



**REQUEST FOR PROPOSAL: APPOINTMENT OF A SERVICE PROVIDER FOR PHYSICAL GUARDING AND ARMED RESPONSE SECURITY SERVICE AT THREE (3) OFFICES OF THE NATIONAL HOME BUILDERS REGISTRATION COUNCIL IN GAUTENG FOR A PERIOD OF THREE (03) YEARS**

**RFP NO.: NHBRC 12/2023**

**CLOSING DATE: 6 FEBRUARY 2024**

**TIME: 11:00AM**

**COMPULSORY BRIEFING SESSION**

**TO BE HELD AT NHBRC HEAD OFFICE, SUNNINGHILL AND ONE SESSION WILL COVER FOR ALL THREE (03) NHBRC OFFICES REQUIRING SECURITY SERVICES IN GAUTENG**

**DATE: 24 JANUARY 2024**

**TIME: 11:00AM**

**VENUE: NHBRC HEAD OFFICE,  
27 LEEUWKOP ROAD  
SUNNINGHILL  
JOHANNESBURG**

# 1 TERMS AND CONDITIONS

**This Request for Proposal (RFP) has been compiled by the NHBRC and it is made available to the Bidders on the following basis.**

**Bidders submitting a Bid in response to this RFP are deemed to do so, on the basis that they acknowledge and accept the terms and conditions set out below:**

- 1.1 The Bidder must be registered on the National Treasury's Central Supplier Database ("the CSD") and ensure that, if it is successful, it remains so registered and further ensure that the information on the CSD is up-to-date for the duration of the contract.
- 1.2 The Bidder must ensure that it is Tax Compliant at the time of submitting its bid in response to this RFP, and if it is successful, it remains Tax Compliant for the duration of the contract. In this regard, the Bidder undertakes to provide the NHBRC with a Tax Clearance Certificate issued by the South African Revenue Services ("SARS") on an annual basis, confirming that it is tax compliant. If the bidder's tax is non-compliant, the bidder will be given 7 days to respond to their tax status. Failure to submit within seven (7) days will result in the bidder's disqualification.
- 1.3 The NHBRC reserves the right to amend, modify or withdraw this RFP or amend, modify or terminate any of the procedures or requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any person.
- 1.4 If the NHBRC amends this RFP, the amendment will be sent to each Bidder in writing or publicized as the case may be. No oral amendments by any person will be considered or acknowledged.
- 1.5 The NHBRC reserves the right to carry out site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its RFP Bid.
- 1.6 This RFP is not intended to form the basis of a decision to enter into any transaction involving the NHBRC and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.
- 1.7 A Bid submitted in response to this RFP will constitute a binding offer, which will remain binding and irrevocable for a period of 90 Days from the date of submission to the NHBRC. The offer constituted by the Bid will be deemed not to have been accepted and no agreement will be deemed to be reached with any Bidder, unless and until a binding Agreement and other related transactions/documents are concluded between the NHBRC and the Preferred Bidder.
- 1.8 The distribution of this RFP outside the Republic of South Africa may be restricted or prohibited by the laws of other countries. Recipients of this RFP are advised to familiarize themselves with and comply with all such restrictions or prohibitions applicable in those jurisdictions, and neither the NHBRC nor any of their respective directors, officers, employees, agents, representatives, or advisors, accepts liability to any person for any damages arising out of or in connection with the breach of any restriction or provision outside the Republic of South Africa. Persons contemplating submitting a Bid are advised to obtain legal advice as to the possible consequences thereof in terms of the law of the jurisdictions in which they are located.
- 1.9 Recipients of this RFP document may only distribute it to other parties whom they wish to involve as part of their Bidder consortium in submitting a Bid.
- 1.10 Neither the NHBRC nor any of their respective directors, officers, employees, agents, representatives, or advisors will assume any obligation for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to the RFP.

