

**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (SOUTH AFRICAN NATIONAL BIODIVERSITY INSTITUTE)					
RFQ NUMBER:	Q9617/2023	CLOSING DATE:	25 August 2023	CLOSING TIME:	11H00am
DESCRIPTION					
THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE ALARMS MONITORING, MAINTENANCE AND REPAIRS OF SECURITY ALARMS AND RELATED SERVICES FOR THE SOUTH AFRICAN NATIONAL BIODIVERSITY INSTITUTE AT THE HANTAM NATIONAL BOTANICAL GARDEN FOR A PERIOD OF FIVE (5) YEARS.					
BID RESPONSE DOCUMENTS MAY BE E-MAILED TO BELOW ADDRESSES:					
Submission of proposals: Proposals must be emailed to Ms. Ripfumelo Fumani @ r.fumani@sanbi.org.za and copy S.SCM-Quotations@sanbi.org.za					
Please state the Bid number as the reference number on the subject line when responding to the RFQ					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Ripfumelo Fumani		CONTACT PERSON	Dumisi Mokoena	
TELEPHONE NUMBER	012 843 5035		TELEPHONE NUMBER	0128435000	
FACSIMILE NUMBER	n/a		FACSIMILE NUMBER	n/a	
E-MAIL ADDRESS	r.fumani@sanbi.org.za		E-MAIL ADDRESS	D.Mokoena@sanbi.org.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	[TICK APPLICABLE BOX]		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX]	
	☐ Yes ☐ No			☐ Yes ☐ No	
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]1					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				☐ YES ☐ NO	

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? ☐ YES ☐ NO
 DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? ☐ YES ☐ NO
 IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? ☐ YES ☐ NO
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:	
1.1.	BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2.	ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED-(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3.	THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4.	THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS	
2.1	BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2	BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3	APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA .
2.4	BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5	IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6	WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7	NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

(Proof of authority must be submitted e.g. company resolution)

DATE:

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

- 2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

- 2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

- 2.2.1 If so, furnish particulars:

- 2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

- 2.3.1 If so, furnish particulars:

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

3 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

- a) The applicable preference point system for this tender is the **80/20** preference point system.
- b) The **80/20 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10	
$Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$	or	$Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$	

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10	
$Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$	or	$Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$	

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.)

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
1. Categories of persons historically disadvantaged by unfair discrimination on the basis of race. 100% black ownership (Points will be allocated based on the percentage of ownership per goal. Information will be verified on CSD. CSD must be attached as proof)	10	
2. Categories of persons historically disadvantaged by unfair discrimination on the basis of gender. 100 % female ownership (Points will be allocated based on the percentage of ownership per goal. Information will be verified on CSD. CSD must be attached as proof)	10	
Total	20	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

.....

.....



Request for Quotations

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

Physical Address:

Hantam National Botanical Garden
Oorlskloof Road
Nieuwoudtville
Northern Cape
8180

Postal Address:

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

QUOTE NO.: Q9617/2023

SANBI

Table of Contents

<u>1. Background</u>	11
<u>2. Invitation to quotation</u>	12
<u>3. Quotation Specification</u>	5
<u>4. Non-compulsory briefing session</u>	7
<u>5. Documents required</u>	8
<u>6. Other documents required</u>	9
<u>7. Confidentiality</u>	9
<u>8. Preparation of Proposal</u>	9
<u>9. Quotation documentation availability</u>	10
<u>10. Contract period</u>	10
<u>11. Pricing</u>	10
<u>12. Compliance reports and meetings</u>	10
<u>13. Verification of site</u>	10
<u>14. General terms</u>	22
<u>15. Safety, health and environment requirements</u>	24
<u>16. Submission of tender</u>	16
<u>ANNEXURE A. LIST OF EXISTING AND ADDITIONAL REQUIRED ALARM SYSTEM AT HPNBG</u>	17
<u>ANNEXURE B. SUMMARY OF HPNBG RULES</u>	18
<u>ANNEXURE C. GARDEN MAP</u>	19
<u>ANNEXURE D. PRICING SCHEDULE</u>	27
<u>ANNEXURE E. REFERENCE DOCUMENTS</u>	33
<u>ANNEXURE F. SERVICE LEVEL AGREEMENT (SLA)</u>	34
<u>ANNEXURE G. NON-COMPLIANCE AND MITIGATION MEASURES</u>	25

