



**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE
ALARMS MONITORING, ARMED RESPONSE SERVICES AND MAINTENANCE OF SECURITY
ALARMS AND RELATED SERVICES FOR THE SOUTH AFRICAN NATIONAL BIODIVERSITY
INSTITUTE AT THE KIRSTENBOSCH NATIONAL BOTANICAL GARDEN FOR A PERIOD OF FIVE
(5) YEARS.**

Physical Address:

Kirstenbosch National Botanical Garden
99 Rhodes Drive
Newlands
Cape Town
7700

Postal Address:

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

TENDER NO.:

SANBI :G393/2021

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1. Background

Kirstenbosch National Botanical Garden (KNBG) is one of thirteen gardens managed by the South African National Biodiversity Institute (SANBI). The main purpose of SANBI is to conserve and promote biodiversity conservation across South Africa and to champion the sustainable use of this biodiversity. Kirstenbosch National Botanical Garden (Kirstenbosch NBG) is located on Rhodes Drive, Newlands, Cape Town, Western Cape. Kirstenbosch NBG comprises a large natural estate of 528 hectares of which 38 hectares is cultivated gardens. The garden incorporates key visitor areas such as entrance gates, restaurants, conference facilities, book shops, gift shops, landscape design centre and an indigenous plants sales nursery (See Garden Map, Annexure H). It also holds unique documented collections of living plants for the purposes of scientific research, conservation, recreation, horticultural display and education. The garden is responsible for managing its valuable biodiversity and visitor facilities in a way that ensures its long-term sustainability for the enjoyment of future generations.

SANBI requires a Service Provider to provide Alarms Monitoring, Armed Response Services and Maintenance of Security Alarms and related services at the Kirstenbosch National Botanical Garden (KNBG) for a period of five (5) years, as from 1 October 2021. These services are needed in the event that alarms are triggered on the campus and when certain components or items related to alarm systems might need to be replaced due to age, malfunction, environmental damage, outdated hardware components etc. As is the case with maintaining these systems, occasional replacement of components and specialised equipment may be necessary to ensure the optimal functioning of security systems. The contract of the current Service Provider ends on 30 September 2021, and for this reason, SANBI would like to appoint a new Service Provider for a period of five (5) years.

The following are important minimum requirements that the Service Provider must fulfil:

- The Service Provider must be PSIRA (Private Security Industry Regulatory Authority) compliant with sufficient experience in armed response services.
- Must have existing patrol vehicles within a radius of 10km or less from the Kirstenbosch National Botanical Garden in order to respond within the required time limits.
- The Service Provider must have a minimum of five years' experience in Alarms Monitoring, Armed Response and Service and Maintenance of Security Alarms and related infrastructure.
- Ensure that the existing alarm system is linked to Service Provider's Control Room for armed reaction and monitoring purposes.
- Comply with all relevant South African legislation as well as with SANBI's Terms and Conditions including SANBI's security policy and specifications outline in the Service Level Agreement.
- Comply with all Safety, Health and Environment (SHE) conditions during the contract period and when conducting work on SANBI premises.

SANBI requires a security Service Provider to:

- Provide quick armed response services within 5 minutes after receiving an alarm activation.
- Maintain and repair, where required, all existing alarm systems and related services in the garden and its associated buildings.
- Identify risks and blind spots where alarm systems may be required.
- Conduct specialized work where needed to effect sound alarm system management and maintenance.
- Ensure compatibility with the existing alarm system to allow for notification of any alarm activation to the client (linked to a minimum of two cell phones).
- Provide alarm monitoring with 24-hour armed response and the monthly inspections and repairs of all security related infrastructure for the entire campus (see current list of security equipment under Annexure G).

2. Invitation to tender

Tenders are hereby invited for the appointment of a Service Provider to provide alarms monitoring, armed response services and maintenance of security alarms and related services for the South African National Biodiversity Institute at the Kirstenbosch National Botanical Garden for a period of five (5) years.

