



Request for Proposal

Bid reference number

SAQA 0004/14 DFA

**The supply of Security Services to
the South African Qualifications
Authority (SAQA)**

CLOSING DATE: 29 AUGUST 2014 AT 11:00

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Instruction to Bidders

THE SUPPLY OF SECURITY SERVICES TO THE SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

In submitting a proposal, the bidder accepts in full and without restriction the general conditions governing this contract as the sole basis of this bidding procedure, whatever its own conditions of sale may be, which it hereby waives. Bidders are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this bid document. Failure to submit a proposal containing all the required information and documentation within the deadline specified may lead to the rejection of the proposal. No account can be taken of any reservation in the bid as regards the bid document; any reservation may result in the rejection of the proposal without further evaluation.

1. OBJECTIVE

- 1.1 The overall objective of this contract is to protect the fundamental rights, people and property of SAQA.
- 1.2 The service must comply fully with the terms of reference as set out in the bid document, other instructions and Special Contract Conditions.

2. TIMETABLE

	DATE	TIME#
Publication/Circulation of the bid document	Friday 01 Aug 2014	
Deadline for submission of tenders	Friday 29 Aug 2014	11:00

3. SPECIAL CONDITIONS OF TENDER AND CONTRACT

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
1. GUIDELINE ON COMPLETION					
1.1	Tenderers must indicate compliance or non-compliance on a paragraph-by-paragraph basis. Indicate compliance with the relevant tender requirements by marking the YES box and noncompliance by marking the NO box. If the contents of the paragraph only need to be noted, please mark the NOTED box. The tenderer must clearly state if a deviation from these requirements are offered and the reason therefore. If an explanatory note is provided, the paragraph reference must be attached as an appendix to the tender submission. Tenders not completed in this manner may be considered incomplete and rejected. Should tenderers fail to indicate agreement/compliance or otherwise, SAQA will assume that the tenderer is not in compliance or agreement with the statement(s) as specified in this tender.				
1.2	Proper tenders for the services specified must be submitted.				
2. GENERAL CONDITIONS OF CONTRACT					
2.1	The General Conditions of Contract must be accepted.				
3. ADDITIONAL INFORMATION REQUIREMENTS					
3.1	During evaluation of the tenders, additional information may be requested in writing from tenderers. Replies to such request must be submitted, within 5 (five) working days or as otherwise indicated. Failure to comply, may lead to your tender being disregarded.				
4. VENDOR INFORMATION					
4.1	All tenderers will be required to complete a vendor information form detailing the organisation's complete profile.				
5. QUESTIONNAIRE: BROAD BASED BLACK ECONOMIC EMPOWERMENT					
5.1	All tenderers will be required to complete a Broad Based Black Economic Empowerment form detailing the organisation's profile.				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
6. CONFIDENTIALITY					
6.1	The tender and all information in connection therewith shall be held in strict confidence by tenderers and usage of such information shall be limited to the preparation of the tender.				
6.2	All tenderers are bound by a confidentiality agreement preventing the unauthorised disclosure of any information regarding SAQA or of its activities to any other organisation or individual. The tenderers may not disclose any information, documentation or products to other clients without written approval of SAQA.				
7. INTELLECTUAL PROPERTY, INVENTIONS AND COPYRIGHT					
7.1	Copyright of all documentation relating to this assignment belongs to SAQA. The successful tenderer may not disclose any information, documentation or products to other clients without the written approval of SAQA.				
7.2	In the event that the Company would like to use any information or data generated in terms of the Services, the prior written permission must be obtained from SAQA.				
7.3	SAQA shall own all materials produced by the Company during the course of, or as part of the Services.				
7.4	This clause 7 shall survive termination of this Agreement.				