- 1.11 No entity may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. Failure to comply with this requirement may, within the sole discretion of the NHBRC, result in disqualification of the relevant entity.
- 1.12 Any material change in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid, shall require the prior written approval of the NHBRC, and any failure to seek such approval from the NHBRC shall result in the NHBRC being entitled, in its sole discretion, to disqualify the relevant Bidder from any further participation in the bid process. The NHBRC shall be the sole arbiter as to what constitutes a “material change in the control and/or composition of any Bidder”, and as to what constitutes a “core member of a Bidder” for purposes of such approval. Any request for such approval shall be made to the NHBRC’s Supply Chain Management (“SCM”) in writing and shall provide sufficient reasons and information to allow the NHBRC to make a decision. The NHBRC reserves the right to accept or reject any such request for approval at its sole discretion.
- 1.13 **Briefing Session: There will be a compulsory briefing session.** The sharing of information and clarifications of issues related to this Bid, as given by the NHBRC will form part of this Bid and responses.
- 1.14 Any requirement set out in the RFP that stipulates the form and/or content of any aspect of a Bid, is stipulated for the sole benefit of the NHBRC, and save as expressly stated to the contrary, may be waived by the NHBRC in its sole discretion at any stage in the RFP process.
- 1.15 The NHBRC and its advisors shall rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.
- 1.16 All Bids submitted to NHBRC will become the property of the NHBRC and will as such not be returned to the Bidder. The NHBRC will make all reasonable efforts to maintain proposals in confidence. Proprietary information should be identified as such in each proposal. The Bid submitted by the bidder shall be considered irregular if they show any omissions, alteration of form, additions, or conditions not called for, or irregularities of any kind.
- 1.17 ***The NHBRC reserves the right to accept or reject in part or completely any bid submitted, and to waive any technicalities for the best interest of the company. The NHBRC reserves the right to verify the validity of the document submitted as part of due diligence prior to the appointment***
- 1.18 RFP’s shall be rejected, among other reasons, where bids are received after the closing date and time as specified in the RFP.
- 1.19 Potential service provider(s) shall be disqualified and their bids not considered among other reasons, for any of the following specific reasons:
- 1.19.1 If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
- 1.19.2 The Bid contains irregularities.
- 1.20 The NHBRC reserves the right to require that any bidder provide a formal presentation of its RFP at a date and time to be determined by the NHBRC. The NHBRC shall provide all instructions and clarification regarding the purpose and scope of the presentation. All expenses must be borne by the bidder.
- 1.21 All costs associated with the preparation and submission of the Bid is the responsibility of the Bidder. The costs shall not be chargeable to the NHBRC by successful or unsuccessful Bidder.
- 1.22 This document is released for the sole purpose of responding to this RFP and must be considered confidential. In addition, the use, reproduction, or disclosure of the requirements, specifications or other material in this RFP is strictly prohibited.
- 1.23 In this RFP, the words “service provider”, and “bidders” will be used interchangeably to refer to the bidder.
- 1.24 All Bids must be formulated and submitted in accordance with the requirements of this RFP.

## 2 BACKGROUND

### 2.1 ABOUT THE NHBRC

2.1.1 The National Home Builders Registration Council (NHBRC) is a regulator established in terms of section 2 of the Housing Consumers Protection Measures Act 95 of 1998 (“the Act”). Section 3 of the Act provides that the objects of the NHBRC are to:

- (a) represent the interests of housing consumers by providing warranty protection against defects in new homes;
- (b) regulate the home building industry;
- (c) provide protection to housing consumers in respect of the failure of home builders to comply with their obligations in terms of this Act;
- (d) establish and to promote ethical and technical standards in the home building industry;
- (e) improve structural quality in the interests of housing consumers and the home building industry;
- (f) promote housing consumer rights and to provide housing consumer information;
- (g) communicate with and to assist home builders to register in terms of this Act;
- (h) assist home builders, through training and inspection, to achieve and to maintain satisfactory technical standards of home building;
- (i) regulate insurers contemplated in section 23 (9) (a); and
- (j) in particular, achieve the stated objects of this section in the subsidy housing sector.

2.1.2 The NHBRC’s goal is to ensure capital preservation to ensure it remains financially viable to meet claims as they arise and that no recourse to the Minister of Human Settlements for additional funds is necessary at any time in terms of section 17(3) - (5) of the Act;

### 2.2 NHBRC OFFICES

2.2.1 The NHBRC is a medium sized organization with a staff compliment of approximately 700 employees. The NHBRC’s Head Office is located at Sunninghill in Gauteng province, with nine (09) Provincial Offices of varying size and 12 Satellite Offices which are located in the areas as shown in **Table 1** below:

**TABLE 1: LIST OF NHBRC OFFICES AND LOCATIONS**

	<b>NHBRC OFFICE LOCATIONS</b>	<b>#</b>	<b>NHBRC OFFICE LOCATIONS</b>
<b>1</b>	<b>Head Office,(Sunninghill) *</b>	13	Eastern Cape (East London) - Satellite
<b>2</b>	<b>Gauteng (Sunninghill) – Provincial*</b>	14	Western Cape (George) - Satellite
3	Kwa-Zulu Natal (Durban) – Provincial	15	North West (Klerksdorp) - Satellite
4	Western Cape (Cape Town) – Provincial	16	Limpopo (Tzaneen) - Satellite
5	Eastern Cape (Port Elizabeth) – Provincial	17	Limpopo (Modimolle) - Satellite
6	North West (Rustenburg) – Provincial	18	Mpumalanga (Witbank) - Satellite
7	Limpopo (Polokwane) – Provincial	19	Free State (Bethlehem) – Satellite
8	Mpumalanga (Nelspruit) – Provincial	20	North West (Mafikeng) – Satellite
9	Free State (Bloemfontein) – Provincial	21	Limpopo (Thulamela) – Satellite
10	Northern Cape (Kimberly) – Provincial	22	Gauteng (Pretoria-Hatfield) – Satellite
11	Kwa-Zulu Natal (Newcastle) – Satellite	<b>23</b>	<b>Eric Molobi Innovation Hub (Soshanguve)*</b>
12	Kwa-Zulu Natal (Richards Bay) - Satellite		

**\*The bolded text indicates offices which need the guarding and armed response services**

## **3 INTRODUCTION**

### **3.1 MANDATE OF THE NHBRC**

3.1.1 The National Home Builders Registration Council is mandated by the Housing Consumers Protection Measures Act, 1998 (Act No. 95 of 1998) to regulate the homebuilding industry and protect housing consumers. The NHBRC ensures that it delivers on its mandate by delivering on its products and services, and the key performance indicators that are contained in the organizational scorecard.