1. Background

The former Merino Stud farm: Glenlyon, now known as the Hantam National Botanical Garden (HNBG) is situated 730m above sea level and was farmed by the MacGregors since the early 1960s, with the joint goals of economically successful farming and biodiversity conservation. The Garden comprises a total area of 6,200 ha in the Hantam Municipality, under the Calvinia and Northern Cape Province. 'Hantam' is most probably derived from the Khoekhoe heyntama, the name for the edible tubers of some pelargonium species.

The vision of the Hantam National Botanical Garden is to consolidate and manage the Hantam NBG, with the support and active participation of all stakeholders, in order to make a significant contribution with long term ecological research in support of the conservation of the unique biodiversity and associated habitats of the Nieuwoudtville area.

SANBI requires a Service Provider to provide Alarms Monitoring, Maintenance and Repairs of Security Alarms and related services at the Hantam National Botanical Garden (HNBG) for a period of five (5) years. The 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. There is currently no security service provider at Hantam National Botanical Garden, and for this reason, SANBI would like to appoint a new security 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 alarm monitoring services.
- The Service Provider must have a minimum of five (5) years' experience in Alarms Monitoring, Maintenance and Repairs services of Security Alarms and related infrastructure.
- Ensure that the existing alarm system is linked to Service Provider's Control Room for 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 alarm notification to identified client representative within 5 minutes after receiving 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, monthly alarm inspections, maintenance and repairs of all security related infrastructure for the entire campus.

2. Invitation to quotation

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

Hantam National Botanical Garden is situated at:

Oorlskloof Road

Nieuwoudtville

Northern Cape

8180.

The quotation 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

018

Email address: SSCM-Quotations@sanbi.org.za

3. QUOTATION SPECIFICATION

SANBI requires a Service Provider for alarms monitoring, maintenance and repairs of security alarms and related services at the Hantam National Botanical Garden (HNBG) over a five-years 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 alarm monitoring, maintenance and repairs services.
- Provide quick alarm notification of between 1 – 5 minutes to identified client representative after receiving alarm activation.
- The Service Provider must have a minimum of five years' experience in Alarms Monitoring, Maintenance and Repairs services 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 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.

3.1 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 or representatives and technical 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 technicians are introduced to the client and inducted before placement on site.

3.2 SECURITY OPERATION MANAGEMENT EXCELLENCE

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

- A) Provide 24-hour monitoring, and monthly inspections of alarms and related security infrastructure to ensure functionality.

3.3 REQUIREMENTS FOR THIS CONTRACT

- A) Link the existing alarm systems to a company's control room using 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. See a list of existing on-site security items as Annexure A.
- C) Offsite monitoring of 40x PIR's, 4x Beams, 12x door contacts alarm system, 24 hours a day.
- D) 24-hour alarm monitoring 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.
- F) Service and maintenance of security related infrastructure: When faults are identified, the Service Provider will be called out to service, repair or replace the 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 40x PIR's, 4x Beams, 12x door contacts alarm systems that are at HNGB and the Control Room. c) Provide 24-hours per day alarm monitoring to activated alarms, report suspicious illegal activities to the HNGB representative. d) The Control Room should establish effective communication with the HNGB representative. e) 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.
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, provide a report clearly

Services, and requirements:

An overview of the common services but not limited to:

	identifying the date of inspection, inspecting technician, and recording status of each unit (operational or faulty) and what was maintained or repaired.
--	---

3.4 Personnel

All partners, directors and employees must be registered individually with the PSIRA as specified by the Act.

Technician Officer's (TO's):

- The technicians should display proof of identity on their person while on duty or while in uniform. The ID should be in the form of a tag or laminated plastic card and should display the following:
 - ✓ Name, Photograph, Company name and telephone number, Cards expiry date and Employee name & number.

3.5 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).