Kirstenbosch National Botanical Garden is situated at:

Rhodes Drive, Newlands, Cape Town, 7700.

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 briefing session

A non-compulsory briefing session will be held on:

Date: 5 August 2021

Time: 11:00

Venue: Old Mutual Conference Centre, Visitors Centre, Kirstenbosch National Botanical Garden, 99 Rhodes Drive, Newlands, Cape Town.

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 who wish to attend 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.

Failure to attend the non-compulsory briefing session will not disqualify a potential bidder's proposal/tender. The garden map is attached under **Annexure H**.

5. Documents required

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)**.
 - All staff deployed for this contract must be PSIRA registered.
 - Certificates related to 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).
 - Certificates relating to Radio Communication:
 - i. Provide a certified copy of the company's valid ICASA license specifically for the Kirstenbosch NBG area.

All certificates must remain valid for the duration of the contract.

- d) **Fee/cost structure as for Annexure C** including costs breakdown (NB: **This information must only be included in the pack marked “original”. See Section 17).**
- 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 (a section on how staff will be managed on campus will be included).
- 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 five (5) years that should include the name of the client, scope of the services provided, duration dates and value of contract.
- f) **Three reference letters** (see Annexure B): signed letters of reference from at least five (5) 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:**
 - a. **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 armed response personnel on duty.
 - b. Alarm Technician:

- i. Proof of company's alarm technician's qualification and number of qualified technicians.

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 five (5) year (60 months) contract will be entered into with the Service Provider and will be reviewed based on performance every twelve (12) months from the date of commencement.

11. Pricing

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

NB: Pricing details (Annexure C) should only be included in the envelope marked “ORIGINAL”.

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.

Stage 1: Functionality Evaluation

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,	More than nine (9) years' relevant experience	20
		More than six (6) to nine (9) years' relevant experience	16
		More 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 one of 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) and 9 clients	4
		Between three (3) and six (6) clients	3
		Between One (1) and three (3) clients	2

	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 <i>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)</i>	No submission	0	
		More than five (5) relevant reference letters with requested supporting documents	10	
		Between three (3) and five (5) relevant reference letters with requested supporting documents	7	
		Between (1) and three (3) relevant reference letters with requested supporting documents	5	
		No submission	0	
2.	FINANCIAL CAPACITY			20
	Bank ratings code 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)	Undoubted for the amount of enquiry or Good for the amount of enquiry (Bank code :A)	20	
		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)	16	
		The subject has a good record, the amount may appear high in relation to	12	

		normal transactions on the account. (Bank code: C)		
		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)	8	
		The amount of the enquiry is too high for the subject and terms given. (Bank code: E)	5	
		This code is given when there is insufficient information to assess the position of the subject. (Bank code: F)	3	
		Occasional / Frequent dishonors (Bank code: G and H)	1	
		Non submission of bank rating letter	0	
3.	SUPERVISORY QUALIFICATION AND EXPERIENCE			25
3.1	Supervisor's qualification in the Security Industry <i>(Attach certified copies of qualification, i.e certificates of at least three supervisors)</i>	Grade A/B, Matric or Grade 12 and Post Matric qualification in Security	10	
		Grade A/B and Matric or Grade 12	6	
		Grade A/B	3	
		Non-submission	0	
3.2	Supervisory Experience	More than six (6) years' experience	5	

	<i>(Submit curriculum vitae of at least three supervisors indicating experience in security services in terms of supervision role)</i>	Between four (4) and six (6) years' experience	4	
		Between three (3) and four (4) years' experience	3	
		Between than one (1) and three (3) years' experience	2	
		Below one (1) year experience	1	
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	10	
		2 certified technicians with relevant experience	6	
		1 technician with relevant experience	2	
4.	TRAINING AND SKILLS DEVELOPMENT PLAN			10
	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	10	
		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	8	
		Training and skills development plan with time frame that covers	6	

		code of conduct and in-depth knowledge on security services		
		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 where the service is to be rendered	10	
		Office/business within the Province where 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:

No.		Weight
1.	Office Infrastructure	15

	- Existing office structure – (5 points, if not 0 points) - Office equipment (i.e computers, printers, cabinets, etc.) – (5 points, if not 0 points) - 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	50															
	Security equipment must be presented to officials on the day of the inspection: <table border="1"> <thead> <tr> <th>Security Equipment</th><th>Sample Quantity Required</th><th>Points</th></tr> </thead> <tbody> <tr> <td> - Combat Uniform (branded) </td><td>Full set– (15 points, if not 0 points)</td><td>15</td></tr> <tr> <td> - Firearms (i.e. hand guns) with valid licenses </td><td> More than 15 firearms From 10 to 15 firearms From 1 to 9 firearms </td><td> 15 10 5 </td></tr> <tr> <td> - Branded Security vehicles and vehicle registration certificate (Natis) </td><td> 10 and above vehicles 5 to 9 vehicles Less than 5 vehicles </td><td> 20 15 10 </td></tr> <tr> <td></td><td></td><td></td></tr> </tbody> </table>	Security Equipment	Sample Quantity Required	Points	Combat Uniform (branded)	Full set– (15 points, if not 0 points)	15	Firearms (i.e. hand guns) with valid licenses	More than 15 firearms From 10 to 15 firearms From 1 to 9 firearms	15 10 5	Branded Security vehicles and vehicle registration certificate (Natis)	10 and above vehicles 5 to 9 vehicles Less than 5 vehicles	20 15 10				
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Stage 3:

- The third stage will evaluate 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.

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 SANBI before 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: G393/2021 The provision of alarms monitoring, armed response services and maintenance and related services for the Kirstenbosch National Botanical Garden** as the subject.

For any technical information the following person may be contacted:

Mr E le Roux, Estate Manager: Kirstenbosch National Botanical Garden, at the following e-mail address: er.leroux@sanbi.org.za

NB: The deadline for submission of enquiries is 12:00 on Monday 16 August 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 the required 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 minimum wages).

16. Safety, health and environment requirements

Service Providers are required to comply with all Acts, Regulations and standards relating to Safety, Health and Environment (SHE).

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 parts 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 Environment 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, this should be reported to SANBI within 24 hours and remedial processes must be explained and 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

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 (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: G393/2021

NB: All documents must be clearly labelled.

Closing date for submissions: 20 August 2021

Note: E-mailed and faxed submissions will not be accepted. Late submissions will be disqualified.
Alarms Monitoring, Armed Response and Security Maintenance Services for Kirstenbosch NBG 2021

ANNEXURE A. TENDER SPECIFICATION

1. TENDER SPECIFICATION

SANBI requires a Service Provider for alarms monitoring, armed response services and maintenance of security alarms and related services at the Kirstenbosch National Botanical Garden (KNBG) over a five-year period. These services are needed in the event that alarms are triggered on the campus and when certain components or items related to alarm systems might need to be replaced due to age, malfunction, environmental damage or outdated hardware components. Often the case with maintaining these items requires occasional replacement hence the need to replace. The following are important considerations:

- The Service Provider must be PSIRA (Private Security Industry Regulatory Authority) compliant with sufficient experience in armed response services.
- Provide quick armed response services of between 1 – 5 minutes after receiving alarm activation.
- Must have at least three existing patrolling vehicles operating within a radius of 10km from the Kirstenbosch National Botanical Garden in order to respond within the time limits.
- The Service Provider must have a minimum of five years' experience in Alarms Monitoring, Armed Response and Service and Maintenance of Security Alarms and related infrastructure.
- Maintain and repairing all existing alarm systems and related infrastructure in the garden.
- Ensure compatibility with the existing alarm system to allow for SMS notification of any alarm activation to the client (linked to a minimum of two cell phones).
- Ensure that the existing alarm system is linked to Service Provider's Control Room for armed reaction and monitoring purposes.