### **3.2 VISION**

3.2.1 To be the Champion of the Housing Consumers

### **3.3 MISSION**

3.3.1 To Protect the Housing Consumers and to Regulate the Homebuilding Environment

### **3.4 MOTTO**

3.4.1 Assuring Quality Homes

### **3.5 STRATEGY OF NHBRC**

3.5.1 The strategy of the NHBRC is based on the following pillars:

- To ensure that housing consumers and home builders are educated on their rights and obligations.
- To entrench a culture of compliance through fair and efficient enforcement mechanisms
- To research and introduce innovative products, methods and technologies within the homebuilding industry.
- To maintain a sustainable warranty fund.

## **4 NHBRC'S MANDATE FOR SECURITY RISK MANAGEMENT**

### **4.1 Security Risk Management**

4.1.1 The core responsibility of the Unit is to safeguard the NHBRC's assets and resources through implementing and enforcing the desired security risk culture, processes and structures that are focused at increasing the benefits of security in favour of organisational objectives; and

4.1.2 Adopting a risk-based approach to security management allows the NHBRC to prioritise its business activities founded on the likelihood and consequence of a security related risk being realised. This is done to enhance positive business outcomes while reducing the occurrences or events that may have a negative effect on the desired outcomes.

## 5 PURPOSE

### 5.1 Purpose

5.1.1 The purpose of the RFP is to appoint a suitable service provider to provide Physical Security Guarding and Armed Response Service for the NHBRC offices situated in the Gauteng Province for a period of three (03) years for the three offices as listed below;

**TABLE 2: A LIST OF NHBRC OFFICES THAT REQUIRE PHYSICAL SECURITY AND ARMED RESPONSE SERVICES INCLUDE AN ACTIVE GUARDING TRACKING SYSTEM**

#	OFFICE	LOCATION
1	Head Office (Sunninghill)	27 Leeuwkop Road, Sunninghill Johannesburg.
2	Tshwane/Pretoria regional office)	Parioli Office Park, Block A3, 1166 Park Street, Hatfield
3	Eric Molobi Innovation Hub (Soshanguve)	224 Juventus Street, Thorn tree View Soshanguve, Block XX

## 6 SCOPE OF WORK

### 6.1 SCOPE OF WORK

6.1.1 **The NHBRC will be expecting the preferred service provider to provide Physical Security Guarding and Armed Response Service with combination of the following:**

- 6.1.1.1 Security guards to be deployed at security points and to perform regular patrols as specified by the NHBRC;
- 6.1.1.2 Armed guards to perform 24-hour services and do regular patrols as specified by the NHBRC at the following Offices: Sunninghill, Tshwane, Eric Molobi office in Soshanguve;
- 6.1.1.3 Provide 24 hours service, Physical Security Guarding services for the duration of the contract;
- 6.1.1.4 Physical Security Guarding to protect the buildings, equipment and materials against damage, theft, vandalism and other security threats that identified by the NHBRC from time to time;
- 6.1.1.5 Armed Response Services, patrol and to protect the buildings, equipment and materials against damage, theft, vandalism and other security threats that identified by the NHBRC from time to time;
- 6.1.1.6 Physical Security Guarding and Armed Response Services is to protect the NHBRC staff, visitors, and customers by preventing or minimizing the risk of injury or death.

## 6.2 SERVICES AND CAPABILITIES

Furthermore, the selected security service provider must offer the following services and capabilities:

### 6.2.1 Access Control:

6.2.1.1 Implement and manage access control systems for all entry and exit points;

6.2.1.2 Ensure that the roster of those permitted admission is kept up to date;

6.2.1.3 Monitor and enforce access control policies.

### 6.2.2 Manned Security Personnel:

6.2.2.1 Provide 24/7 manned security personnel to secure the premises.

6.2.2.2 Personnel must be appropriately uniformed and equipped.

6.2.2.3 Perform regular security patrols to deter and detect security breaches.

6.2.2.4 Vetting: criminal and credit record checks for each security officer who will be appointed to perform security duties at the NHBRC Offices.

6.2.2.5 Physically capable of performing all security duties at the NHBRC with no adverse results

6.2.2.6 Provide supervision of security on site including organising workflow, monitoring of officers and ensuring that officers understand their duties or delegated tasks, and constantly monitor productivity

6.2.2.7 Two Torches – per night shift guard

6.2.2.8 All the 36 security personnel must have handheld two-way radios per guard.

6.2.2.9 Two Handheld metal Detectors

6.2.2.10 Panic Button

6.2.2.11 The service provider must conduct a preliminary investigation to be submitted within twenty-four hours and full investigations to be submitted to the security department within seven days of the occurrence or incident

6.2.2.12 The following security registers will be required on the appointment:

- Occurrence Book,
- Afterhours Register,
- Visitors Register,
- Access Control Register (COVID-19 or other health regulation)
- Firearm Register,
- Key Register,
- Pocket Books for guards,
- Laptop Register, Mail Register,
- Loss Control Register and,
- Contractors Register

### 6.2.3 Emergency Response:

6.2.3.1 Maintain a robust emergency response capability, including personnel and equipment.

6.2.3.2 Ensure all security personnel are trained in emergency procedures and first aid.

6.2.3.3 Collaborate with local law enforcement in case of emergencies.

6.2.3.4 Ensure rapid response to security incidents and alarms.

#### 6.2.4 **Emergency Response Plan:**

- 6.2.4.1 Develop, maintain, and periodically test an efficient emergency response plan.
- 6.2.4.2 Ensure that all security personnel are familiar with the emergency response procedures.
- 6.2.4.3 Regularly update the plan based on lessons learned and emerging threats.

