

**REQUEST FOR TENDER
FOR THE**

**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SECURITY SERVICES FOR
THE SOUTH AFRICAN NATIONAL BIODIVERSITY INSTITUTE (SANBI) AT THE
MOKOPANE BIODIVERSITY CONSERVATION CENTRE (MBCC) FOR A PERIOD OF
THREE (3) YEARS'**

Physical address

Thabo Mbeki Drive / Route R101, Mokopane, 0601

Tender No: SANBI: G394/2021

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1. Background

The National Zoological Garden (NZG) is a campus of SANBI and has a satellite campus; Mokopane Biodiversity Conservation Centre (MBCC) located on the northern outskirts of Mokopane, Limpopo in the Mogalakwena local municipality. The MBCC covers an area of 1395 ha comprising of three areas: the entrance area (the zoo), the breeding camps, and a nature reserve. The MBCC houses various wildlife and plant species and receives on average 27 000 visitors per year. The MBCC is open to visitors daily, with official hours from 08:00 to 16:30, and offers overnight accommodation, guided tours, and may be booked for open-air functions.

The Mokopane campus comprises of primarily three operational areas: main entrance, main store, and nature reserve. The main entrance area houses various wildlife enclosures, an animal kitchen, cool room, animal care centre, store, reception, office, and guesthouse. The main store is a separate area dedicated to the storage of dry and wet animal feed, cool and freezer rooms, staff ablutions, and material stores. The reserve, which makes up most of the surface area, is divided into two: the main reserve and the bordering portion of the farm Planknek. Within the nature reserve are various breeding camps and game capture infrastructure for the management of wildlife.

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 MBCC.

, The MBCC is particularly prone to the threat of criminal activities which includes poaching, wood theft, the theft of equipment and assets. The service provider shall be obligated to provide security services to guard and protect the MBCC 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/to NZG property, vehicles, equipment, materials, assets, and animal food, within the premises of the MBCC.
- Armed robbery, theft and malicious damage of public property while within the MBCC, be they day or overnight visitors.
- Unauthorized and uncontrolled access to the MBCC via the Drops River, boundary fences and any of the nine (9) perimeter gates, including the main entrance.
- Fire hazards relating to infrastructure and the reserve including threats posed by neighbouring wildfires on adjacent properties.
- Poaching and theft of animals and plants, including the illegal felling of trees and collection of firewood.
- Violence by intoxicated visitors.

SANBI requires a security service provider to:

- Provide guarding services, alarm monitoring with 24-hour armed response and the monthly inspections and repairs of all alarm related equipment 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 MBCC for a period of three (3) years.

Mokopane Biodiversity Conservation Centre is located at:
Thabo Mbeki Street / Route R101 North
Mokopane,
Limpopo
0601

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. Non-compulsory Site briefing session

A non-compulsory site briefing session will take place on site on **06 August 2021** from 9:00 at the Mokopane Biodiversity Conservation Centre (Thabo Mbeki Drive / Route R101 North, Mokopane)

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 *Mr. Mark Howitt* at (E-mail address: m.howitt@sanbi.org.za).

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.

Bidders are encouraged to direct all technical and bidding procedure enquiries to the email addresses below. All responses to questions via email and at the non-compulsory briefing session

will be communicated via this tender's advertisement webpage on the SANBI website www.sanbi.org.

- For bidding procedure enquiries: sanbi.tenders@sanbi.org.za
- For technical enquiries: m.howitt@sanbi.org.za

Cut-off date for enquiries: **16 August 2021 at 12:00**

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.
 - All staff who are deployed for this contract must be PSIRA registered,
 - Armed response:
 - i. Duly qualified personnel (proof of valid PSIRA qualifications, valid Firearm certificates for business purposes and SAPS Competency certificates.)
 - ii. Proof of firearm licences in the company's name. (No private firearms may be used by deployed personnel.)
 - iii. All certifications must remain valid for the duration of the contract.
 - Radio Communication:
 - i. Provided a certified copy of the companies valid ICASA licence specifically for the Mokopane area. This must remain valid for the duration 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 for company employees 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 affidavit.