8. PAYMENTS					
8.1	SAQA will pay the Company the Fee as set out in the final contract. No additional amounts will be payable by SAQA to the contractor.				
8.2	No payment will be made to the contractor unless an invoice has been submitted to SAQA.				
8.3	Payment shall be made into the tenderer's bank account formally within 30 days after receipt of an acceptable, valid invoice. (Banking details must be submitted as soon as this tender is awarded).				
8.4	The contractor shall be responsible for accounting to the appropriate authorities for its Income Tax, VAT or other moneys required to be paid in terms of applicable law.				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
9. NON-COMPLIANCE WITH DELIVERY TERMS					
9.1	As soon as it becomes known to the contractor that he will not be able to deliver the goods/services within the delivery period and/or against the quoted price and/or as specified, SAQA must be given immediate written notice to this effect. SAQA reserves the right to implement remedies as provided for in the GCC.				
10. WARRANTS					
10.1	The Service Provider warrants that: They are able to conclude this Agreement to the satisfaction of SAQA.				
10.2	Although the contractor will be entitled to provide services to persons other than SAQA, the contractor shall not without the prior written consent of SAQA, be involved in any manner whatsoever, directly or indirectly, in any business or venture which competes or conflicts with the obligations of the contractor to provide the Services.				
11. PARTIES NOT AFFECTED BY WAIVER OF BREACHES					
11.1	The waiver (whether express or implied) by any Party of any breach of the terms or conditions of this Agreement by the other Party shall not prejudice any remedy of the waiving party in respect of any continuing or other breach of the terms and conditions hereof.				
11.2	No favour, delay, relaxation or indulgence on the part of any Party in exercising any power or right conferred on such Party in terms of this Agreement shall operate as a waiver of such power or right nor shall any single or partial exercise of any such power or right under this Agreement.				
12. RETENTION					
12.1	On termination of this agreement, the contractor shall on demand hand over all documentation, information, software, etc., without the right of retention, to SAQA.				
12.2	No agreement to amend or vary a contract or order or the conditions, stipulations or provisions thereof shall be valid and of any force and effect unless such agreement to amend or vary is entered into in writing and signed by the contracting parties. Any waiver of the requirement that the agreement to amend or vary shall be in writing, shall also be in writing.				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
13. SUBMITTING TENDERS					
13.1	An original plus three copies of the tender, i.e. four documents in total should be handed in/delivered to:				
13.2	Deputy Director: Supply Chain Management The South African Qualifications Authority (SAQA) 1067 Arcadia Street Hatfield Pretoria 0083				
	NB: Tenderers are to indicate on the cover of each document whether it is the original or a copy				
13.3	Tenders should be in a sealed envelope, marked with: Tender number (SAQA 0004/14 DFA) Closing date and time (29 August 2014 @ 11:00) The name and address of the tenderer				
14. LATE TENDERS					
14.1	Late submissions will not be accepted. A submission will be considered late if it arrived only one second after 11:00 or any time thereafter. The tender (tender) box shall be locked at exactly 11:00 and tenders arriving late will not be accepted under any circumstances. Tenderers are therefore strongly advised to ensure that tenders be dispatched allowing enough time for any unforeseen events that may delay the delivery of the tender.				
15. BRIEFING SESSION AND CLARIFICATIONS					
15.1	No briefing session will be held.				
15.1.1	Any clarification required by a tenderer regarding the meaning or interpretation of the Terms of Reference, or any other aspect concerning the tender, is to be requested in writing (letter, facsimile or e-mail) from Lenette Venter. The tender number should be mentioned in all correspondence.				
16. FORMAT OF TENDERS					
16.1	Tenderers must complete all the necessary tender documents and undertakings required in this tender document. Tenderers are advised that their proposal should be concise, written in plain English and simply presented.				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
