

REQUEST FOR TENDER

**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SECURITY SERVICES FOR
THE SOUTH AFRICAN NATIONAL BIODIVERSITY INSTITUTE (SANBI) AT THE
NATIONAL ZOOLOGICAL GARDEN (NZG) FOR A PERIOD OF THREE (3) YEARS'**

Physical address

232 Boom Street, Pretoria, 0001

Tender No: SANBI: NZG380/2021

TABLE OF CONTENTS

1. Background	3
2. Invitation to tender	3
3. Scope of work	4
4. Compulsory briefing	4
5. Documents required	4
6. Confidentiality	5
7. Preparation of Proposal	5
8. Tender documentation availability	5
9. Contract period	5
10. Pricing	6
11. Compliance reports and meetings	6
12. Evaluation criteria	6
13. Verification of site	7
14. General terms	7
15. Safety, health and environmental requirements	8
16. Submission of tender	9
ANNEXURE A. TENDER SPECIFICATION	10
ANNEXURE B. REFERENCE LETTER	17
ANNEXURE C. PRICING SCHEDULE	18
ANNEXURE D. SUMMARY OF GARDEN RULES	20
ANNEXURE E. SERVICE LEVEL AGREEMENT (SLA)	21
ANNEXURE F. NON-COMPLIANCE AND MITIGATION MEASURES	22
ANNEXURE G. GARDEN MAP	25

1. Background

The National Zoological Garden (NZG) is a campus of The South African National Biodiversity Institute (SANBI) which is located in the Tshwane CBD. The NZG covers an area of 85 ha comprising of the following areas: Parking A & B, the entrance area (to the zoo), staff entrance, animal enclosures, picnic area, administration offices, restaurants, directors' house, animal hospital and the clinic. The campus houses various endangered and common wildlife and plant species and receives on average 37 000 visitors per month. The NZG is open to visitors daily, with official hours from 08:00 to 17:30. There is a river that crosses through the campus.

Bidders from PSIRA registered security companies are thus hereby invited to submit their bids for the forthcoming contract period of three (3) years to provide the required security services for the protection of the public, staff, assets and property of NZG.

Being located in the Tshwane CBD, NZG is particularly prone to the threat of criminal activities which includes the theft of equipment's and asserts as well as visitors' valuables. There is also a criminal syndicate targeting and stealing vehicles parked in the NZG visitor parking areas. The service provider shall be obligated to provide security services to guard and protect the NZG premises, personnel, assets (including animals), visitors and all their valuables.

The main security risks/threats are the following:

- Armed robbery, theft and malicious damage of public property while within the NZG campus; vandalism; fraud; and malicious damage of/to NZG property such as ; vehicles; equipment; materials; assets; animal food and revenue; within the premises of the NZG campus.
- Unauthorized and uncontrolled access to the campus via the Apies river and boundary fences.
- Vandalism of NZG assets and infrastructure including all stores, offices, and restaurants and game capture infrastructure.
- Poisoning and theft of animals, common and endangered species, from enclosures and breeding camps.
- Violent attacks by intoxicated visitors.

SANBI requires a security service provider to:

- Provide guarding and patrolling services for the entire campus (see Annexure A and G)
- The security service provider must comply with all relevant South African legislation as well as with SANBI's Terms and Conditions including security policy and those specified in the Service Level Agreement.

2. Invitation to tender

Tenders are hereby invited for the appointment of a service provider to provide security services to the South African National Biodiversity Institute's NZG Campus for a period of three (3) 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

Email address: sanbi.tenders@sanbi.org.za

3. Scope of work

See **Annexure A** for the Tender Specification.

4. Compulsory briefing

A non-compulsory site briefing session will take place on site on 9 February 2021 from 9:00 at the National Zoological Garden Offices (232 Boom Street, Pretoria), at the Staff Centre.

To comply with the COVID -19 pandemic social distancing guidelines and protocols, only one representative per service provider will be allowed to attend the scheduled non-compulsory site briefing session.