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) **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.
- b) A copy of the latest **Audited Financial Statement**.
- c) **CVs** of Project Manager, Control Room personnel, and the Supervisors.
- d) A SABS ISO 9001 Certificate (this is optional).
- e) **Track record:** a 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.
- f) **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.
- g) **Evidence of operational capacity to perform the required security services:**
 - 1) **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.
 - 2) Radio communication:
 - i. Effective communication can be maintained across the MBCC. On site test will be done between the control room and MBCC:
 - 1. Using the response vehicle mobile radio from three (3) location on MBCC, and
 - 2. Using the companies' handheld radio from two locations at the entrance area.
 - 3) Alarm Technician:
 - i. Proof of company's Alarm technician's qualification and number of qualified technicians, or
 - ii. If the service is outsourced: the service provider is to provide the service level agreement that is in place and covers the term of the contract together with technicians' qualifications of that company.

NB: SANBI reserve the right to verify and vet all provided documentation with relevant third parties.

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 only be included in the envelope only containing the printed copy!

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 tables below.

Phase 1:

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				
No	Criteria	Sub Criteria		Weight
1	Company Experience			35
1.1	Bidders must demonstrate an in-depth experience and expertise in the field of Security Services within Government or Private sector, with relevant supporting documents provided.	More than nine (9) years' relevant experience.	20	
		Between six (6) to nine (9) years' relevant experience.	16	
		Between than three (3) to six (6) years' relevant experience.	12	
		One (1) to three (3) years' relevant experience.	8	
		No submission of evidence or less than one (1) year relevant experience	0	
1.2	COMPANY TRACK RECORD			
	Attach the following documents:			
	• Provide a list of current and previous clients (company name, contact person, telephone number, services provided, total value of the contract and contract duration with dates)	More than nine (9) clients	5	
		Between six (6) to 9 clients	4	
		Between three (3) to six (6) clients	3	
		Between one (1) to three (3) clients	2	
		No submission	0	
	• Provide reference letters from clients in the past five years (company name, contact person, telephone number, services provided, total value of the contract and contract duration with dates, performance of the service provider per service provided). The reference letters must be relevant to the tender	More than five (5) relevant reference letters with requested supporting documents	10	
		More than three (3) to five (5) relevant reference letters with requested supporting documents	7	
		One (1) to three (3) relevant reference letters with requested supporting documents	5	
		No submission	0	
	In addition provide the following supporting documents pertaining to the list and reference letters (Official Purchase Orders, or Service Level Agreement, or Appointment Letters with contact details and value of contracts)			
2	Financial Capacity			25
	Bank ratings code	Undoubted for the amount of enquiry or Good for the amount of enquiry.	25	

CRITERIA FOR EVALUATING FUNCTIONALITY				
No	Criteria	Sub Criteria		Weight
	Bidders must submit bank rating code letter valid for three (03) months showing the conduct of the account (Supplemented by Audited financial statement showing financial capacity to implement and run the contract without foreseen cashflow challenges, liquidity)	(Bank code :A)		
		The subject has a good record of meeting their financial commitments, and the amount is well within the capacity of an ordinary business commitment. (Bank code: B)	17	
		The subject has a good record, the amount may appear high in relation to normal transactions on the account. (Bank code: C)	14	
		The financial position of the subject is modest or unknown, but where the account is satisfactorily conducted, and the subject is considered business commitments. (Bank code: D)	11	
		The amount of the enquiry is too high for the subject and terms given. (Bank code: E)	8	
		This code is given when there is insufficient information to assess the position of the subject. (Bank code: F)	5	
		Occasional / Frequent dishonors (Bank code: G and H)	3	
		Non submission of bank rating letter	0	
3	Supervisory Qualification and experience			15
3.1	Supervisor's qualification in the Security Industry (Attach certified copies of qualification, i.e certificates of at least three supervisors)	Grade A/B, Matric or Grade 12 and Post Matric qualification in Security	5	
		Grade A/B and Matric or Grade 12	3	
		Grade A/B	2	
		Non-submission	0	
3.2	Supervisory Experience (Submit curriculum vitae of at least three supervisors indicating experience in security services in terms of supervision role)	More than six (6) years' relevant experience	5	
		Between four (4) to six (6) years' relevant experience	4	
		Between three (3) to four (4) years' relevant experience	3	
		More than one (1) to three (3) years' relevant experience	2	
		Below one (1) year relevant experience	1	
		Non-submission	0	
3.3	Technical capabilities (Availability of an alarm technicians) Provide proof of company's alarm technical support in the form of relevant qualifications for installation and servicing of alarms. (If outsourced the service provider must provide service level agreement that is in place.)	2 or more certified technicians within the company with relevant experience	5	
		2 certified technicians with relevant experience	4	
		1 Technician with relevant experience	3	
		No submission	0	