16.2	Tenderers are to set out their proposal in the following format:				
16.2.1	Part 1: Invitation to Tender				
16.2.2	Part 2: Compliance to Special Conditions of Tender and Noting of Evaluation Process and Criteria				
16.2.3	Part 3.1: SARS Tax Clearance Certificate(s) Part 3.2: B-BBEE Certificate				
16.2.4	Part 4: Declaration of interest				
16.2.5	Part 5: Standard Bid Documentation				
16.2.6	Part 6: Understanding of Terms of Reference				
16.2.7	Part 7: Experience in this field				
16.2.8	Part 8: Infrastructure				
16.2.9	Part 9: Pricing Schedule				
17. DETAIL OF PROPOSAL DOCUMENTS					
17.1	Part 1: Invitation to Tender Tenderers must complete and submit the Invitation to Tender document.				
17.2	Part 2: Compliance to Special Conditions of Tender and Noting of Evaluation Process and Criteria Indicate compliance/non-compliance or noted. In case of non-compliance details and referencing to the specific paragraph is required.				
17.3	Part 3.1: SARS Tax Clearance Certificate An original SARS Tax Clearance Certificate must accompany the proposal. In case of a consortium/joint venture, or where subcontractors are utilised, an original SARS Tax Clearance Certificate for each consortium/ joint venture member and/or subcontractor (individual) must be submitted. Part 3.2: BBBEE Certificate An accredited BBBEE Certificate must accompany the proposal. Complete and sing SBD6.1 Form.				
17.4	Part 4: Declaration of Interest Tenderers must complete and submit the Declaration of Interest SBD 4 Form.				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
17.5	Part 5: Standard Bid Documentation				
17.5.1	Tenderers must complete and submit all required documentation; SBD1, SBD 3, SBD6.1, SBD 8 and SBD 9 Forms				
17.6	Part 6: Understanding of the Terms of Reference, refer to the Terms of Reference.				
17.6.1	Provide an overview of the methodology				
17.6.2	Describe, in detail, exactly how you propose to carry out the activities to achieve the outcomes identified in the Terms of Reference. You should identify any possible problems that might hinder delivery and indicate how you will avoid, or overcome such problems.				
17.6.3	Describe how the work will be managed.				
17.7	Part 7: Experience in this field				
17.7.1	Tenderers should provide at least the following information: Details of contracts for similar work within the last 4 years. Contact details of a minimum of 3 organizations for which work was done.				
17.8	Part 9: Pricing Schedule				
17.8.1	All costs related to this assignment are to be allowed for in the pricing schedule and in the formats prescribed. The proposed totals for fees and reimbursable costs will be included in the contract as the maximum amount to be spent on these items.				
17.8.2	A pricing schedule with one of the specified elements (fees and reimbursable costs) omitted from the costing, may be considered non-responsive.				
18. PRESENTATIONS					
18.1	The bidders that qualify with respect to the criteria (functionality) MAY be called to present their concept and ideas.				
19. NEGOTIATIONS					
19.1	SAQA has the right to enter into negotiation with a prospective contractor regarding any terms and conditions, including price(s), of a proposed contract.				
19.2	SAQA shall not be obliged to accept the lowest of any quotation offer or proposal.				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
19.3	Despite preferential procurement regulations 3(4), 4(4), 5(4), 6(4) and 8(8) that state that only the proposal with the highest number of points may be selected, a contract may, on reasonable and justifiable grounds, be awarded to a proponent that did not score the highest number of points.				
19.4	All tenderers will be informed whether they have been successful or not. A contract will only be deemed to be concluded when reduced to writing in a contract form signed by the designated responsible person of both parties.				
19.5	Documents submitted by tenderers will not be returned.				
20. DOMICILIUM					
20.1	The parties hereto choose domicilia citandi et executandi for all purposes of and in connection with the final contract as follows:				
	The South African Qualifications Authority (SAQA) 1067 Arcadia Street Hatfield Pretoria 0083				
	The Service Provider: o o o o o o o o o o o o o o .				