Bidders are advised that the non-compulsory briefing session will have three time slots, 9:00 – 10:00, 10:30 – 11:30 and 12:00 – 13:00 with a limited number of attendees. Bidders who wish to attend any of the time slots are advised to make a booking with *Ms. Lethabo Maphopa* at (E-mail address: L.Maphopha@Sanbi.org.za, Tel. no 012 339 2714).

Bidders who wish to attend any of the non-compulsory site briefing session, will have to adhere to all health and safety protocols in place. This will include completion of a contact tracing register, compulsory temperature screening, and compulsory use of face cloth masks as part of SANBI Covid-19 protocols. The Garden map is attached under **Annexure G**.

5. Documents required

5.1. 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 remain 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 remain 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 16**).
- 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 UIF.
- f) 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.
- g) The Company's health and safety policy and health and safety training plan.
- h) A certified copy of **Liability Insurance Cover** for the company and the amount available per claim (minimum R5 million). This must be valid during the duration of the contract.
- i) Duly completed and signed SBD forms.

- j) A valid original or certified copy of a B-BBEE Status Level 1 certificate or sworn affidavit must be submitted.

NOTE: for this tender, the following pre-qualification criterion for preferential procurement will be applied: A Tenderer must be having a stipulated minimum Broad Based Black Economic Empowerment (B-BBEE) Status Level contributor, Level 1 according to (Section 4(1) (a) of the 2017 Preferential Procurement Policy Framework Act).

6. 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) **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.
- c) **CVs** of Project Manager, Control Room personnel, and the Supervisors.
- d) **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.
- e) A SABS ISO 9001 Certificate (this is optional).
- f) **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.
- g) **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.

7. 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.

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 the SANBI website – www.sanbi.org

10. Contract period

A three (3) year (36 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.

11. Pricing

Based on the specifications outlined in Annexure A, give a **specific pricing breakdown** for the three (3) 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 three, 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!

12. 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.

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:

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 within three years): 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 security services.	30
1.1 Scope and scale of current and past projects undertaken in the past three years.	(15)
1.2 Three signed traceable references within the past five years. 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. Provide a plan on how you will be able to manager operations and supervision on a day to day basis.	(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.

14. 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.

15. 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 NZG 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:NZG380/2021 The Provision of Security Services for the National Zoological Garden
as the subject.

For any technical information the following person may be contacted:

Mr L Mudimeli, Executive Director National Zoological Gardens at the following e-mail address:
L.Mudimeli@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).

16. 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 part 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).
- SANBI Covid-19 protocols.
- 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.

17. 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 one (1) pack 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 "hard copies" will lead to your bid being disqualified.

NB: Failure to submit one original hard copy and one non-returnable USB stick in a PDF format, 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: SANBI: NZG380/2021

NB: All documents must be clearly labelled.

Closing date for submissions is: 25 February 2021.

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

ANNEXURE A. TENDER SPECIFICATION

1. TENDER SPECIFICATION

NZG requires a Security Company to provide security services through the guarding, access control, escorting and the patrolling of buildings, parking areas and the entire campus. The main scope of the provision of security services to the NZG is focused on the campus area which is the main entrance, parking, offices, animal enclosures and infrastructure. 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, armed response services, etc. and co-operate with NZG 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 campus; and where necessary to provide additional equipped guards.

NZG has camera systems in certain key areas that forms part of the security system and will require monitoring. NZG is in the process of installing new access control systems and intruder detection system at the national zoological garden premises that also forms part of the security system.

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 STAFF REQUIREMENTS FOR THIS CONTRACT

The estimated number of security staff required is 16 security guards for night shift and 12 guards for day shift (refer to the below table on details of each guard and the posting). Each shift should have an armed security guard. This should be used as a guide to inform tender proposals:

Table A1: Security staff requirements per identified duty point.