3.6 RESPONSIBILITIES

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

- Ensure enough technical personnel are trained for the site in instances where the usual technicians are not available due to sickness, injury, leave or death.
- Provide a marked vehicle for alarm technicians personnel when conducting monthly inspections.
- Be solely responsible for all his/her staff's physical safety, discipline and other requirements (e.g. Torches, cellular phones, two-way radio, panic button, job cards).
- 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 B).
- 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. Specifications for Service Provider performance management).
- Ensure technicians are customer service-focused, and value and treat SANBI visitors with respect.
- Inform SANBI when one of the technicians is dismissed or has resigned.

SANBI will take responsibility for the following:

- Provision of weekend instructions including SANBI weekend duty and standby staff.
- Provision of operational procedures & requirements.
- Where relevant, provision of staff official contact details involved with co-managing the required services including those of HNBS 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.

4. compulsory briefing session

A compulsory briefing session will be held on:

Date: 22 August 2023

Time: 11:00

Venue: Virtual

Link: https://teams.microsoft.com/l/meetup-join/19%3ameeting_YTQxNmRIOTgtZjBmZi00ZWE4LWFjNzktNTBkNWVmODM0ZjE4%40thread.v2/0?context=%7b%22Tid%22%3a%220b847c5e-73e2-4441-8789-9c092d2dd489%22%2c%22Oid%22%3a%22475eeee0-8be3-4684-a2ec-5e0fafe37a02%22%7d

[Click here to join the meeting](#)

Bidders who wish to attend the compulsory site briefing session will have to adhere to all health and safety protocols in place.

Failure to attend the compulsory briefing session will disqualify a potential bidder's proposal/quotations.

The garden map is attached under **Annexure C**.

5. Documents required

Quotations 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. Provided a certified copy of the companies valid ICASA licence or contract with recognise service provider for PTT radios . This must remain valid for the duration of the contract.All certificates must remain valid for the duration of the contract.
- d) **Bidder's business must be in the province for alarms monitoring services.** The bidder must submit a documentary proof of address from the third (3rd) party to indicate that the company has an operating office/business premises in the area (E.g. 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.
- e) 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).
- f) Fee/cost structure as for Annexure D 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).
- g) 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.
- h) The Company's health and safety policy and health and safety training plan.
- i) 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.
- j) Duly completed and signed SBD forms.

6. Other documents required

Each quotation 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 E): 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 armed response services:**
- h) **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.
- i) Alarm Technician:
 - i. Proof of company's alarm technician's qualification and number of qualified technicians.
 - ii. If the service is outsourced: the service provider is to provide the Service Level Agreement (SLA) 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. Contract period

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

10. Pricing

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

11. 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 F) which will be signed by both parties during contracting. The SLA (Annexure F) will be monitored through compliance meetings which will be held monthly. The Service Provider will also meet the designated SANBI representative as and when deemed necessary by either party.

12. Evaluation criteria

In accordance with the National Treasury Instruction Note on the Amended Guidelines in Respect of Bids that include Functionality as a Criterion for Evaluation (Issued 3 September 2010), this bid will be evaluated in two stages:

STAGE 1: EVALUATION CRITERIA

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			30
1.1	The bidder must demonstrate an in-depth experience and expertise in the field of Alarms Monitoring, Maintenance and Repairs of Security Alarms and related service within Government or Private sector. (A company profile should be attached).	More than nine (9) years' relevant experience	15	
		More than six (6) to nine (9) years' relevant experience	12	
		More than three (3) to six (6) years' relevant experience	8	
		One (1) to three (3) years' relevant experience	5	
		No submission of evidence or less than one (1) year relevant experience	0	
1.2	COMPANY TRACK RECORD			
	Provide a list of current and previous clients in which related service was rendered (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	

		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 quotation. <i>In addition must provide the following supporting documents pertaining to submitted reference letters (Official Purchase Orders, or Service Level Agreement, or Appointment Letters with contact details and value of contracts)</i>	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			15
	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)	15	
		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)	12	
		The subject has a good record, the amount may appear high in relation to normal transactions on the account. (Bank code: C)	9	
		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)	5	