#### 6.2.5 **Visitor Management and Tracking:**

- 6.2.5.1 Implement a visitor management system to log and track all visitors.
- 6.2.5.2 Provide visitor badges and ensure they are visibly worn.
- 6.2.5.3 Escort and monitor visitors as needed.
- 6.2.5.4 Allocate visitors appropriate visitor's parking space and escort them into the building
- 6.2.5.5 Controlling the movement of people in and out of building;
- 6.2.5.6 Control and record all incoming and outgoing vehicles, continuous monitoring of vehicles and verifying the drivers of any vehicle entering and leaving the premises

#### 6.2.6 **Training and Registration:**

- 6.2.6.1 Security personnel must be adequately trained and registered as required by law.
- 6.2.6.2 Maintain records of all security personnel training and registration.
- 6.2.6.3 Continuously update and improve security personnel skills.

#### 6.2.7 **Customer Service and Communication Skills:**

- 6.2.7.1 Ensure that security personnel possess strong customer service and communication skills.
- 6.2.7.2 Treat all staff and visitors with professionalism and respect.
- 6.2.7.3 Resolve security-related issues while maintaining a courteous attitude.

#### 6.2.8 **Coordination with Local Law Enforcement:**

- 6.2.8.1 Establish effective coordination with local law enforcement agencies.
- 6.2.8.2 Ensure a smooth transfer of information and support during security incidents.
- 6.2.8.3 Collaborate on drills and training exercises.

#### 6.2.9 **Reporting and Documentation:**

- 6.2.9.1 Provide daily, weekly, and monthly security reports to NHBRC Risk Department.
- 6.2.9.2 Document all security incidents and investigations thoroughly.
- 6.2.9.3 Maintain a secure repository of all security-related documents.
- 6.2.9.4 Provide security assessment report bi-annually

#### 6.2.10 **Compliance:**

- 6.2.10.1 Ensure compliance with all relevant industry standards and regulations.
- 6.2.10.2 Stay updated on changes in security regulations and adapts the security program accordingly
- 6.2.10.3 The application of Control access in terms of Control of Access to Public Premises and Vehicle Act, 1985 (Act 53 of 1985), Sec 2, 3 and 4 • The Criminal Procedure Act 51 of 1977 • Protection of Information Act 84 of 1982 • Trespass Act 6 of 1959 • Occupational Health and Safety Act 85 of 1993



6.2.11 **Security Assessment and Updates:**

- 6.2.11.1 Conduct regular security assessment to identify vulnerabilities and emerging threats.
- 6.2.11.2 Develop and implement security updates and enhancements as needed.

6.2.12 **Armed Response:**

- 6.2.12.1 Provide 24/7-armed response to handle security incidents swiftly and effectively.
- 6.2.12.2 Maintain a highly trained and certified armed response team.
- 6.2.12.3 Protection of NHBRC assets, personnel and visitors

6.2.13 **Medical Emergency Response:**

- 6.2.13.1 Establish and maintain medical emergency response capabilities, including first aid services and coordination with local medical facilities.

6.2.14 **Visitor Management and Tracking Systems & Technology:**

- 6.2.14.1 Implement and manage an advanced visitor and car management system.
- 6.2.14.2 Track and monitor all visitors within NHBRC premises.
- 6.2.14.3 Maintain visitor records and logs.
- 6.2.14.4 Monitoring surveillance CCTV and report any defect on the CCTV system immediately.
- 6.2.14.5 Take the immediate and appropriate action on suspicion of illegal movement and activities within the premise

6.2.15 **Armed Response**

- 6.2.15.1 Provide well-trained security personnel who are registered and licensed as per relevant regulations.
- 6.2.15.2 Ensure that security personnel have knowledge of emergency procedures, customer service, and effective communication.
- 6.2.15.3 Be able to provide Armed response and VIP protection services when and if required by the NHBRC
- 6.2.15.4 Be able to operate and understands the X-Ray machines.
- 6.2.15.5 The security personnel must be responsible for the following:
  - Manage office keys
  - Employees access cards
  - Operate CCTV monitoring system (Control room) and,
  - Perform site inspections

6.2.16 **Technical Systems:**

- 6.2.16.1 Maintain and manage all security and safety systems and technologies in real-time.
- 6.2.16.2 Ensure that all technical systems are operational and up to date.
- 6.2.16.3 The service provider must also install and maintain the panic buttons on the site.
- 6.2.16.4 The panic buttons must be linked to the Security control room of the NHBRC;

### 6.2.17 **Equipment Required**

- The following equipment are required

6.2.17.1 Security Equipment and Registers required: Radio system linked to the Bidder's main base radio

6.2.17.2 Digital patrol management devices (patrol system installed each floor)

### 6.2.18 **Maintenance**

6.2.18.1 All equipment required and necessary to execute this contract in accordance with the specification, shall be supplied and maintained by the bidder to the satisfaction of the NHBRC