National Zoological Garden, 232 Boom Street, Pretoria, 0001					
Duty Point	Position	Quantity	Job Purpose	Job Requirements	Other Security Aids
Control Room	Site Supervisor	1 x Day shift 1 x Night shift	Supervision of security staff. Monitoring CCTV cameras. Investigating incidents. Compiling reports. Reporting incidents. Patrolling. Providing backup services. Submit incidents and weekly reports. Ensure compliance with NZG security SOP. Peruse patrol log books.	PSIRA accredited Security Officer, no criminal record, positive security clearance, Grade 12, PSIRA Grade B, proficient in English and other official language.	Occurrence book, red and black pen, cellphone, base radio, two-way radio, stationery, land line and electronic clocking system.
Main Vehicle Gate	Security Officer	2 x Day shift 1 x Night shift	Conducting access control duties. Searching staff and visitors' luggage. Answering calls. Registering SANBI cars. Implementing NZG security SOP.	PSIRA accredited security officer, no criminal record, positive security clearance, Grade 12, PSIRA Grade C, proficient in English and other official language.	Electronic patrol system, two-way radio & land line telephone. Occurrence book, pocket book and pen. Disc scanner for vehicle easy registration and data capturing.
Parking A	Security Officer	1 x Day shift 1 x Night shift	Allocating visitors with parking. Patrolling cars and ensure vehicles are not stolen. Prevent vandalism of assets. Patrolling parking A & B areas and use clocking points to ensure that solar systems are secured.	PSIRA accredited security officer, no criminal record, positive security clearance, Grade 12, PSIRA Grade C, proficient in English and other official language.	Disc scanner, pocket book, clocking systems, two-way radio, patrol batons.
Parking B	Security Officer	1 x Day shift	Monitoring access control point and checking parking tickets. Protecting assets within the	PSIRA accredited security officer, no criminal record, positive security clearance, Grade	Disc scanner, pocket book, clocking systems, two-

			parking area. Patrolling and reporting incidents.	12, PSIRA Grade C, proficient in English and other official language.	way radio, patrol batons.
Paul Kruger Family Yard & Picnic	Security Officer	1 x Day shift	Patrolling west of Apies river and farmyard area. Monitoring picnic and Flamingo area. Monitoring animal enclosures around Buitekamp.	PSIRA accredited security officer, no criminal record, positive security clearance, Grade 12, PSIRA Grade C, proficient in English and other official language.	Pocket book, pen, clocking system, two-way radios, patrol batons.
Sarah House and out-side perimeter	Security Officer	1 x Day shift 1 x Night shift (night shift is Sarah house only)	Clocking tags around the area. Conducting access control when the gate is opened at designated times. Monitoring animal enclosure around Australian Koala area. Reporting suspicious movements.	PSIRA accredited security officer, no criminal record, positive security clearance, Grade 12, PSIRA Grade C, proficient in English and other official language.	Pocket book, pen, clocking system, two-way radios, patrol batons.
Cable mountain/ turning	Security Officer	1 x Day shift 1 x Night shift	Monitoring Mountain kiosk. Clocking the designated areas. Monitoring cable car area and animal enclosures.	PSIRA accredited security officer, no criminal record, positive security clearance, Grade 12, PSIRA Grade C, proficient in English and other official language.	Pocket book, pen, clocking system, two-way radios, patrol batons.
Director's house	Security Officer	1 x Day shift 1 x Night shift	Preventing vandalism and illegal movement. Patrolling the area and use clocking systems. Monitoring animal enclosures around Buitekamp.	PSIRA accredited security officer, no criminal record, positive security clearance, Grade 12, PSIRA Grade C, proficient in English and other official language.	Pocket book, pen, clocking system, two-way radios, patrol batons.
Sundial	Security Officer	1 x Day shift 2 x Night shift	Armed Security Officer monitoring the forest area. Monitoring rhino and zebra enclosures and surrounding areas. Patrol using clocking systems.	PSIRA accredited security officer, no criminal record, positive security clearance, Grade 12, PSIRA Grade C, proficient in English and other official language.	Pocket book, pen, clocking system, two-way radios, patrol batons.