CRITERIA FOR EVALUATING FUNCTIONALITY				
No	Criteria	Sub Criteria		Weight
4	Training and Skills Development Plan			15
	Provide a detailed training and skills development Plan that cover: • Code of conduct and new procedures of PSIRA • Access control • Procedure and record keeping, and • In-depth knowledge on security services	Training and skills development plan with time frame that covers code of conduct and new procedures of PSIRA, access control, Procedures, and record keeping and in-depth knowledge on security services	15	
		Training and skills development plan with time frame that covers code of conduct and new procedures of PSIRA, Procedures and record keeping and in-depth knowledge on security services	12	
		Training and skills development plan with time frame that covers code of conduct and in-depth knowledge on security services	8	
		Training and skills development plan that covers in-depth knowledge on security services	4	
		None submission of Trainings and Plan or Training plan that does not cover any of the elements above	0	
5	Locality			10
	Bidders must provide documentary proof from the third (3 rd) party to indicate that the company has an operating office/business premises (Municipal account, Local Authority Letter, telephone account not older than three (3) months, signed lease agreement, etc.) NB: The physical address provided will be used for in-loco inspection.	Office/business within the local municipality were the service is to be rendered	10	
		Office/business within the Province were the service is to be rendered	7	
		Office/business in other Provinces	5	
		Non-submission of proof of address	0	
	Total			100

NB: Compliance with the minimum of **70 points** is required to be considered for the next evaluation phase.

Phase 2: Site inspection

- The physical inspection would be limited to bidders who passed minimum threshold on functionality.
- Site inspection will be conducted to confirm representations made in the bid document.
- Bidders that scores less than 70 points out of 100 on-site inspections will be disqualified.

The following would be used to evaluate site inspection:

CRITERIA FOR EVALUATING FUNCTIONALITY				
No	Criteria	Sub Criteria		Weight

1	Office Infrastructure			15
	a) Existing office structure.	(5 points, if not 0 points)		
	b) Office equipment (i.e computers, printers, cabinets, etc..)	(5 points, if not 0 points)		
	c) Office staff.	(5 points, if not 0 points)		
2	Control Room			25
	a) The control room's ability to contact the various guards at the facilities they are guarding.	(5 points, if not 0 points)		
	b) The guards' ability to contact the Control Room and Police if required.	(5 points, if not 0 points)		
	c) Power supply: two sources of power supply, preferred supply, (e.g. electricity) and an alternative ready for use.	(5 points, if not 0 points)		
	d) Communication, i.e. Telephones, with alternative backup communication system dedicated as alternative and independent from the initial service.	(5 points, if not 0 points)		
	e) Base radio/alternative onsite security communication: receiver and transmitter (to be tested).	(5 points, if not 0 points)		
3	Security Equipment			60
	Security equipment must be presented to officials on the day of the inspection:			
	a) Combat Uniform (branded)	Full set– (10 points, if not 0 points)	10	
	b) Corporate Uniform (branded)	Full set– (10 points, if not 0 points)	10	
	c) Firearms (i.e. hand guns) with valid licenses	More than 15 firearms From 10 to 15 firearms From 1 to 9 firearms	10 5 3	
	d) Branded Security vehicles and vehicle registration certificate (Natis)	10 and above vehicles 5 to 9 vehicles Less than 5 vehicles	10 5 2	
	e) Guard monitoring system	Online and GPS monitoring system Manual monitoring system	10 3	
	f) Technical Equipment for Alarm inspections and maintenance: (i.e. laptop with compatible software for programming and testing the alarms installed, ladders, general tools), with a dedicated Technician's vehicle	All listed requirements provided. All listed requirements but compatible software to be obtained All listed equipment with no dedicated vehicle. Two items not provided. Three or more equipment not available.	10 8 8 5 0	
	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: G394/2021 The Provision of Security Services for the National Zoological Garden** as the subject.