### 6.2.19 **Dress Codes**

6.2.19.1 Standard corporate uniform will be required from the service provider;

6.2.19.2 Male Security full corporate uniform (trousers, shirts, tie, pullover, blazers and black shoes)

6.2.19.3 Female security corporate uniform (trousers, skirts, shirts, pullover, chiffon, blazers and black shoes)

6.2.19.4 Winter clothes to be provided to all the guards, long coats, windbreakers and long sleeve jersey

6.2.19.5 All PPEs to be provided by the Bidder to the guards

### 6.2.20 **PROPOSAL SUBMISSION ON SECURITY MANAGEMENT**

- Interested security service providers are invited to submit their comprehensive proposals addressing the above scope of work. The proposal should include the following:

6.2.20.1 A detailed description of the security solution offered.

6.2.20.2 Information on the qualifications / certification and training of security personnel.

6.2.20.3 Evidence of registration and compliance with industry standards.

6.2.20.4 References from previous clients.

6.2.20.5 Proposed pricing structure and terms (The Pricing schedule should reflect an amount before and after VAT and a Grand total amount for the indicated contract duration).

6.2.20.6 A timeline for implementation.

6.2.20.7 Proposals will be evaluated based on the following criteria:

- Bidders Experience
- Client Reference Letters
- Site Visit

6.2.20.8 Compliance with industry standards and regulations.

6.2.20.9 Quality and comprehensiveness of the proposed security solution.

6.2.20.10 Pricing and terms.

6.2.20.11 References and client feedback.

6.2.20.12 Deadline for Submission

6.2.20.13 ***In addition the bidders should submit Methodology and Project Approach the following:***

- a) Operational Procedure Manual and General Orders clearly detailing proper technologies, systems and infrastructure support, staff movement, communication, meetings, trainings, chain of command, complaints, lost and found procedures, photo identification cards, performance evaluations, report procedures, keys, patrol of areas, etc.
- b) The proposal must also include Plans, Policies, and Procedures, including, but not limited to the following: Covid-19 Safety Policies, Procedures, Compliance and Risk Assessment Security Operation Plan with action plan should there be a strike by the security services provider's security personnel and a strike by the security industry Site Instruction Physical Access Control Plan and Deployment Plan (site takeover plan) CCTV System - Proof of CCTV System in place and valid accreditation certificates

**6.3 HOURS OF SERVICE:**

6.3.1 The Guarding hours for security to be provided to the NHBRC Offices shall be as follows:

6.3.1.1 Weekdays / Weekend days / Public Holiday days – 6:00am to 6:00pm.

6.3.1.2 Weeknights / Weekend nights / Public Holiday nights – 6:00pm to 6:00am

**6.4 REQUIREMENTS OF SECURITY PERSONNEL.**

6.4.1 Personnel must be dressed in full corporate company security uniform when on duty. Staff Uniform: **(Refer to 6.2.19)** Standardized uniform is compulsory for all security staff to ensure instant recognition, visual deterrent to crime, increased peace of mind to employees and clients and

6.4.2 Guards must be in possession of a torch, baton, handcuffs, pocket book and a two-way radio at all times when on duty.

6.4.3 Security personnel must wear a PSIRA ID card at all times whilst on duty, in such a manner that it can be clearly seen. The ID card must contain the members' name, surname, PSIRA number, employee number and photo of the employee.

6.4.4 Supervisor on site must have a basic Level 1 First Aid Certificate.

6.4.5 Valid SAPS clearance certificate for all security proposed for the duration of the contract.

6.4.6 All security guards must at least have a minimum of a Grade C security grading with two (02) years' experience.

6.4.7 Upon appointment NHBRC will request a work schedule.

6.4.8 **Table 3** below provides a summary of the required physical security guarding and armed response staff complement for the NHBC:

**Table 3: GUARDING AND ARMED RESPONSE REQUIREMENTS**

Office	Grade	Total Staff Compliment & Descriptions	Weekdays (Monday – Sunday)	Weeknights Monday - Sunday
Sunninghill	B	<ul style="list-style-type: none"> <li>1 Security Manager/ Supervisor</li> </ul>	1	0
Sunninghill	C	<ul style="list-style-type: none"> <li>16 Physical security guards (9 Day Shift/ 7 Night Shift)</li> <li>4 Armed Response officers: 2 Day &amp; 2-night shift) with a registered PSIRA and certificate</li> </ul>	9  2	7  2
Tshwane	C	<ul style="list-style-type: none"> <li>1 Physical security guard (Day Shift)</li> </ul>	1	0
Soshanguve (Laboratory)	C	<ul style="list-style-type: none"> <li>4 Physical security guards: 2 Day Shift/ 2 Night Shift.</li> <li>4 Armed Response officers ( 2-day shift &amp; 2-night shift for both Laboratory and Training Centre)</li> </ul>	2  2	2  2
Soshanguve (Training Centre)	C	<ul style="list-style-type: none"> <li>6 Physical security guards: 3 Day Shift/ 3 Night Shift</li> </ul>	3	3
<p><b>The total number of Grade B management supervisor is one (1) for the Sunninghill Office</b></p> <p><b>The total number of Grade C security guards is thirty five (35) including armed response as per office with relievers.</b></p>				