Apies river	Security Officer	1 x Day shift 1 x Night shift (night shift is Apies river east)	Monitoring Apies river and prevent vandalism around the river. Protect cable within the river. Monitoring animal enclosures around Apies river and use clocking systems.	PSIRA accredited security officer, no criminal record, positive security clearance, Grade 12, PSIRA Grade C, proficient in English and other official language.	Pocket book, pen, clocking system, two-way radios, patrol batons.
Waterhole	Security Officer	1 x Day shift 1 x Night shift	Patrolling the surrounding area that include compost area. Monitoring animal enclosures around the area and use clocking systems. Checking buildings that include Conference room, Honeymoon and Waterhole buildings.	PSIRA accredited security officer, no criminal record, positive security clearance, Grade 12, PSIRA Grade C, proficient in English and other official language.	Pocket book, pen, clocking system, two-way radios, patrol batons.
North-west Paul Kruger	Security Officer	1 x Night shift	Monitoring, patrolling and clocking picnic and Dukuduku Kiosk. Patrolling Apies river and Farmyard area. Monitoring surrounding animal enclosures.	PSIRA accredited security officer, no criminal record, positive security clearance, Grade 12, PSIRA Grade C, proficient in English and other official language.	Pocket book, pen, clocking system, two-way radios, patrol batons.
Admin Block	Security Officer	1 x Night shift	Monitoring, clocking and patrolling Biobank, Admin Building, Parkin area, Centre for Conservation Science and Old Museum.	PSIRA accredited security officer, no criminal record, positive security clearance, Grade 12, PSIRA Grade C, proficient in English and other official language.	Pocket book, pen, clocking system, two-way radios, patrol batons.
Clinic	Security Officer	1 x Night shift	Monitoring Clinic Building, Stormy Bay and the whole Civil Area. Use clocking system.	PSIRA accredited security officer, no criminal record, positive security clearance, Grade 12, PSIRA Grade C, proficient in English and other official language.	Pocket book, pen, clocking system, two-way radios, patrol batons.

Animal Hospital Quarantine	Security Officer	1 x Night shift	Monitoring, clocking and patrolling Grey House Building, Bio-informatics Building and Animal Quarantine Areas.	PSIRA accredited security officer, no criminal record, positive security clearance, Grade 12, PSIRA Grade C, proficient in English and other official language.	Pocket book, pen, clocking system, two-way radios, patrol batons.
Aquarium	Security Officer	1 x Night shift	Monitor, patrolling and clocking Reptile Area, Aquarium Area and Education Centre.	PSIRA accredited security officer, no criminal record, positive security clearance, Grade 12, PSIRA Grade C, proficient in English and other official language.	Pocket book, pen, clocking system, two-way radio, patrol batons.
South West Paul Kruger	Security Officer	1 x Night shift	Monitoring Flamingo kiosk and all animal enclosures around the area. Use clocking system.	PSIRA accredited security officer, no criminal record, positive security clearance, Grade 12, PSIRA Grade C, proficient in English and other official language.	Pocket book, pen, clocking system, two-way radios, patrol batons.

The Security Officers at the access gate must:

- 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 disc scanner, vehicle register unless the vehicle is pre-authorized by means of a valid access disk issued by SANBI.
- Implement health and safety measures 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 be in close proximity to the building (at the main entrance points).
- Perform access control including supplying relevant information about the zoological 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 behaviour.

Responsibility of all guards:

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

This includes:

- Providing information about directions of the products in the zoo to patrons as may be requested, refer patrons to SANBI personnel who may be able to assist.
- Provide assistance to SANBI's Management 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, unless there is an authorized event.
- Not allowing fires or braais, or equipment to make fires such as gas bottles, firewood, wooden pallet etc. in the areas that are not designated for braais.
- Not allowing 'drones' or similar flying equipment/devices onto the site without formal approval.
- 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.

5. LANGUAGE PROFICIENCY

All guards must be proficient in English and 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.

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 protection services 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, disc scanner, 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 4 of Annexure A above and in the case where additional guards are required.
- 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).

Table C1 : Pricing schedule

	1 x Grade C security for Year 1	1 x Grade B security 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.