		The amount of the enquiry is too high for the subject and terms given. (Bank code: E)	2	
3.	SUPERVISORY QUALIFICATION AND EXPERIENCE			35
3.1	Alarm monitoring/ response personnel qualification in the Security Industry <i>(Attach certified copies of qualification, i.e certificates of at least three alarm monitoring/ response members)</i>	Grade A/B, Alarm Monitoring/ Response, Firearm Competence, Matric or Grade 12 and Post Matric qualification in Security	10	
		Grade A/B, Alarm Monitoring/ Response, Firearm Competence, and Matric or Grade 12	7	
		Grade A/B, Alarm Monitoring/ Response, Firearm Competence	3	
		Non-submission	0	
3.2	Alarm Monitoring Personnel Experience <i>(Submit Curriculum Vitae of at least three Alarm Monitoring personnel indicating their experience)</i>	More than five (5) years' experience	10	
		Between three (3) and five (5) years' experience	7	
		Between one (1) and three (3) years' experience	3	
		Below one (1) year experience	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, maintenance and repairs of alarms (If the service is to be outsourced the service provider must provide Service Level Agreement that is in place, together with technicians' qualifications of that company).	2 or more certified technicians within the company with relevant qualifications and over two years' experience	15	
		2 certified technicians with relevant qualifications and over two years' experience	10	
		1 technician with relevant qualifications and over two years' experience	5	
		Non-submission	0	
4.	TRAINING AND SKILLS DEVELOPMENT PLAN			

	Provide a detailed training and skills development Plan that cover: • Code of conduct and new procedures of PSIRA. • Alarm Monitoring procedures. • Procedure and record keeping, and • In-depth knowledge on security alarms services.	Training and skills development plan with time frames that covers code of conduct and new procedures of PSIRA, Alarm monitoring procedures, Procedures and record keeping and in-depth knowledge on security alarms services	20	20
		Training and skills development plan with times frames that covers code of conduct and new procedures of PSIRA, Alarm Monitoring procedures, Procedures and record keeping and in-depth knowledge on security alarms services	15	
		Training and skills development plan with time frames that covers code of conduct and in-depth knowledge on security alarms services.	10	
		Training and skills development plan that covers in-depth knowledge on security alarms services	5	
		None submission of Trainings plan or Training plan that does not cover any of the elements required.	0	
	TOTAL			100

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

STAGE 2: SPECIFIC GOALS

The second stage will evaluate the price and specific goals of those bids that meet the minimum threshold for functionality. In accordance with the Preferential Procurement Regulations, 2022 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 specific goals.

Specific Goal	Total Points
1. Categories of persons historically disadvantaged by unfair discrimination on the basis of race. 100% black ownership (Points will be allocated based on the percentage of ownership per goal. Information will be verified on CSD. CSD must be attached as proof).	(10)
2. Categories of persons historically disadvantaged by unfair discrimination on the basis of gender. 100 % female ownership (Points will be allocated based on the percentage of ownership per goal. Information will be verified on CSD. CSD must be attached as proof).	(10)
Total Points	20

Sufficient information must be provided to allow the Bid Evaluation Committee to score bids against all criteria.

13. General terms

All documents submitted in the response to this Request for Quotation (RFQ) 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 RFQ 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 RFQ.

Each Quotation shall be valid for a period of three months calculated from the closing date of this Quotation.

For any technical information the following person may be contacted:

Mr Wonga Komanisi, Acting Curator: Hantam National Botanical Garden, at the following e-mail address: S.Madlala@sanbi.org.za and/or Mr Dumisi Mokoena, Deputy Director: Security Management: SANBI Pretoria at the following email address: D.Mokoena@sanbi.org.za

The appointment of a successful Service Provider shall be subject to all parties agreeing to mutually acceptable contractual Terms and Conditions. In the event of all parties failing to reach an agreement within 30 days from the appointment date, SANBI reserves the right and shall be entitled to appoint the second contractor or to re-advertise should the second Quotation not be acceptable.

SANBI has the right:

- To verify any information supplied in the Quotation documents.
- Not to appoint any Service Provider.
- To cancel or withdraw this RFQ 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 Quotation 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).

