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**REQUEST FOR PROPOSALS**

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**PROVISION OF SECURITY SERVICES AND PROTECTION OF PREMISES AT 27 HOEK  
STREET BUILDING IN THE CITY OF JOBURG METROPOLITAN, GAUTENG**

**RFP/JHB/074**

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**PROPOSALS TO BE SUBMITTED BY**

**NOT LATER THAN**

**12 NOON ON FRIDAY 05 JULY 2013**

**JUNE 2013**

## TERMS OF REFERENCE

### Provision of security services at 27 Hoek Street building in the City of Joburg Metropolitan, Gauteng RFP/JHB/074

#### 1. BACKGROUND

The Housing Development Agency (HDA) is a national public development agency which promotes sustainable communities by making well located and appropriately planned land available for the development of human settlement. As its primary activity, the HDA identify, acquire, hold, develop and release state, private and communal land and releases it for development. As part of its processes, the HDA conducts property holding plans in order to identify, implement and maintain services to ensure the sustainability and security of the properties held.

#### 2. DISCUSSIONS

Name of the building	Description
27 Hoek Street Building	<ul style="list-style-type: none"><li>• Located at no.244 Smith Street, (corner Smith Street and Hoek Street), Johannesburg.</li><li>• Ground to 8 floors and 2 basement parking's.</li><li>• 100% Vacant.</li><li>• The building has 2 x main entrances (pedestrian) and 2x vehicle entrance.</li><li>• The building is currently having securities on site with 1 officers/day and 2 officers/night with the contract expiring at the end of July 2013.</li></ul>

#### 3. FACILITY DESCRIPTION

##### 3.1. Security Facility Equipment Description

3.1.1. In order for the service provider to properly perform and complete his work, he/she shall ensure he/she is familiar with the premises and how the existing conditions will affect his work during services. The service provider shall visit and examine the site to become acquainted with the adjacent areas, means of approach to the site and conditions of actual service site. Failure to visit the site or failure to examine any and all contract documents will in no way relieve the service provider from necessity of developing any proposal, or performing any services that may be required to execute the work in accordance with the Terms of Reference. Neglect of above requirements will not be accepted as reason for delay in the services or additional compensation.

3.1.2. Under-mentioned are the site facilities that shall where reasonably possible be provided to the security service provider during the execution of the services. Site facilities which the HDA is not able to provide and which are required for the execution of the works in terms of the contract must be provided by the service provider.

FACILITY DESCRIPTION	AVAILABLE			ACCOUNT		
	YES	NO	QTY	UNIT	HDA	CON
Potable Water	X		N/A		X	
Electric Power	X		N/A		X	

FACILITY DESCRIPTION	AVAILABLE			ACCOUNT		
	YES	NO	QTY	UNIT	HDA	CON
Telephones		X				
Computer and Fax Machines		X				
2 way Radios/Base Radios		X				
Radio frequencies		X				
Flash Lights		X				
Offices (Security Booth)	X		1		X	
Limited Furniture	X		1		X	
Personnel Transport (Surge-ways, vehicles)		X				
Messing - Security Personnel		X				
Change House - Security Personnel		X				
Toilets – Security Personnel	X		1		X	

#### 4. DURATION OF AGREEMENT

- 4.1. The services shall be executed 24 hours a day and 7 days a week including Sundays and holidays on a month to month contract for a period not exceeding eight (8) months.
- 4.2. The commencement of this service shall be on the 1<sup>st</sup> August 2013 and a 1 month/30 days termination notice will be given to the service provider prior HDA ending the contract.

#### 5. QUALITY CONTROL

- 5.1. Work covered shall be performed by a single service provider experienced in security services of a high-rise building setup as the 27 Hoek Street building.
- 5.2. By submitting the bid, the service provider certifies as to meeting the following requirements:
  - 5.2.1 Has completed within the past five (5) years a minimum of five (5) projects of similar nature and scope to the services being bid.
  - 5.2.2 Maintains a permanent place of business, with a minimum of five (5) years in business.
  - 5.2.3 Has access to all necessary equipment and has organizational capacity, and technical competence necessary to perform the services properly and expeditiously.

#### 6. QUALIFICATIONS OF WORKERS

- 6.1. Service provider shall have in its employ, trained, certified and competent security employees and recognized by PSIRA.
- 6.2. The security service provider shall be registered under PSIRA and the signed bid form statement shall include the seal and signature of the certified documents of the Bidder.

#### 7. INSURANCE

- 7.1. Throughout the term of this contract, the service provider shall maintain at his sole expense effective insurance covering his activities at the premises such as, Worker's Compensation Insurance and general liability insurance, Unemployed Insurance Fund, and the service provider shall furnish HDA with documentation of this insurance coverage.
- 7.2. The insurance required shall provide adequate protection for the service provider against damage claims that may arise from operations under this Contract, whether such operation be by the insured and also against any of the special hazards that may be encountered in the performance of this Contract.

## **8. CODES AND STANDARDS**

- 8.1. Be fully responsible for all work and services performed by its officers.
- 8.2. Ensure that it and its staff are registered as Security Officers, as prescribed by the Private Security Industry Regulation Act, as amended and remain registered for the duration of this contract. HDA reserves the right to ascertain from PSIRA whether the security personnel in service of the company, are registered with PSIRA.
- 8.3. Shall act as an authorise officer in terms of the Criminal Procedure Act, Act 51 of 1977, Section 23 (b) (as amended in the Criminal Procedure Amendment Act, Act 33 of 1986) Section 24, 29 and 42 (as amended in the Amendment of the Criminal Law Amendment Act, Act 59 of 1983) as well as Section 46, 49, 50 and 51.
- 8.4. Provide and execute everything necessary for the services in accordance with industry standards and norms in terms of the prevailing sectorial determination, and industry acceptable training levels in respect of PSIRA, and any other relevant regulations.
- 8.5. Comply with the requirements of Occupational Health and Safety Act (OHS Act), Skills Development Act, applicable Labour laws and ensure its employees also comply with the requirements of the act.