For any technical information the following person may be contacted:

Mr M Howitt, General Curator: Mokopane Biodiversity Conservation Centre, Mokopane at the following e-mail address: M.Howitt@sanbi.org.za

NB: The deadline for submission of enquiries is 12:00 on 16 Monday 2021. No feedback will be provided after the deadline.

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

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 (1) printed document with pricing included in an envelope, marked 'ORIGINAL', and in a separate envelope provide a copy of the document without pricing as a PDF file on a memory stick.

NB:

- **Financial or pricing details (Annexure C) should ONLY be included in the printed document marked 'ORIGINAL', and not in the PDF file of the document on the non-returnable memory stick.**
- **Failure to submit one printed document with pricing in one envelope, and a PDF document without pricing on the non-returnable memory stick 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: G394/2021

NB: All documents must be clearly labelled.

Closing date for submissions is: 23 August 2021

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

ANNEXURE A. TENDER SPECIFICATION

1. TENDER SPECIFICATION

The MBCC requires a security company to provide security services through guards, monitoring of alarms and armed response. The main scope of the provision of security services to the MBCC will focus on access control, securing of buildings, vehicles, assets, public and staff safety and protection within the entire premises. Additional security as may be required for public holidays, crowd management with events, security threats and emergencies. The required services shall also pertain to the less frequently visited areas of the MBCC where monitoring and patrolling is essential.

The Service Provider will be responsible for the security of the entire property of the MBCC, to address the threats with focus on the main entrance area, main store, poaching, plant harvesting and illegal access to the property across any defined boundary of the MBCC.

MBCC covers an area of 1394 ha, divided into 5 operational areas:

- The “main entrance” (Section A) which covers an area of 6.8 ha,
 - Administration buildings, main entrance, guest house, operational buildings, public areas and animal enclosures and various assets.
- The front section (Sections B) which is 7.1 ha,
 - Animal enclosures.
- The reserve (Section D) of 805 ha,
 - Breeding camps and game capture infrastructure.
- The eastern reserve (Planknek) of 575 ha,
- The main store and slaughter facilities located at the end of Hooqe Street adjacent to the Mokopane graveyard.

The Garden map is attached under **Annexure G**.

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

The following are the expected outcomes and deliverables under this contract:

- A) Protection of the MBCC personnel, public, animals and property.
- B) Response to any security related risk and emergency.
- C) Form part of the MBCC emergency response team (ERT) responding to any emergency.

- D) Control the entrance/picnic area and guide/assist visitors and clients effectively and efficiently to the desired location, after hours.
- E) Access control at main entrance:
 - i. Arrivals and departures of clients to/from the guesthouse after hours.
 - ii. Arrival and departure of day visitors after hours and at closing times.
- F) Verification of incoming and outgoing visitors other than MBCC staff.
- G) Patrolling:
 - i. The entrance area buildings, enclosures, and boundary at night to ensure safety and security using a security guard at night.
- H) Provide 24-hour armed response to alarms, security risks and emergency situations.
- I) Providing 24-hour monitoring, and monthly inspections of alarms to ensure functionality.
- J) Provide written records of alarms, incidents, security threats/risks (Occurrence Book) and security reports.