## 7 TECHNICAL AND PRICE EVALUATION CRITERIA

7.1 In accordance with the NHBRC Supply Chain Management Policy, the bid evaluation process shall be carried out in three (03) stages namely:

7.1.1 **Stage 1: Compliance check of Bid Requirements;**

7.1.2 **Stage 2: Functional Evaluation Criteria and**

7.1.3 **Stage 3: Price and Preference Points Evaluation**

7.2 **Stage 1: Compliance check of Bid Requirements**

7.2.1 The service provider(s) must indicate compliance with mandatory requirements by **ticking under** "Comply" or "Not comply". **Failure to comply with the mandatory requirements on the table listed below will result in disqualification of your bid.**

Technical Mandatory Requirements	Comply	Not Comply
<b>1. Directors</b>		
(a) Original / Certified copy of a Valid PSIRA Certificate with a grade A or B for Director(s)		
(b) Original /Certified copy of a Valid SAPS Clearance Certificate for all Directors		
<b>2. Manager/ Supervisor</b>		
(a) Original/Certified copy of a Valid PSIRA Certificate and Valid SAPS Clearance with a grade A or B for Manager/ Supervisor.		
<b>3. All (32) security Officers</b>		
(a) Original/Certified copy of a Valid PSIRA grade C Certificates for all security officers proposed for the contract		
<b>4. All (4) armed security officers</b>		
(a) Original/ Certified copy certificate of armed response of competency grade C PSIRA certificate		
<b>5. Certification</b>		
(a) Original/Certified copy of a Valid Letter of good standing issued by PSIRA for the company		
(b) A valid COIDA – Letter of good standing as issued by Department of Labour		
(c) Original/Valid certified copy of ICASA license or MOU from service provider with valid ICASA license		
<b>6. Insurance</b>		
(a) Fidelity Insurance Cover of R 10 million or Letter of intent from insurances to the value of R 10 million .		

**7.2.2 Bid Document Submission: In order to be considered each service provider is required to submit the following mandatory documentation**

<b>Documents to be submitted</b>			
<b>No.</b>	<b>Bidders shall take note of the following bid requirements and documents to be submitted</b>	<b>Yes</b>	<b>No</b>
1.	The document mentioned on the technical mandatory requirements (on point 7.2) <b>(Mandatory)</b>		
2.	Annexure A: Pricing Schedule (including a detailed costing breakdown of all costs and escalations per annum). <b>The pricing schedule must be duly signed by the bidder/ and or a duly authorized individual by way of resolution which must be attached to the bid, if there is no signature on the pricing schedule the bidder will be disqualified (Mandatory)</b>		
3.	SBD1 (Invitation to bid, make sure it is completed and signed)		
4.	SBD 3.1 - Pricing Schedule (Firm Price)		
5.	SBD 4 (Declaration of interest, make sure it is completed and signed)		
6.	SBD 6.1 (Preference claim form should be completed and signed, regardless of if points are claimed or not)		
7.	SBD 7.2 Contract Form, should be completed and signed.		
8.	Bidder should submit CSD (Central Supplier Database) Report/ MAAA Number		
9.	General Conditions of the contract (GCC).		

**Note: NHBRC will be using General Conditions Contract (GCC) as issued by National Treasury and SLA for the management of the contract**

**7.2.3 Bidders that do not comply with all the mandatory requirements or do not submit the required documents will be disqualified.**

### 7.3 **Stage 2: Functionality in terms of the set technical evaluation criteria**

7.3.1 Functional Evaluation and those bids which failed to comply with all the requirements of Stage 1 will be invalidated or disqualified from the process.

7.3.2 **Functionality Evaluation (Combination of Paper Based and Site Inspection Criteria) = 80 points out of 100 points.**

- i. **Paper Based Evaluation – Bidders will be evaluated out of 60 points and bidders are required to achieve a minimum threshold of 40 points out of 60 points. Only bidders who achieve a minimum of 40 points or more, will be invited for site inspection evaluation. The Bid Evaluation Committee shall conduct a site presentation evaluation on the date specified by the Committee.**
- ii. **Site Inspection – Bidders will be evaluated out of 40 points and are required to achieve a minimum threshold of 40 points out of 40 points;**
- iii. **The overall combined score for paper based and site inspection must be equal or above 80 points in order to proceed to Stage 3 for Price and BBEE evaluations.**

7.3.3 The bidder's information will be scored according to the following points system:

7.3.4 **Paper based evaluation:** Details as per the proposal Stage 2: **Part 1 - Functionality score** bidders points. **Bidders are required to achieve a minimum threshold of 40 points or more out of 60 points.**

7.3.5 **Site inspection evaluation:** Details as per the proposal Stage 2: **Part 2 - Site inspection score** **40 points out of 40 points**

**OVERALL COMBINED POINTS FOR PART 1 & 2 = 100**

The Bidders information will be scored according to the following points systems:

The following values and formulae will be applicable when evaluating the bid

Member score for criteria

X Weight per criteria = Total Score per criteria Highest points for criteria

5=Excellent 4=Very good 3= Good 2= Average 1= Poor 0= Non-compliance

7.3.6 **PART 1:**

EVALUATION CRITERIA	WEIGHT
<p><b>Part 1 A : Bidder's Company Experience</b></p> <p>The bidder must demonstrate experience and expertise in the field of Physical Guarding and Armed Response Security Service . Kindly provide a table of current and previous contracts indicating the client, contract duration and value of contract.</p> <p><b>Scoring Guide:</b></p> <ul style="list-style-type: none"> <li>• 0 years' experience = 0 Points</li> <li>• 1 year experience = 1 Point</li> <li>• 2 years' experience = 2 Points</li> <li>• 3 years' experience = 3 Points</li> <li>• 4 years' experience = 4 Points</li> <li>• 5 years or more experience = 5 Points</li> </ul>	<p><b>25</b></p>
<p><b>Part 1 B : Client Reference Letters</b></p> <p>The bidder must provide positive written contactable references indicating the project completed that relate to the Physical Guarding and Armed Response Security Services.</p> <p><b><u>The reference letters from the clients of a bidder MUST include:</u></b></p> <ol style="list-style-type: none"> <li>1. Company name</li> <li>2. Company letterhead</li> <li>3. Contact person and contact telephone numbers</li> <li>4. Nature of service,</li> <li>5. Contract Value</li> <li>6. The letter must be signed by duly authorized person</li> </ol> <p><b>Scoring Guide</b></p> <ul style="list-style-type: none"> <li>• 0 reference letter = 0 Points</li> <li>• 1 reference letters = 1 Points</li> <li>• 2 reference letters = 2 Points</li> <li>• 3 reference letters = 3 Points</li> <li>• 4 reference letters = 4 Points</li> <li>• 5 reference letters and more = 5 Points</li> </ul> <p><b>NB: Reference letters will be inextricably linked to the experience</b></p>	<p><b>35</b></p>
<p><b>SUBTOTAL</b></p>	<p><b>60 Points</b></p>
<p><b>MINIMUM QUALIFYING REQUIREMENT</b></p>	<p><b>40 Points</b></p>



**The minimum threshold for functionality for Part 1 is 40 or greater out of 60 points. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for site visit**

**7.3.7 PART 2: The site visit will consist of the following:**

<b>Site Visit</b>	<p><b>Site Infrastructure Control</b></p> <p>NHBRC will conduct a site visit and the following will be assessed:</p> <ol style="list-style-type: none"> <li>1. The bidder has an office and is operating as a security service provider; provide copy of latest lease agreement or utility bill.</li> <li>2. The bidder does have all the security infrastructure, functional control room with: <ul style="list-style-type: none"> <li>• Base Radios</li> <li>• Three (03) branded company vehicles registered under the company or managing director</li> <li>• Agreement with armed response company / confirmation of ownership of armed response</li> <li>• Emergency Procedures</li> <li>• Guarding Tracking System</li> </ul> </li> </ol> <p><b>Scoring Guide</b></p> <ul style="list-style-type: none"> <li>• Bidder did not meet all the above listed requirements = 0 Points</li> <li>• Bidder meet ALL the requirements above = 5 Points</li> </ul>	<b>40 Points</b>
<b>SUB- TOTAL</b>		<b>40 Points</b>
<b>TOTAL FOR PART 1 AND 2</b>		<b>100 Points</b>

**NB: Bidders who score a total of 80 Points or more on two stages (Paper based and Site Visit) will qualify for further evaluation which is Price and Preference points system.**

**The minimum threshold for functionality is 80 points or greater out of 100 points. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for price and preference points.**

**7.3.8 Stage 3: Price and Preference Points Evaluation**

- I. Only bids that obtained a minimum qualifying score **(80 points or more)** for **Stage 2, (Functional Requirement)** will be evaluated further.
- II. The contract will be awarded in terms of Regulations 4 of the Preferential Procurement Regulations about the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and Preferential Procurement Regulations, 2022 and bids will be adjudicated in terms of the (80/20) preference points system. Points are awarded to service providers based on the below:
- III. **80/20 Preference point system (for the acquisition of services, works or goods with a Rand value not more than R 50 million) (all applicable taxes included)**

$$P_s = 80 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where;

$P_s$  = Points scored for the comparative price of the bid or offer under consideration

$P_t$  = Comparative price of the bid or offer under consideration

$P_{min}$  = Comparative price of lowest acceptable bid or offer.

IV. The points scored will be rounded off to the nearest two decimal places.

V. The points will be awarded to a Bidder in accordance with the table below: A maximum of 20 points may be awarded to a bidder for Preference Points specified in the tender.