4.1 EVALUATION CRITERIA

4.1.1 This requirement relates to a service and therefore not only price will be considered. Functionality will most importantly also be taken into account.

4.1.2 Evaluation of the proposals will be based on the following evaluation criteria:

MANDATORY CRITERIA	
Proposal will not be considered for further evaluation unless there is compliance with <u>all</u> of the following criteria. The Service Provider:	
(a) Must be an independent security service provider, properly registered with the Private Security Industry Regulating Authority (PSIRA)	
(b) Must submit a proposal meeting all of the stated requirements	
PHASE 1: FUNCTIONALITY	WEIGHTING
Security experience in similar organizations <i>Your experience, technical and specialized knowledge should be clearly demonstrated and should inter alia include:</i> - <i>The last 5 major projects and dates</i> - <i>Short description of the projects</i>	30
SASSETA accreditation – Certificates must be submitted together with proposal	20
Member of Private Security Regulatory Authority (PSIRA)	20
Transfer of skills – Proof of in house training programs (safety, firearm training)	20
Understanding of the work to be performed – refer to paragraph 13: Organisation and Methodology	10
Total score for Functionality	100
Bidders MUST score 80% and more for phase 1 to qualify for further evaluation.	
Bidders that fail to score 80% or more may be disqualified for being technically non-compliant and may not be considered for Phase 2	
PHASE 2: PRICE	90
[As per formula indicated below]	
B-BBEE	10
Level 1	10
Level 2	9
Level 3	8
Level 4	5
Level 5	4
Level 6	3
Level 7	2
Level 8	1
Non-compliant contributor	0

4.2 BID DOCUMENTATION

It is very important that the standard bid documentation included in this bid document be completed and submitted as part of the proposal. Failure on the part of the bidder to complete the attached documentation may lead to disqualification.

Attached Documents	Reference
Invitation to Bid	SBD 1
Tax Clearance Requirements	SBD 2
Pricing Schedule . Firm Prices	SBD 3.3
Declaration of Interest	SBD 4
Preference points claim form in terms of the Preferential Procurement Regulations 2011	SBD 6.1
Declaration of Bidders pas Supply Chain Management Practices	SBD 8
Certificate of Independent Bid Determination	SBD 9
Organisation and methodology [To be drawn up by the bidder using the format as per paragraph 13 of this bid document]	Refer to par. 13
Health and Safety Plan	Annexure A

5. PERIOD OF VALIDITY

Bidders shall be bound by their proposals for a period of **90 days** from the deadline for the submission of bids.

6. LANGUAGE

The proposals, all correspondence and documents related to the bid document exchanged by the bidder and SAQA must be written in the language of the procedure . **English**.

Supporting documents and printed literature furnished by the bidder may be in another language, provided they are accompanied by an accurate translation into the language of the procedure. For the purposes of interpretation of the bid, the language of the procedure will prevail.

7. COMPULSORY INFORMATION SESSION

There will not be an information session.

8. SUBMISSION OF BIDS

Proposals must be received before the deadline as indicated in the bid document. They must include the signed standard bid documentation and all other relevant documents required and submitted at the following address:

<p><u>Physical Address</u> South African Qualifications Authority SAQA House Building 1067 Arcadia Street Hatfield, Pretoria, 0083</p>
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Bidders shall comply with the following conditions:

All bids to be submitted in one original marked “original”, and 3 (three) copies signed in the same way as the original and marked “copy”.

All bids must be received before 11.00 on Friday 29 August 2014.

All bids, including annexures and all supporting documents, to be submitted in a sealed envelope bearing only:

- (a) *the above address*
- (b) *the reference code of this bid, **Reference: SAQA 0004/14 DFA***
- (c) *the words “Not to be opened before the bid opening session” in the language of the bid document - **English***
- (d) *The name of the bidder, telephone number and address*

9. PRICING

Bidders shall be deemed to have satisfied themselves, before submitting their proposal(s), as to its/their correctness and sufficiency, to have taken account of all that is required for the full and proper performance of the contract and to have included all costs in their rates and prices.