4. SECURITY STAFF REQUIREMENTS FOR THIS CONTRACT

- A) Guarding Service
 - i. 2 x Night Security Guard at main entrance gate, with four (4) nightly visits by supervisor.
 - ii. For 16 days per year 1 x Day Security Guard at main entrance area for all public holidays (including when a Monday is declared a public holiday due to the official public holiday falling on a Sunday)
- B) Offsite monitoring of 3 Alarms, 24 hours a day.
- C) 24-hour armed response to any security threat or occurrence with follow-up action required and officials with tracking skills to track people on foot through the veld.
- D) Monthly inspection by the alarm technician of all alarms and security devices (e.g. camera's).
- E) Support Services: In addition, from time-to-time additional guards may be required for special functions, exhibitions, or meetings to be held within MBCC. This service will be arranged separately to the standard contract, but an indication must be given to the availability of such *ad hoc* guards and the notice period for obtaining this additional support service

Services, and requirements: An overview thereof the common services but not limited to:	
Guarding Service	a) Two (2) night shift security guard based at the main entrance area every night working from 17:00 to 08:00 the following morning 365 days a year. NB: The Guards may only work the legislated sectorial working hours and not exceed normal and overtime hours. The Service provider is to establish a work roster to ensure compliance. b) For 16 days per year provide one (1) Day security Guard from 08:00 to 17:00 for all public holidays (including when a Monday is declared a public holiday due to the official public holiday falling on a Sunday) c) Minimum skill requirement of the security guard: a. Grade C security guard,

Services, and requirements: An overview thereof the common services but not limited to:	
	b. Must be able to communicate well in English and Sotho for effective communication with overnight clients, visitors, and local clients, c. Must have three (3) years' experience. d. Must have acceptable literacy skills (reading and writing) to assist clients and to complete required forms, communicate telephonically, and make the required written recordings in registers and on forms. e. All security personnel must be valid South African citizens. d) Minimum security equipment that the security guards is required to have a. To be unarmed (No firearm), b. An effective beam torch (50m viewing distance at night). c. A Two-way mobile radio with charger (on site) for effective communication with the control room of the service provider. d. Taser and/or pepper spray, with the knowledge on how to effectively use them. e. Handcuffs. f. Occurrence Book, Pen, and pocketbook.
Monitoring of alarms	a) The Service Provider must have an established and operational control room for monitoring and recording of alarms, opening, and closing, with the provision of reports for inspection by SANBI Officials. b) The Service Provider must during the duration of the contract connect radio communication between the three (3) Alarm systems that are at MBCC and the control room. c) Provide armed response security officers 24-hours per day to respond to activated alarms, report suspicious illegal activities within the MBCC and emergencies.
Twenty-four (24) hour armed response.	a) The Service Provider must have qualified, Armed response security officers who are: a. Business weapons accredited, b. Trained / accredited for armed response security work b) Armed Response Officers are to respond to all security risks, criminal activities (including poaching & wood theft) and alarms at MBCC c) They are to have a vehicle available to enable the required armed response to be on site, at MBCC, within 15 minutes of any alarms or when assistance is requested pertaining to a security threat or criminal activity. d) The Response unit is required to secure the scene, apprehend/track down any suspects associated with the security threat, on or off site, e) The response unit is to have establish communication with the MBCC management. f) If required, to call in support / assistance from own Company, SAPS and/or other security structures that may assist without resulting in costs been charged to SANBI, without prior authorisation by SANBI SCM or Senior Management. g) Follow-up on any leads to aid in or securing an arrest of a suspect. h) Be able to track any suspect fleeing the scene. i) NB: Call-out costs are to be included in contact fee, with no limitation. No additional fee may be charged outside the quoted price of the contract.