The Service Provider must comply with all relevant government legislations such as Basic Conditions of Employment, Labour Relations Act etc., as well as comply with SANBI's terms and conditions including the Service Level Agreement.

2. SITE INDUCTION

The Service Provider's staff members must undergo an induction training regarding the site and the Emergency Plan for the site. This induction is compulsory and must be attended by the Service Provider owner or representatives, supervisors, and armed response personnel. During the induction, the client will provide the Service Provider with relevant site-specific information and regulations. It is the Service Provider's responsibility to ensure that all newly appointed armed response officers on site are introduced to the client and inducted before placement on site.

3. SECURITY OPERATION MANAGEMENT EXCELLENCE

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

- A) Provide 24-hour armed response to alarms, security risks and emergency situations.
- B) Provide 24-hour monitoring, and monthly inspections of alarms and related security infrastructure to ensure functionality.

4. REQUIREMENTS FOR THIS CONTRACT

- A) Link existing alarm systems to the company's response system and provide armed response services using the installed technical equipment in the garden.
- B) The Service Provider will be expected to ensure the compatibility of their equipment with the current system/s in use and to cover the cost of replacing equipment, if necessary, should said company be the successful Service Provider. See existing on-site security items list in Annexure G.
- C) Offsite monitoring of 40 Alarms, 24 hours a day.
- D) 24-hour armed response to any security threat or occurrence with follow-up action required.
- E) Monthly inspection by the alarm technician of all alarms and any other security related devices (e.g. camera's).
- F) Service and maintenance of security related infrastructure: When faults are identified, the Service Provider will be called out to repair, replace or service equipment as specified.

Services, and requirements: An overview of the common services but not limited to:	
Monitoring of Alarms	a) The Service Provider must have an established operational Control Room for monitoring and recording of alarms, 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 forty (40) alarm systems that are at KNBG 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 KNBG 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 and alarms at KNBG. c) They are to have a vehicle available to enable the required armed response to be on site, at KNBG, within 5 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 KNBG security

Services, and requirements: An overview of the common services but not limited to:	
	on duty. f) If required, to call in support / assistance from own Company, SAPS and/or other security structures that may assist without resulting in costs being 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 contract fee, with no limitation. No additional fees (including Extra Response Billing) may be charged outside the quoted price of the contract.
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.

5. 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).

6. RESPONSIBILITIES

6.1 The Service Provider will provide protection services and take responsibility for the following:

- Ensure enough armed response personnel are trained for the site in instances where the usual armed response personnel are not available due to sickness, injury, leave or death.
- 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 armed response personnel have and maintain valid PSIRA membership.
- Provide a marked vehicle for armed response personnel to respond to alarms timeously.
- Be solely responsible for all his/her staff's physical safety, discipline and other requirements (e.g. firearms, radios, torches, cellular phones, two-way radio, panic button, torches, pocket book, baton, hand cuffs and base radio).
- Ensure that all staff members are inducted before commencement of duty (including the SANBI emergency plan and procedures as well the Garden Rules under Annexure D).
- 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 F: Specifications for Service Provider performance management).
- Ensure armed response personnel are always in uniform and look presentable to the public.
- Ensure armed response personnel are customer service-focused, and value and treat SANBI visitors with respect.
- Inform SANBI when armed response personnel is dismissed or has resigned.

6.2 SANBI will take responsibility for the following:

- 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 Rycroft Gate and Four way stop entrance and any other applicable telephone extensions.
- Where relevant, provision of staff official contact details involved with co managing the required services including those of KNBG security and other outsourced security staff contact details.
- 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, will be provided.

ANNEXURE B. REFERENCE DOCUMENTS

A. Company Profile to reflect:

- a. Clearly defined company structure for all levels and communication lines pertaining to all the required services.
- b. Management of staff on campus: working times, rotation of staff, ensuring staff comply to required deliverables.