10. ADDITIONAL INFORMATION BEFORE THE DEADLINE FOR SUBMISSION OF TENDERS

Bidders may submit questions in writing to the following address, specifying:

Reference number: SAQA 0004/14 DFA

The contract title: The Supply of Security Services

Contact name: Lenette Venter
Deputy Director: Supply Chain Management

Postal address: SOUTH AFRICAN QUALIFICATIONS AUTHORITY,
Post Net Suite 248, Private Bag X06, WATERKLOOF, 0145

Physical address: SOUTH AFRICAN QUALIFICATIONS AUTHORITY,
SAQA House Building, 1067 Arcadia Street, Hatfield, Pretoria
0081

Fax No: (012) 431-5061

E-mail: lventer@saqa.co.za

Any prospective bidders seeking to arrange individual meetings with SAQA during the bid period may be excluded from the bid procedure.

11. OPENING OF BIDS

The opening and examination of bids shall be for the purpose of checking whether the bids are complete, whether the documents have been properly signed and whether the bid proposals are generally in order.

In the interests of transparency and equal treatment and without being able to modify their proposals, bidders may be required, at the sole written request of the evaluation committee, to provide clarifications within 48 hours. Any such request for clarification must not seek the correction of formal errors or major restrictions affecting performance of the contract or distorting competition.

Any attempt by a bidder to influence the evaluation committee in the process of examination, clarification, evaluation and comparison of bids, to obtain information on how the procedure is progressing or to influence SAQA in its decision concerning the award of the contract shall result in the immediate rejection of its bid.

All bids received after the deadline for submission specified in the procurement notice or these instructions will be kept by SAQA. No liability can be accepted for late delivery of bids. **Late bids may be rejected and not be evaluated.**

In no event shall SAQA be liable for any damages whatsoever including, without limitation, damages for loss of profits, in any way connected with the cancellation of a bid even if the Contracting Authority has been advised of the possibility of damages. The publication of a procurement notice does not commit SAQA to implement the programme or project announced.

12. CONDITIONS UNDER WHICH PROPOSALS ARE TO BE SUBMITTED

- 12.1 SAQA reserves the right to reject any tender that, in its opinion, is not suitable for the purpose of this assignment.
- 12.2 Contractors may be penalised for not meeting performance levels. Where such shortfalls exist, notification and warning(s) will precede any such penalty to correct the situation promptly.
- 12.3 SAQA reserves the right to terminate this appointment or temporarily defer the work, or any part thereof, at any stage of completion should it be decided not to proceed with the project. Should either party due to reasons not attributable to the contractor terminate the agreement between SAQA and the service provider, the service provider will be remunerated for the appropriate portion of work completed.
- 12.4 The professional persons proposed for use on the project shall remain in use on the project unless permission is granted by SAQA to change the staffing proposal. Such permission will only be granted in exceptional cases.
- 12.5 No material or information derived from the provision of the services under the contract may be used for any purposes other than those of SAQA, except where authorized in writing to do so by SAQA.
- 12.6 The bidder will be disqualified should any attempt be made by the service provider, either directly or indirectly, to canvass SAQA, or any of its employees in respect of a bid between the date of the tender and the date of award.
- 12.7 The copyright of all documents and electronic aids, software etc, prepared or developed in terms of this appointment shall be vested in SAQA.
- 12.8 SAQA reserves the right not to accept the lowest quotation, as the quality of the bid proposal and the potential to implement will play a major role when the bid proposals are evaluated. Similarly SAQA is not bound to select any of the service providers tendering for the bid.
- 12.9 SAQA reserves the right to award only part of the contract, if it deems necessary.
- 12.10 The General Conditions of Contract will apply in this tender.
- 12.11 The Code of Conduct for Security Services Providers as stipulated in the Regulation Act, 2001 (Act No. 56 of 2001).