Services, and requirements: An overview thereof the common services but not limited to:	
Monthly inspection	a) All alarms, panic buttons, sensors and security devices must be checked and serviced monthly to ensure that all units are fully functional. Such services and checks are to be recorded accordingly, clearly identifying the date of inspection, inspecting technician, and recording the status of each unit (operational or faulty) and what was repaired.
Support Services	a) Provide a security guard at the scene when structural damage has occurred until the MBCC is able to repair the structural damage, e.g. open doors/windows/fences due to been broken open, etc. b) Provide additional security personnel to close off or surround an area to limit movement, to search the area, secure an area pertaining to a security threat. c) Provide additional guards that may be required for special functions, exhibitions or meetings held at the MBCC. This service will be arranged separately from the standard contract, but an indication must be given to the availability of such <i>ad hoc</i> guards and the notice period for obtaining this additional service. d) Peak Visitor periods: With public holidays when MBCC is anticipating high visitor numbers (e.g. Day of Reconciliation, Christmas Day, Family Day, New Year's Day, Eater Weekend, etc). With approval by SANBI additional day shift security guards are to be provided for crowd control, public safety, and compliance enforcement and moving public out of the MBCC with closing. NB: The additional cost of this security guard is to be charged at the same rates as the provided security guard on site. The combined total value of such service must not exceed 15% of the value of the contract. This function is part of the contract but invoiced separately for the contract.

Responsibility of all guards:

All guards will be required to enforce the MBCC internal rules (Annexure D).

This includes:

- Implement health and safety measures as per COVID 19 regulations, as dictated by relevant SANBI policies and procedures.
- 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.
- 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.
- Provide assistance to SANBI's Management Officer on site, as it may pertain to enforcement of regulations, security or emergency procedures.
- Not allowing sound amplification devices such as portable HiFi systems or musical instruments onto the site, unless there is an authorized event.

- 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 Sotho. Due to the nature and locality of our business operations 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).
- Be responsible providing the staff allocated to the MBCC campus, with all required equipment, tools (not self-provided by staff) to ensure effective performance of duties by the allocated staff.
- The Service Provider must undertake to provide the required and reasonable number of staff as required for the rendering of services at the site during crisis situation.
- The Service Provider is solely responsible for the safety and well-being of its employees when working at the MBCC
- Ensure guards are always in uniform and look presentable to the public.
- Ensure guards are customer service-focused, and value and treat SANBI 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 SANBI emergency plan and procedures)
- Provide security guards and services as per Annexure A above and in the case where additional guards are required.
- Ensure enough guards are trained for the site in instances where the usual guards are not available due to sickness, injury, leave or death.
- Ensure that all security personnel have and maintain valid their PSIRA membership.
- 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.
- All keys required to obtain access to those parts of the site where service is to be rendered according to the condition, will be provided.

ANNEXURE B. REFERENCE DOCUMENTS

1. Company information and profile:

- i. Company profile:
 - a. Number of years providing Security Services as a registered member of PSIRA?
 - b. What security service is the company registered for at PSIRA?
 - c. What services does the currently company provide their clients?
 - d. Company hierarchy structure.

2. Track Record

- i. List of clients comprising of:
 - a. Company Name.
 - b. Contact person.
 - c. Telephone number.
 - d. Services provided.
 - e. Total value of contract over what time period.
- ii. Signed reference letter must be on a letterhead of the client and must include the following:
 - a. Company Name.
 - b. Contact person.
 - c. Telephone number.
 - d. Contract duration.
 - e. Total value of contract for specified duration.
 - f. Performance evaluation and comments relating to each specific type of that was or is provided.
 - g. Supporting document of evidence (Official purchase order(s), Appointment letters or Service level agreements).