Equipment costs to include the following:

Table C2: Equipment costs

Items or equipment	Quantity	Rand per item	Total price
Cell phone	1		
Two-way Radios (Including a base radio)	17		
Patrol batons and clocking tags	100		
Rechargeable torches	16		
Digital camera	1		
Pepper sprays	17		
Fire arms	1		
License disc scanner	3		
Shock sticks	12		
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.

Table C3: Total costs to SANBI

	Year 1 costs per annum	Year 2 costs per annum (9% increase*)	Year 3 costs per annum (9% increase*)	Total costs for three years
<i>2x Grade B Security Supervisor. Total annual cost excluding VAT)</i>	R	R	R	R
<i>24 x Grade C guards. Total annual cost excluding VAT)</i>	R	R	R	R
<i>2 Grade C guards (1 Armed guard per shift)</i>				
<i>Equipment (from list above)</i>	R	R	R	R
<i>Overheads</i>	R	R	R	R
<i>VAT</i>	R	R	R	R
<i>Total costs including VAT</i>	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:

Table C4: Ad hoc guards costing per 8-hour shift

Grade	Year 1 daily rate including VAT	Year 2 daily rate including VAT	Year 3 daily rate including VAT
Grade B	R		
Grade C	R		

ANNEXURE D. SUMMARY OF CAMPUS RULES

- No dogs or any other pets are allowed.
- No littering (bottles, plastic paper, cigarette butts).
- 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, golf carts or scramblers or any motorised vehicle allowed except those provided for by NZG or its approved service provider.
- 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 and birds 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 zoological garden without prior written permission from the zoological 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 NZG 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 NZG 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 reserved.

ANNEXURE E. SERVICE LEVEL AGREEMENT (SLA)

Table E1: Service level agreement – technical aspects

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

Table E2: Service level agreement – Administrative aspects

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. Submission of daily tags clocking reports	Daily before 10:00	Service provider
12. Submission of monthly invoice and statement	Per contractual requirements	Service provider
13. Monthly meeting with Security Guards and Site Supervisor	1 st Monday of each month	Service provider and SANBI
14. Monthly meeting with Director Facilities Management / DD Security, Security Guards, Site Supervisor and Security Manager	As above	Service provider and SANBI
15. SLA compliance meetings with the , NZG Executive Director NZG/ Director Facilities/ DD Security, NZG Safety and Directors of the Security Company.	Quarterly	Service provider and SANBI
16. Investigation reports	05 days after the incident	Service provider

ANNEXURE F. NON-COMPLIANCE AND MITIGATION MEASURES

Table F1: Non-Compliance and migratory measures

Item	Non-compliance	1 st Offence	2 nd Offence	3 rd 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 Director Facilities D. Written Executive Director 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 Director Facilities	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 Director Facilities 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 Director Facilities 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 Director Facilities 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. Director Facilities 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 Executive Director.

Item	Non-compliance	1 st Offence	2 nd Offence	3 rd 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

Don't miss

Our new **Zoo Loop** was created to make your experience at our Zoological Gardens more fun, more exciting and much easier. Simply follow the teal coloured line on the map, as well as the signage throughout the Zoo. Should you veer off the route, simply follow the clearly marked signs back to the teal **Zoo Loop**! Enjoy yourself!



Animals on the Zoo Loop:

Indigenous Mammals

Leopard C1
African Buffalo B1
Hippopotamus B2
Cape Fur Seal A2
Sable Antelope A2
Lion A3
Wild Dog B2
Black Rhino B2
Giraffe B,C2
Bluebok B,C2
African Elephant B2
Plains Zebra C2
Blue Duiker C1

Exotic Mammals

Axis Deer C1
Mhori Gazelle C1
Scimitar-horned Oryx C1
Lion-tailed Macaque C1
Patas Monkey C1
Hamadryas Baboon B1
Hog Deer B1
Kodiak Bear A2
Takin A2
Addax A2
Tiger A2.3
Bongo A3
Unai A3
Nubian Ibex A3
Red River Hog A,B3
Chimpanzee C2