13. ORGANISATION AND METHODOLOGY

To be completed by the Bidder

RATIONALE

- Comments on the Terms of Reference of importance for the successful execution of activities, in particular its objectives and expected results, thus demonstrating the degree of understanding of the contract. **Any comments contradicting the Terms of Reference or falling outside their scope will not form part of the final contract.**
- An opinion on the key issues related to the achievement of the contract objectives and expected results.
- An explanation of the risks and assumptions affecting the execution of the contract.

STRATEGY

- An outline of the approach proposed for contract implementation.
- **A list of the proposed activities considered necessary to achieve the contract objectives.**
- The related inputs and outputs.
- In the case of a bid being submitted by a consortium, a description of the input from each of the consortium partners and the distribution and interaction of tasks and responsibilities between them.
- A description of the support facilities that the team of security guards will have from the contractor during the execution of the contract.
- A description of sub-contracting arrangements foreseen, if any, with a clear indication of the tasks that will be entrusted to a sub-contractor and a statement by the bidder guaranteeing the eligibility of any sub-contractor.
- A description of recent staff selection processes and requirements.
- A description of recent staff training.

PROJECT PLAN

- The timing, sequence and duration of the proposed activities, taking into account mobilisation time
- The identification and timing of major milestones in execution of the contract, including an indication of how the achievement of these would be reflected in any reports, particularly those stipulated in the Terms of Reference.

14. TERMS OF REFERENCE

14.1 BACKGROUND INFORMATION

14.1.1 Current state of affairs

The South African Qualifications Authority owns the SAQA House building at 1067 Arcadia Street, Hatfield.

SAQA occupies 70% of the building and the remaining 30% is leased to various tenants.

14.2 CONTRACT OBJECTIVES & EXPECTED RESULTS

14.2.1 Overall objectives

The South African Qualifications Authority is a public entity listed in Schedule 3A to the Public Finance Management Act. The Management is committed to executing its responsibilities effectively. In this regard it views the provision of a safe and secure working environment and the safeguarding of its assets as a service to the Authority. In terms of section 51 (1) (c) of the Public Finance Management Act, SAQA is responsible for the management, including the safeguarding, of the assets of the public entity.

The overall objective of this contract is to protect the fundamental rights, people and property of SAQA. The agreement to provide SAQA with security services will be entered into for a minimum period of 3 (three) years. SAQA may extend the agreement for such period/s as it deems fit.

The successful Applicant shall have no rights or legitimate expectations in respect of an extension of the period or a renewal of the contract.

Propriety and Integrity

The applicant and all its security staff and management must be compliant with Act No. 56 of 2001, Private Security Industry Regulations Act, 2001.

The applicant and all its security staff and management must be registered with the Private Security Industry Regulatory Authority (PSIRA) and must operate strictly within the parameters of the law.

The applicant must comply with the standards of PSIRA and possess the knowledge, skills and disciplines essential to supply security services;

- have undergone extensive training in security work, including security equipment, legal principles and procedures, fire prevention and fighting and report writing;
- be skilled in dealing with people and communicating effectively;
- maintain competence through continuing training and education; and
- exercise due professional care in performing the security services.

*Under new (SASSETA-based) rules, no Registrations for a Grade is permitted without a **Certificate Proof of a Course performed by a SASSETA-accredited Security Training Provider and Academy**, all Training Providers must be on the SASSETA list with a dedicated Registration Authorization Number.*

Specific Courses -known as Unit Standards, (now compiled by FET Colleges and SAQA, SA Qualifications Authority). Security Officers are given Learner Guides, written and oral assignments in 'Learner Workbooks', then finally a Summative Assessment (Written Test).

Most Service Training Providers have a 70% pass mark for examinations, overseen by SASSETA-accredited 'Assessors' and 'Moderators'.

14.2.2 Specific objectives

SAQA has responsibility for the safeguarding of the assets with day to day liaison, instruction and administration delegated to the Director: Finance and Administration.

