments in the occurrence book and to the Curator.

5. LANGUAGE PROFICIENCY

All guards must be proficient in English and IsiZulu. 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.

6. 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).

7. RESPONSIBILITIES

7.1 The Service Provider will provide and take responsibility for the following:

- 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)
- Provide security guards as per section 5 above and in the case where additional guards are required.
- Protection Services.
- Installing, Controlling & Auditing check points where guards are patrolling.
- Ensure enough guards are trained for the site in instances where the usual guards are not available due to sickness, injury, leave or death.
- Provide access control books and Occurrence Books (OB).
- Provide rechargeable torches.
- Provide a digital camera for recording any incidents.
- Provide two-way radios and register on frequency.
- Professional looking Personal Protective Equipment and/or Security uniforms for all guards that is weather appropriate.
- Ongoing training and certification where relevant.
- Provide a smart phone and subscription (capable of working e-mails and WhatsApp) on site.
- Provide a marked vehicle for transporting guards to site to ensure guards arrive timeously.
- Provide SANBI with copies of security officer's certificates and ensure that they are renewed timeously.
- Inform SANBI when security officer is dismissed or has resigned.

7.2 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 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. REFERENCE LETTER

The signed 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

ANNEXURE C. PRICING SCHEDULE

(NB: This section must only be included in the pack marked "Original" and not in any of the copies).

	1 x Grade C security/cashier for Year 1
Basic monthly salary	**R**
UIF monthly	**R**
Workman compensation monthly	**R**
Total monthly cost excluding VAT	**R**
Bonus	**R**
Total annual cost excluding VAT	**R**

Pricing for the first year will be fixed, and after that only sectoral wage determination increases will be allowed for the remaining four years.

Equipment costs to include the following:

Items or equipment	Quantity	Rand per item	Total price
Cell phone	1		
Two-way Radios (Including a base radio)	5		
Patrol batons and clocking tags	13		
Rechargeable torches	3		
Binoculars	1		
Digital camera	1		
Pepper sprays	3		
License disc scanner	1		
Shock sticks	3		
TOTAL			

NB- Overhead costs listed below should also include supervision of work by the service provider and other overheads such as fuel, uniforms and office running costs.

Total costs to SANBI

	Year 1 costs per annum	**Year 2 costs per annum (9% increase*)**	**Year 3 costs per annum (9% increase*)**	**Year 4 costs per annum (9% increase*)**	**Year 5 costs per annum (9% increase*)**	**Total costs for five years**
5 x Grade C guards + 1 x Cashier (Grade C) total annual	**R**	**R**	**R**	**R**	**R**	**R**

cost excluding VAT)						
Equipment (from list above)	**R**	**R**	**R**	**R**	**R**	**R**
Overheads	**R**	**R**	**R**	**R**	**R**	**R**
VAT	**R**	**R**	**R**	**R**	**R**	**R**
Total costs including VAT	**R**	**R**	**R**	**R**	**R**	**R**

*NB for bidding purposes only. Actual salary/wage increases will follow the sectoral wage determination formula.

Not to be included in total quote, but for information only:

***Ad hoc* guards and cashier costing per 8 hour shift**

Grade	***Year 1 daily rate including VAT***	***Year 2 daily rate including VAT***	***Year 3 daily rate including VAT***	***Year 4 daily rate including VAT***	***Year 5 daily rate including VAT***
Grade C	***R***				

ANNEXURE D. SUMMARY OF GARDEN RULES

- Dogs are allowed on leash and guide dogs. No other pets are not allowed.
- No littering (bottles, plastic paper, cigarette butts). 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 cultivated part of 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, disturbing or interference with any wild animals is strictly forbidden.
- Roller skates, skateboards or any mountain biking, sport/play apparatus may not be used in the garden.
- No bats or balls or any other playing that involves balls, bats, golf clubs, etc. is allowed anywhere in the garden
- No vehicles or people may stay overnight in the garden without management permission.
- No structures or shelters may be erected in the garden.
- 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.
- Professional or commercial photography and videography is only allowed if prior written permission is obtained.
- No flying of drones anywhere on the KwaZulu-Natal campus without prior management permission.
- 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 KwaZulu-Natal N BG 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 or property from any cause whatsoever.

Right of admission is reserve

ANNEXURE E. SERVICE LEVEL AGREEMENT (SLA)

TECHNICAL	FREQUENCY	ACTION
1. Timesheet register must be done at the beginning of each shift for each official	Daily	Service Provider
2. Day guard to clock on the patrol batons points every 2 hours	Daily throughout the day	Service Provider
3. Nights guard to clock on the patrol baton points every 2 hours	Nightly, throughout night	Service Provider
4. Any security breach to be recorded using red pen in the OB	Always	Service Provider
5. Night shift Guard monitoring by control room Guard to be done and recorded on OB	Always	Service Provider
6. The use of remote control for gates be safeguarded and handed over between day and night guards each day	Always	Service Provider
7. The malfunction of remote control, radio and/or gate be reported for immediate repair/replacement	Always	Service Provider / Client

ADMINISTRATION	FREQUENCY	RESPONSIBILITY
8. Submission of attendance register to Security Officer	Daily before 10:00	Service Provider
9. Submission of the night OB book to Security Officer	Daily before 10:00	Service Provider
10. Submission of Clocking tags for downloading night shift guards patrol records to Security Officer	Daily before 10:00	Service Provider
11. Monthly meeting with Security Guards and Site Supervisor	1st Monday of each month	Service Provider and SANBI
12. Monthly meeting with Curator/Estate Manager, Security Guards, Site Supervisor and Security Manager	As above	Service Provider and SANBI
13. SLA compliance meetings with the Curator, KZNNBG Safety and Security Manager and Owner of Security Company	Quarterly	Service Provider and SANBI
14. Investigation reports	10 days after the incident	Service Provider

ANNEXURE F. NON-COMPLIANCE AND MITIGATION MEASURES

Item	Non-compliance	1st Offence	2nd Offence	3rd 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 from 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 Security Service Provider and final written notice of failure to manage own employees will be issued.
3	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 Security Service Provider owners.

Item	Non-compliance	1st Offence	2nd Offence	3rd Offence	Outcomes
4	Negligence in the performance of security duties or breach of security	A. Service Provider must replace the guard immediately	A. A written notice for non-compliance and rectification within agreed timeframe	A. Remove the guard from the site and final written notice	If this practice continues, the Curator will call for a meeting with the Security Service Provider.
5	Guard(s) unable to carry out duties 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 security Service Provider to address non-compliance	The Security Service Provider must rectify the deficiency within a day of notification.
6	Damage to the SANBI property or staff or guest's property	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 any 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 and will be reported to SANBI Curator.

Item	Non-compliance	1st Offence	2nd Offence	3rd Offence	Outcomes
7	Loss of SANBI property or theft of SANBI or Staff or guest's property	A. Failure to clock must be recorded in the pocket book and in the OB and giving reasons	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 liability will be determined by the outcome of the internal investigation.
8	Non-compliance with regards to patrol clocking.	A. The Service Provider will be liable for replacement within two days.	A. Missing more than 5 clocking times per night shift will lead to non-payment of that security guard shift	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	The Service Provider will be liable for repairs and replacement.
9	Vandalism of patrolling clocking points	A. A written notice of non-compliance	B. The Service Provider will be liable for replacement within two days	A. The Service Provider will be liable for replacement within two days	The Security Service Provider will be liable for replacement within two days.
10	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 Security Service Provider will be terminated.

ANNEXURE G. GARDEN MAP