B. Requested three (3) page CVs:

- a. Name, Identity number, PSIRA membership number,
- b. Position within the company and the role within rendering the required services.
- c. Qualifications, and certified supporting documents with regard to position in company and role within the rendering of the required services.
- d. History of employment: Company, position, timeline of service (dates).

C. Track record:

- a. A list of companies where security services was provided, a minimum of three (3).
- b. The list is to reference:
 - i. Company and contact details.
 - ii. Services provided.
 - iii. Duration of contract.
 - iv. Value of contract.

D. Traceable reference:

- a. Reference letters from a minimum of three (3) different companies on those companies' letterheads stipulating:
 - i. Contact details of the company.
 - ii. The service rendered (considering the required services of this tender.)
 - iii. Contract duration (dates).
 - iv. Contract value.
 - v. Detailed referee report by the company pertaining to each service rendered by the bidder and the level and quality of service received.

E. Operational Capacity:

- a. Operational / Control Room:
 - i. Proof of address to enable visitation by SANBI for evaluation.
- b. Proof of vehicles:
 - i. Vehicle registration documents in the company's name (certified copy, not older than 3 months).
 - ii. Vehicles Licence disk document which is valid currently (2020/21 or 2021/22.)
- c. Alarm Technician:
 - i. Proof of companies own technician:
 - 1. Duly signed employment contract (certified copy, not older than 3 months), CV as required above.
 - ii. Outsourced Technical services:
 - 1. The Signed Service Level Agreement, which is current.

2. The proof that the company has qualified technicians with the provision of a signed employment contract (certified copy, not older than 3 months, CV as required above.

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 armed response personnel 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: _____

Costs	Monthly cost for Year 1 (Rand value Vat Inclusive)	Monthly cost for Year 2 (Rand value Vat Inclusive)	Monthly cost for Year 3 (Rand value Vat Inclusive)	Monthly cost for Year 4 (Rand value Vat Inclusive)	Monthly cost for Year 5 (Rand value Vat Inclusive)
24-hour Alarm monitoring:	R	R	R	R	R
24-hour Armed response:	R	R	R	R	R
Alarm testing and inspection:	R	R	R	R	R
Total fixed monthly costs:	R	R	R	R	R
	X 12months	X 12months	X 12months	X 12months	X 12months
Total Annual fixed monthly costs	R	R	R	R	R

Repairs and maintenance costs	Year 1 (Rand value Vat Inclusive)	Year 2 (Rand value Vat Inclusive)	Year 3 (Rand value Vat Inclusive)	Year 4 (Rand value Vat Inclusive)	Year 5 (Rand value Vat Inclusive)
Ad hoc repairs and maintenance of alarm system (beams, cable, radio transmitter, magnetic door contacts, Roboguards, siren, Infrared indoor motion detectors, Infrared outdoor motion detectors, replacement power cells for alarms and wireless motion detectors, control panels with back up battery and transformer)	R100 000	R	R	R	R
Note: Service provider will be asked to send a quote for repairs of the above within the annual quoted budget					

allocation for actual repair and labour costs.					
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FIXED COSTS OF CONTRACT INCLUSIVE OF VAT	R
COSTS OF REPAIRS AND MAINTENANCE INCLUSIVE OF VAT	R
TOTAL COST OF THE PROJECT OVER FIVE YEARS INCLUSIVE OF VAT	R