The approach to the security services must be a pro-active one and the scope of work shall encompass all areas in which the security services can further the aims of SAQA by assisting management to identify and manage security risks.

The activities to achieve this will include the following:

- Reviewing the means of safeguarding people and assets and, where appropriate, making recommendations on improvements to the security systems.
- Supply **three security guards during the day**.
- Supply **two security guards during the night**.
(Two security guards for change-over of shifts)
- **Seven security guards in total**.

Day of Week	Day Shift	Night Shift
Monday – Friday	2 x Grade D 1 x Grade C	2 x Grade D
Saturday and Sunday	2 x Grade D 1 x Grade C	2 x Grade D
Public Holidays	2 x Grade D 1 x Grade C	2 x Grade D

- Monitor and record visitor's and contractor's vehicles entering and leaving the premises.
- Manage the motor gate.
- Show visitors to the appropriate visitor's parking space and escort them into the building.
- Monitor movement within the building via the supplied CCTV system.
- Take the appropriate action on suspicion of illegal movement and activities within the premises.
- Make regular patrols of the premises, internal and external, to monitor and report any problems that may occur.
- Keep a record of occurrences.
- Perform random searches of vehicles leaving the premises for the unauthorised removal of SAQA property if and when required.
- Record details of visitors entering the building.
- Effect a courteous but highly visible presence at all times.
- Approach any security related issue with determination and authority in a professional, law abiding manner.
- Deal with any undesirable element with the least amount of attention, in a manner that is precise and unobtrusive.
- Notify the appropriate person in the case of any problems experienced as per the list supplied by SAQA management.
- Maintain contact and share relevant information with the Hatfield CID guards and other authorities such as the SA Police.
- Assist SAQA and tenants with the removal of undesirable/unwanted persons.
- Assist with the safeguarding of SAQA's and tenant's personnel and property.
- Prevent unauthorised access to the premises at all times.
- Maintain contact between guards at all times using the portable radios supplied by the service provider.

14.2.3 Results to be achieved by the Security Service Providers

The security service provider will add value by assisting SAQA to achieve a safe and secure environment for its members, staff, tenants and assets.

The ways in which the security service provider will add value will include:

- Enabling SAQA to comply with the statutory requirements regarding the safeguarding of its people and assets

- Ensuring that the security services are provided efficiently and responsibly
- Ensuring that all security personnel provided to SAQA are adequately trained and that continuous education and training of a high standard is maintained
- Ensuring that all security officers provided to SAQA have been adequately screened
- Providing assurance to SAQA and Management that the assets and people of SAQA are safe
- Assisting SAQA and Management in identifying weaknesses in the security systems
- Identifying security risks
- Assessing the probability of breaches of the security systems occurring and the severity thereof, should they occur
- Ensuring high levels of cooperation with the staff of the Hatfield CID
- Enhancing the prevention and detection of theft and other security risks.

14.3 ASSUMPTIONS & RISKS

14.3.1 Assumptions underlying the contract

All information and documents pertaining to SAQA's business that are utilised by the security service providers in connection with the provision of security services will remain the property of SAQA.

The security service providers are bound by the policies and professional standards not to disclose any information relating to clients' businesses required in the course of performing their duties to any persons who are not members or staff of the security firm.

14.3.2 Risks

The appointed security service providers have the necessary expertise and resources to fulfil all the requirements of the contract.

The appointed security service providers will alert the designated officials, timeously of any problems.

All information and documents pertaining to SAQA's business that are utilised by the security service providers in connection with the provision of Security Services will remain the property of SAQA.

All precautions will be taken to ensure that the electronic security of SAQA's systems is never compromised.

14.4 SCOPE OF THE WORK

14.4.1 General

14.4.1.1 Project Description

The provision of security services under the control and direction of SAQA's Chief Executive Officer complying with and operating in accordance with all applicable laws and regulations.