14. 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.

15. Submission of quotations

Closing date for submission of responses: 25 August 2023 @ 11:00am

Submission of proposals must be emailed to S.SCM-Quotations@sanbi.org.za with a copy to Ms R Fumani at. r.fumani@sanbi.org.za

Emailed applications must not be more than 6MB in size.

For more information about the Terms of Reference, please contact Mr Dumisi Mokoena at D.Mokoena@sanbi.org.za

ANNEXURE A. LIST OF EXISTING AND ADDITIONAL REQUIRED ALARM SYSTEM AT HANTAM NATIONAL BOTANICAL GARDEN

Item description	Quantity
32 zone control panel with back up battery and transformer	32
New Installation	
1X PIR Entrance Point	4 (PIR's)
2X PIR's Heavy Duty Vehicles Garage	4 (Beams)
1X Solar Panel Batteries Container	
4X Beams (Solar Panel Area)	
Internal siren	3
Infrared indoor motion detectors	29
Infrared outdoor motion detectors	6
Door contact	12
Panic buttons	6

ANNEXURE B. SUMMARY OF HANTAM NBG 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 HANTAM NBG is a no-bins garden.
- No person is permitted to make a fire or cook food on an open flame.
- Hantam 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 horseback 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 HANTAM NBG at your own risk and the South African National Biodiversity Institute (SANBI) will not be responsible for any claims of any nature whatsoever for loss, damage of property or injury sustained on its premises by any persons or damage to or loss or property from any cause whatsoever.
- Right of admission is reserved.

- 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 C. GARDEN MAP



ANNEXURE D. 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
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, 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) 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.	R	R	R	R	R

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 E. 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 (2022/23 or 2023/24.)
- 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 F. 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 Garden 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 G. NON-COMPLIANCE AND MITIGATION MEASURES

Table G1: 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.

Table G2: NON-PERFORMANCE PENALTIES

The bidder must take note of the under listed penalties which will be imposed should ineffective services be rendered during the contract period.

The bidder must also take note that if the transgression(s) are of such nature that severity of the incident and/or non-compliance is detrimental to the organisation or any losses occurred due to the actions or non-compliances the SANBI reserves the right to start legal procedures to recover such losses.

ITEM	SECURITY PENALTIES		
	Prescribe Penalties for Security Personnel	Prescribe Penalties for the Service Provider	Frequency
ARMED RESPONSE SERVICES			
Service provider failed to respond to an alarm as required (<i>Applicable to armed response Service Provider</i>).	R0,00	R1000,00	Per Incident
Service provider provided a response but later than required or agreed response time (<i>Applicable to armed response Service Provider</i>).	R0,00	R700,00	Per Incident
Service provider failing to provide and/or maintain security equipment and aids as per agreement and specified by the organisation (<i>Applicable to armed response Service Provider</i>).	R0,00	R1200,00	Per Incident
Security Officer stealing from the client, officials or any other person on SANBI premises.	Dismissal	R2000,00	Per incident
Abuse of client resources/facilities. E.g. Official landline phone.	R500,00	R1500,00	Per Incident
Late submission of any required information or documentation as per agreement and specified by the organisation.	R0,00	R200,00	Per Incident

ITEM	SECURITY PENALTIES		
	Prescribe Penalties for Security Personnel	Prescribe Penalties for the Service Provider	Frequency
Late submission of incident and/or progress report or statement as specified without valid reason.	R0,00	R300,00	Per Incident
Non-attendance of monthly or quarterly meeting by the Service Provider without a valid reason.	R0,00	R500	Per Incident
Armed Response Officer found to be under the influence of alcohol or drugs (Based on outcome of the investigation) .	Dismissal	R500,00	Per Incident
Armed Response Officer compromising site security by his conduct/behaviour or bringing the service into disrepute.	R1000,00	R0,00	Per Incident
Service provider bringing the service recipient name into disrepute by its conduct/behaviour.	R0,00	R2500,00	Per Incident

NB: All issued and agreed penalties must be consolidated and paid to SANBI on a quarterly basis or before month end of the contract.