3. Supervision Qualification and experience:

- i. A 3 page CV's with supporting evidence of owner / Project manager, control room staff, shift supervisor, armed response personnel, and technicians to be used in this contract.
 - a. Personal Information (Name, RSA Identity number, Gender, contact details)
 - b. PSIRA registration number.
 - c. Accredited security qualifications.
 - d. Employment history for the past 5 years (Dates, Company, contract details, position).
 - e. Security related work experience.
 - f. Certified supporting documents, (ID, PSIRA membership card (valid) and security related certificates)

ANNEXURE C. PRICING SCHEDULE

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

Bidders Declaration:

I, _____ in the capacity of _____

representing the bidder (company name) _____ is hereby dually authorised to declare that:

1. The payment of security guards will take place on the following (date or day) _____ Monthly / Weekly and is not dependant on the payment of services by SANBI.
2. Pricing is fully inclusive of all required services, with associated salaries, items, equipment, vehicles, and functions required to provide an effective security service to SANBI.
3. Accept that any omission of any pricing related to providing an effective security service by the bidder of will not be accepted once the RFT has closed.

Name: (printed): _____

Capacity: _____

Signature: _____

Date: _____

Bidders: Witness

Name: (printed): _____

Signature: _____

Date: _____

Table C1 : Pricing schedule for year 1

	1 x Grade C Night security (including relief security guard*)		1 x Grade C Day security 16 Public Holidays Only
Basic monthly salary	R	Basic salary per day	R
Provident fund (Monthly)	R	Provident fund per day	R
Statutory annual bonus (Monthly)	R	Statutory Bonus	R
UIF (Monthly)	R	UIF per day	R
COID/WCA (Monthly)	R	COID/WCA per day	R
SUB TOTALS PER MONTH (SUM OF ABOVE) (A)			
OTHER DIRECT COSTS INCLUDES THE FOLLOWING (B): Sunday pay premium Public holiday premium Leave Provision Sick pay Night Shift allowance Study leave Family responsibility leave Premium allowance Sets of uniform Training Cleaning allowance	R		R
TOTAL DIRECT COST PER MONTH PER GUARD EXCLUDING VAT (A+B)	R	TOTAL DIRECT COST PER DAY PER GUARD EXCLUDING VAT (A+B)	R
TOTAL ANNUAL COST EXCLUDING VAT	X 12 MONTHS		X 16 DAYS
	R		R

*Pricing for the first year will be fixed. The pricing schedule must comply with the Private Security Industry Regulatory Authority guidelines

*Relief Security guard is a permanent employee.

Equipment costs to include the following:

Table C2: Equipment costs (once off at start of contract)

Items or equipment	Quantity	Rand per item	Total price
Communication method: Specify what method(s) is to be used			
a) Cell phone	1		
b) Two-way Radio(s) Specify			
- Two-way Radios (base radio)	1		
or / and	or / and		
- Two-way Radios (handheld)	1		
Other Equipment			
GPS or clocking tags	3		
Rechargeable torches	2		
Taser / Shock Sticks	3		
Pepper sprays	3		
Hand Cuffs	3		
Notebooks & Pens (for 3 guards)	3		
TOTAL			

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
2x Grade C Night Security Guards <i>(from 17:00 to 08:00 daily).</i> Total annual cost excluding VAT)	R	R	R	R

1 x Grade C Day Security guard. For 16 Public Holidays Total annual cost excluding VAT)	R	R	R	R
3 x Alarm monitoring 24 hours per day.	R	R	R	R
24-hour armed response (To alarms and security threats)	R	R	R	R
Monthly Alarm Inspections Per Annum	R	R	R	R
Equipment (from list above) excluding VAT	R			
*overheads costs excluding VAT ^	R	R	R	R
VAT	R	R	R	R
Total costs including VAT	R	R	R	R

*9% increase is for bidding purposes only. Actual salary/wage increases will follow the sectoral wage determination formula.

*Overhead costs must be broken down as prescribed by PSIRA which must include supervision of work by the service provider and other overhead costs which are important according to PSIRA.

Estimated “Budgeted” Maintenance costs for Alarms

An estimated “budgeted” maintenance cost is requested to be provided for repairs and replacement of the three alarms with associated accessories (sensors, keypads, etc.) and batteries.