Preference Points	Points Allocated
Women	12
Youth	5
Disabilities	1.5
Military Veterans	1.5
<b>TOTAL</b>	<b>20 Points</b>

VI. The following formula must be applied to calculate the number of points for preference points

$$NEP = NOP \times \frac{EP}{100}$$

Where:

NEP = Points awarded for equity ownership Preference Points

NOP= The maximum number of points awarded for Preference Points

EP = The percentage of equity ownership

VII. *The points scored for price will be added to the points scored for preference points to obtain the Bidders total points scored out of 100 points.*

## 8 RFP SUBMISSION INSTRUCTIONS

8.1 All RFP documents must be sealed in a clearly marked envelope and deposited into the tender box at the **NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG.**

## 9 AVAILABILITY OF THE RFP DOCUMENT

9.1 Bid documents can be downloaded on the NHBRC Website ([www.nhbrc.org.za/current-tenders](http://www.nhbrc.org.za/current-tenders)) from the **16 January 2024**

9.2 **There will be a compulsory briefing session that will be held on the 24 January 2024 at 11h00 at the NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG.**

## 10 RFP CLOSING DATE

- 10.1 Bid documents should be marked for Attention: Supply Chain Manager and deposited into the Bid boxes at the **NHBRC National Office, 27 Leeuwkop Road, Sunninghill on or before the 6 February 2024 at 11h00. No emailed or faxed bids will be accepted. The bid document should be supplied in a sealed envelope clearly marked (one (1) Original hard copy and one (1) Memory Stick / USB with scanned original documents) with the bid number and the full of the service provider(s).**
- 10.2 **No late submissions will be accepted.**

## 11 VALIDITY PERIOD OF BIDS

- 11.1 All bids submitted by the bidders must be valid for a period of 90 days from the closing date specified above.

## 12 ADMINISTRATIVE ENQUIRIES

- 12.1 The administrative enquiries may be directed to:  
**Department:** Supply Chain Management  
**Contact Person:** Ms.Paballo Relela, Mr.Bernard Kekana  
**E-mail address:** [Tenders@nhbrc.org.za](mailto:Tenders@nhbrc.org.za)
- 12.2 Clarifications and enquiries by bidders should be sent to [tenders@nhbrc.org.za](mailto:tenders@nhbrc.org.za). Responses will be communicated during week days, between Monday to Friday from 8:30 am to 16:30 pm.

## 13 SUBMISSIONS OF PROPOSALS

- 13.1 ***Submission of bid should include one (1) Original hard copy and one (1) memory stick/USB with scanned original documents of the proposal marked (Original hard copy and memory stick/USB) envelope and deposited into the tender box. NB: The Original hard copy submission in the envelope should be the same as the electronic copy.***
- 13.2 All costs and expenses incurred by the Bidder relating to the participation in, and preparation of this proposal process shall be borne by the Bidder exclusively. All documentation and manuals submitted in respect of this RFP shall be retained by NHBRC, whether or not the proposal is accepted.

## 14 POPIA

- 14.1 The NHBRC is committed to adhere to the Protection of Personal Information Act 4 of 2013 and the Promotion of Access to Information Act 2 of 2000. To this end, the NHBRC has published its Information Manual on its website, which regulates the manner in which NHBRC processes information.
- 14.2 The NHBRC requires the information requested in bids for the purpose set out in paragraph 2.5 of the Manual. Further, the Manual confirms that NHBRC processes the information requested in bids from prospective service providers and third parties at paragraph 3.4.
- 14.3 Bidders should note that the NHBRC is committed to securing all the information submitted from bidders, in terms of paragraph 6 of the Manual. (included on the NHBRC website)
- 14.4 Bidders are in turn required to comply with the tender requirements and when the information of third parties are required by NHBRC, bidders are by law required to obtain the consent of such third parties for the sharing of such third parties' information with the NHBRC.

**ANNEXURE-A (PRICING SCHEDULE)**

1. Pricing Table: Bidders must comply with the following requirements when calculating their price.

**Note: Bidders who are VAT vendors must factor their VAT in the bid price.**

Service Description	YEAR 1	YEAR 2 (INCLUDING ANNUAL ESCALATION)	YEAR 3 (INCLUDING ANNUAL ESCALATION)
<ul style="list-style-type: none"> <li>1 Security Manager/ Supervisor</li> </ul>			
<ul style="list-style-type: none"> <li>16 Physical security guards (9 Day Shift/ 7 Night Shift)</li> <li>4 Armed Response officers:</li> <li>2 Day &amp; 2-night shift) with a registered PSIRA and certificate.</li> </ul>			
<ul style="list-style-type: none"> <li>1 Physical security guard (Day Shift) 5 Days per week</li> </ul>			
<ul style="list-style-type: none"> <li>4 Physical security guards: 2 Day Shift/ 2 Night Shift.</li> <li>4 Armed Response officers</li> <li>2-day shift &amp; 2-night shift for both Laboratory and Training Centre)</li> </ul>			
<b>TOTAL PER YEAR</b>	<b>R</b>	<b>R</b>	<b>R</b>
<b>Total cost for 3 years (Excl VAT)</b>			
<b>Total cost for 3 years ( Incl VAT)</b>			
<b>Bidder Signature</b>			

**The bidder MUST take note of the following:**

- *The pricing schedule must be duly signed by the bidder/ and or a duly authorized individual by way of resolution which must be attached to the bid, if there is no signature on the pricing schedule the bidder will be disqualified.*
- *An incomplete pricing schedule will result in the bidder being disqualified, no alterations can be made subsequent to submission of the bid.*
- **PRICE ADJUSTMENTS:** *Bidders must take note that firm prices will be accepted for the first twelve (12) months of the contract duration, thereafter a once – off price adjustment on the 13th month will be accepted based on the average CPI % as issued by STATS SA.*
- All prices must be VAT Inclusive and must be quoted in South African Rand (ZAR).