Indigenous Birds

Wattled Crane B1
Goliath Heron A3
Cape Vulture C2
White-backed Vulture C2
Greater Flamingo C2
Lesser Flamingo C2
Great White Pelican C2
Egyptian Goose C2
Sacred Ibis C2
Blue Crane A2
Southern Ground-Hornbill C1

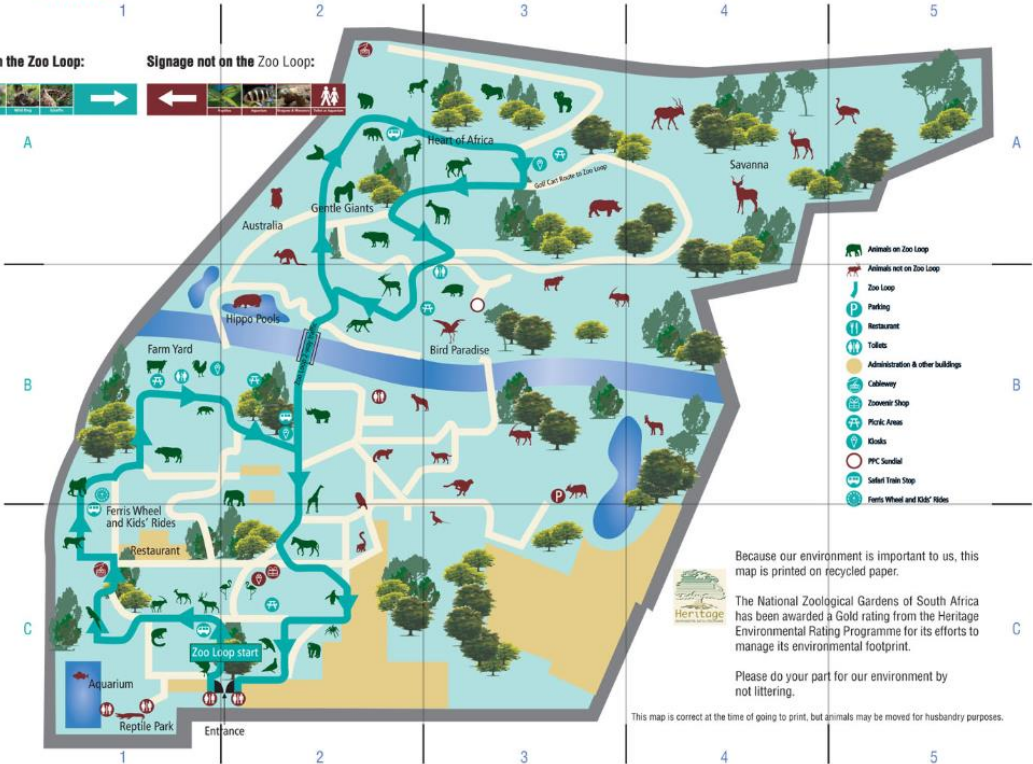
Exotic Birds

Caribbean Flamingo C1.2
Chilean Flamingo C1.2
Demigrey Crane C1.2
Red-crowned Crane C1
Orange-winged Amazon C1
Brown-necked Parrot C1
Little Corella C1
African Grey Parrot C1
Red-sided Eclectus Parrot C1
Abbott's Yellow-crested Cockatoo C1
Green-winged Macaw C1
Blyth's Hornbill C1
Blue-and-yellow Macaw C1
Scarlet Macaw C1
Meyer's Cockatoo C1
Blue-fronted Amazon C1
Sun Conure C1
Yellow-headed Conure C1
Waller's Macaw C1
Waldapp Ibis C1

Signage on the Zoo Loop:



Signage not on the Zoo Loop:



Because our environment is important to us, this map is printed on recycled paper.

The National Zoological Gardens of South Africa has been awarded a Gold rating from the Heritage Environmental Rating Programme for its efforts to manage its environmental footprint.

Please do your part for our environment by not littering.

This map is correct at the time of going to print, but animals may be moved for husbandry purposes.