This estimation is to include all costs: parts, labour, travelling costs.

	Year 1 daily rate including VAT	Year 2 daily rate including VAT	Year 3 daily rate including VAT
Alarm Maintenance services	<i>R</i>	<i>R</i>	<i>R</i>

Note: All repairs and replacements are first to be quoted for and approved before such repairs can be carried out.

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 C Night Shift	<i>R</i>	<i>R</i>	<i>R</i>
Grade C Day Shift	<i>R</i>	<i>R</i>	<i>R</i>

ANNEXURE D. SUMMARY OF MBCC RULES

- No pets allowed.
- No weapons permitted.
 - o Any type of Firearm must be declared with the management.
- The speed limit inside the reserve is 25 km/hour.
 - o People found to be driving exceedingly fast will be informed to leave the premises.
- No feeding of animals.
- No person is permitted to cross barriers to / or enter any enclosure.
- No person is to leave or get out of the vehicle other than at demarcated picnic areas.
- No littering, all rubbish is to be discarded in the rubbish bins provided.
- No person is permitted to make a fire other than in areas where fireplace is provided.
- No person is to leave marked roads and travel through the veld or to travel along roads which are marked by a no entry sign.
- Non - smoking areas (toilets, in-side all buildings).
- No Hi-fi / radios systems / No music / No artificial (un-natural) noise e.g. car hooters, musical instruments etc.
- No swimming.
- No canoes, boats, or any type of watercraft.
- No motorcycles or quad bikes.
- No 'drones' or similar flying equipment/devices onto the site.
- Covid-19 regulations must be adhered to at all times.

- 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.
- Roller skates, skateboards or any mountain biking, sport/play apparatus may not be used 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 MBCC at your own risk and the South African National Biodiversity Institute (SANBI) will not be responsible for any claims of any nature whatsoever for loss, damage of property or injury sustained on its premises by any persons or damage to or loss of property from any cause whatsoever.
- Right of admission is reserved.

ANNEXURE E. SERVICE LEVEL AGREEMENT (SLA)

Service level agreement – technical aspects

TECHNICAL	FREQUENCY	ACTION
1. Guards to report on duty 15 minutes before shift starts.	Daily	Service provider
2. Handing over procedures to be followed at the start and end of the shift and recorded and signed off by both SANBI and Security Guard.	Start and end of each shift.	Service provider
3. Both nights guard and when applicable day shift guards are to patrol the entire entrance area on an hourly basis	Nightly, throughout night	Service provider
4. Any security breach (including alarms) to be recorded using red pen in the OB.	Always	Service provider
5. Any and all alarms are to be signed off by the shift supervisor, when they occur.	Always	Service provider
6. Security threats, Alarms including false alarms are to be investigated and reported to the General Curator immediately when the event occurs.	Always	Service provider
7. The malfunction of remote control, radio and/or gate be reported to General Curator for approval and immediate repair/replacement.	Always	Service provider / Client

Service level agreement – Administrative aspects

ADMINISTRATION	FREQUENCY	RESPONSIBILITY
8. Submission of the night OB book to Security Officer	Daily before 10:00	Service provider
9. Submission of daily Alarm reports.	Daily before 10:00	Service provider
10. Submission of monthly invoice and statement. After the completion of a month's service.	The 1 st working day of each new month. Per contractual requirements	Service provider

ADMINISTRATION	FREQUENCY	RESPONSIBILITY
11. Monthly meeting with General Curator MBCC, MBCC Conservators, and the Security Company Site Supervisor and Security Manager.	1 st Monday of each month	Service provider and SANBI
12. SLA compliance meetings with the, General Curator, MBCC, NZG Executive Director NZG/ Director Animal Collection and Conservation/ DD Security/ DD Health and Safety and Supervisors and Directors of the Security Company.	Quarterly	Service provider and SANBI
13. Investigation reports	Five (5) 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

(A separate PDF document/page to attached when document to be circulated for tender.)