ANNEXURE D. SUMMARY OF KNBG RULES

- No pets allowed.
- No weapons permitted.
- The speed limit on all roads is 20 km/hour.
- No feeding of animals.
- No overnight sleeping or camping is allowed in the garden.
- No littering; all rubbish is to be taken off site with you as Kirstenbosch NBG is a no-bins garden.
- No person is permitted to make a fire or cook food on an open flame.
- Kirstenbosch NBG is a no-smoking area.
- No Hi-fi / radios systems / No music / No artificial (un-natural) noise e.g., car hooters, musical instruments etc.
- No swimming.
- The use of tables and/or chairs are not allowed.
- No climbing of trees.
- No horse back riding.
- 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, ball games, frisbees, sport/play apparatus may not be used in the garden.
- No selling of or promotion of any goods or services or the operation of any form of business may take place in the garden without prior written permission from 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 organiser.
- Professional or commercial photography and videography is only allowed if prior written permission is obtained.
- This is a protected 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 KNBG 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.
- Anyone entering the garden is subject to the regulations of the National Environmental Management: Protected Areas Act (57 of 2003). Regulations are enforced by means of admission of guilt fines.

ANNEXURE E. SERVICE LEVEL AGREEMENT (SLA)

Service Level Agreement – technical aspects

TECHNICAL	FREQUENCY	ACTION
1. Any security breach (including alarms) to be recorded using red pen in the Observation Book (OB).	Always	Service Provider
2. Any and all alarms are to be signed off by the shift supervisor when they occur.	Always	Service Provider
3. Security threats, alarms, including false alarms, are to be investigated and reported to the on-duty Security immediately when the event occurs.	Always	Service Provider
4. The malfunction of remote control, radio and/or gate be reported to on-duty Security for approval and immediate repair/replacement.	Always	Service Provider / Client

Service Level Agreement – Administrative aspects

ADMINISTRATION	FREQUENCY	RESPONSIBILITY
1. Submission of daily alarm reports.	Daily before 10:00	Service Provider
2. Submission of monthly invoice and statement. After the completion of a month's service.	The 1st working day of each new month. Per contractual requirements	Service Provider
3. Monthly meeting with Estate Manager, Chief Security Officer and Site Supervisor of the Service Provider.	1st Tuesday of each month	Service Provider and SANBI
4. SLA compliance and performance meetings with Estate Manager, Chief Security Officer and Site Supervisor of the Service Provider.	Quarterly	Service Provider and SANBI
5. Investigation reports	Within five (5) days after the incident	Service Provider

ANNEXURE F. NON-COMPLIANCE AND MITIGATION MEASURES

Item	Non-compliance	1st Offence	2nd Offence	3rd Offence	Outcomes
1	Negligence in the performance of armed response duties or breach of security	A. Service Provider must replace the armed response personnel immediately	A. A written notice for non-compliance and rectification within agreed timeframe	A. Remove the armed response personnel from the site and final written notice.	If this practice continues, the Estate Manager will call for a meeting with the security Service Provider.
2	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 the SANBI COO.

Item	Non-compliance	1 st Offence	2 nd Offence	3 rd Offence	Outcomes
3	Loss of SANBI property or theft of SANBI or Staff or guest's property	A. A first written notice	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.
4	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 the 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. EXISTING LIST OF SECURITY EQUIPMENT ON KNBG

Item description	Quantity
64 zone control panel with back up battery and transformer	3
32 zone control panel with back up battery and transformer	14
24 zone control panel with back up battery and transformer	10
Internal siren	27
Infrared indoor motion detectors	310
Infrared outdoor motion detectors	120
Replacement power cells for alarm and for wireless motion detectors	1040
Roboguards, siren, Infrared indoor motion detectors, Infrared outdoor motion detectors, AA and AAA replacement power cells for wireless motion detectors, control panels with back up battery and transformer	12
Door contact	60
Panic buttons	12
Fire/Smoke detectors	
❖ All panels must be manually and remotely controlled, and two remotes supplied per panel. ❖ 32 and 16 zoned panels must be partitioned, with the function of arming inside and outside zones separately with the use of the given remote. ❖ Both panels must include panic buttons (both fixed and on remote). ❖ Apart from remotes, panels must also be controlled manually by means of Personalized security codes.	

ANNEXURE H. GARDEN MAP (see in separate file)