The intervention will be undertaken under the leadership of the Chief Executive Officer assisted by the Director: Finance and Administration.

14.4.1.2 Specific activities

The activities involved in the delivery of the contract will include but will not necessarily be limited to those stated in 14.2.3 above.

The supervision must visit SAQA's premises at least once during the day and once during the night.

If any circumstances arise causing the security service providers to make significant changes to the agreed timing, extent or nature of the work they have undertaken to carry out, then they will give SAQA at least thirty days notice and discuss with SAQA the proper response, including any change to these terms of engagement or the agreed fee.

14.4.2 Project management

14.4.2.1 Responsible body

The Director: Finance and Administration will be the responsible for the management of the process and for ensuring the necessary liaison, including the initial briefing and subsequent interactions with the Security Service Provider and relevant staff.

14.4.2.2 Management structure

The Security Services function will be an integral part of the organization, operating in accordance with the agreed contractual requirements.

14.5 LOGISTICS AND TIMING

14.5.1 Location

The security services will be provided at the SAQA offices; SAQA House Building, 1067 Arcadia St, Hatfield, Pretoria.

14.5.2 Period of execution & commencement date

The security services contract will be for a three year period but may be extended.

14.6 REQUIREMENTS

14.6.1 Personnel

The South African Qualifications Authority requires the services of a technically skilled and competent team, experienced in the supply of quality security services with the necessary administrative and financial support to provide the required service to the highest standards.

The supervision of the services will include the monitoring of the program of work, output, quality of service, training of new practices, discipline, welfare and leadership of those reporting to them.

The Security service providers shall select and hire security staff according to strict criteria which must include;

- Previous references.
- Criminal record check.
- Basic medical examination.
- Aptitude testing.
- SAPS Fingerprint background check.

The Security service providers must have a non-racial, non-sexist and non-discriminatory institutional culture and should pay attention to the need to ensure the active participation of persons from previously disadvantaged groups where available. All staff must be independent and free from conflicts of interest in the responsibilities accorded to them.

The selection procedures used by the Security service providers to select staff shall be transparent, and shall be based on pre-defined criteria, including professional qualifications, language skills and work experience. The findings of the selection panel shall be recorded. The allocation of staff to SAQA contract shall be subject to approval by the Contracting Authority.

Please take note:

During March 2014 the Private Security Independent Regulation Amendment Bill has been passed by Parliament, awaiting the signature of the State President to sign it into law. This new law will prohibit foreign ownership of South African Registered Security companies to a maximum of 49 percent.

14.6.2 Facilities to be provided by the Contracting Authority

SAQA will provide the surveillance and access control systems as well as desks and seating.

14.6.3 Facilities to be provided by the Security service providers

The Security service providers shall ensure that security guards are adequately supported and equipped. The security service providers will be expected to provide their own uniforms, torches, two way radios and other standard security equipment.

14.7 REPORTS

14.7.1 Reporting requirements

Please refer to Article 26 of the General Conditions.

The appointed security service providers through the identified Manager within SAQA, will provide written monthly reports to the Director: Finance and Administration and these are additional to any required in these Terms of Reference.

14.8 MONITORING AND EVALUATION

14.8.1 Definition of indicators

Performance will be monitored weekly through reports and status meetings and against the agreed contractual undertakings. It will be evaluated against clarity of communication, degree of adherence to brief, quality of the services rendered, degree of professionalism displayed and effectiveness of management.

14.8.2 Special requirements

SAQA values its relationships with its stakeholders and works at all times to serve their needs in a positive and facilitating environment. It is therefore very important that the appointed security service providers work in such a way as to support and maintain these relationships.

14.9 FEES

Fees will be a flat monthly charge for the services.

- 15.** In terms of the Occupational Health & Safety Act 1993 as amended, the appointed service provider shall furnish SAQA with a Health & Safety Plan as per attached document. Please refer to Annexure A.
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