## **9. SCOPE AND SPECIFICATIONS REQUIREMENTS**

The Housing Development Agency (HDA) requires from appropriately qualified, competent, experienced and professionally registered security services providers to undertake the status analyses of the 27 Hoek Street Building and provide proposals on:

- 9.1. Protection of facilities and assets in the building
- 9.2. Controlling of access at all entrances of the building
- 9.3. Pro-active patrolling to cover entire area of the building including basements and sidewalks
- 9.4. Any other security related services.

## **10. GENERAL REQUIREMENTS**

- 10.1. All quotations/price proposals must be valid for the duration of the service.
- 10.2. The service provider must demonstrate their reputation, knowledge and expertise in line with the terms of reference.
- 10.3. The service provider shall ensure that its team has relevant expertise and have necessary equipment such as two way radios, guard monitoring systems, stationary and any security related working tools, qualified, competent and well trained officers and supervision thereof, required to undertake the work on the premises.
- 10.4. Information on your company, date of operation, licenses, list of at least 5 main clients, company central office and total number of staff including operational teams.
- 10.5. The service provider shall be linked to the arm reaction unit and the cost shall form part of the contract price.

## **11. EXPECTED DELIVERABLES**

The Service provider shall,

- 11.1. Provide implementable security operational plan as per the site conditions.
- 11.2. Submit the proposal documents in the following submission sequence; (1 original and 1 copy) in the following sequence:

- 11.2.1. Annexure 1: Company profile with all certified copies of relevant certifications, accreditations and licences (CV's, awards, etc).
  - 11.2.2. Annexure 2: Valid original Tax clearance certificate, PSIRA registration certificate and any other security related certificates (certified copies).
  - 11.2.3. Annexure 3: Letter of good standing from workman's compensation commissioner, valid Unemployment Insurance Fund (UIF) proof of registration, public liability insurance and other relevant insurances.
  - 11.2.4. Annexure 4: List of References and 3 testimony letters not older than 3 years.
  - 11.2.5. Annexure 5: Company's audited financial statements (1 year report).
  - 11.2.6. Annexure 6: Company's list of security infrastructure and active employees with 3 certified copies of latest payslips.
  - 11.2.7. Annexure 7: This RFP document and your company proposal with comprehensive methodology.
  - 11.2.8. Annexure 8: Price Breakdown quotation.
- 11.3. Provide proposal for these services in accordance with industry standards, norms and regulations, and also include, but not necessarily limited to the following applications:-

**11.3.1. Number of guards required**

The service provider shall,

- Provide (Male/Female), **1x grade C on a day shift and 2x Grade D on night shift**. The services to be performed 24 hrs. /day, 7 days/week including public holidays.
- Take into consideration that the guards must be able to conduct physical security services (access and egress control and patrols)
- Ensure that numbers of guards above are exclusive to the supervisor/manager per shift that the service provider will avail on call and per required duties as per security service provider operational duties. The cost of such should be inclusive on the price breakdown of the contractor's submissions.

**11.3.2. Protection of facilities and assets**

- Provision of guarding services daily on 24 hours a day, 7 days a week including public holidays.
- Patrolling of the property to ensure proper random coverage of the entire building including basement and sidewalks.
- To record incidents in an occurrence register and inform HDA/Representative as well as the Supervisor/Service Provider of such events.
- In the event of a problem/crisis occurring at the site, when notified, must deploy his/her reaction unit to assist at own cost.

**11.3.3. Controlling of access at the entrances of the building and egress of persons**

- Control and record all incoming and outgoing vehicles and people.
- Control and prevent any unauthorised access of vehicles and egress of people from entering the building in order to safeguard the facility.
- Operating of all access gates and doors to allow access or exits to the building.

**11.3.4. Pro-active patrolling patterns to cover entire area of the building including sidewalks**

- Patrol the building at least on every 30 (thirty) minutes to check any defects on any area of the building, record and take reasonable action where necessary and report.
- Take notice of any irregularities in the building, or which may occur, and act accordingly and within the prescribed laws.
- The deployment of roaming patrols of/in the premises for the purposes as contemplated and the detection of intrusion and general observation on the premises. A unit to react to emergencies, supported by members of roaming patrol is required. Instructions are to be issued from the premises/ control room and members of the unit are to respond in term of the required Act(s).

**11.3.5. Other security related services**

- Preparation and submission of detailed site and incidents reports to HDA at ad-hoc and a detailed one monthly or as directed by the HDA.
- Preparation and submission of invoices for verification and approval by the HDA.
- Attend monthly or ad-hoc meetings when required to do so by HDA.
- The compliance with all laws, by-laws, rules and regulations applicable to the services to be executed by the services provider.
- Ensuring response times/submission times in respect of services and/or invoices will at all times be in accordance with the requirements of the HDA.

**12. EVALUATION PROCESS**

In order to facilitate a transparent selection process that allows equal opportunity to all services providers, the HDA will adhere to its policy on the appointment of services providers. The following table will demonstrate the criteria to be used for allocation of points for functionality as outlined above. Bids scoring less than 70 points on functionality will be set aside.

**12.1. Table 1 – Functionality**

CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
Company profile	Submission of detailed company profile including capacity (management, operational staff, equipment, etc.)	20
	Contactable references: 1-2 References – 5 Point 3-4 References – 10 Points 5 and above References – 20 Points	20
Level of Experience	Security & Relevant Commercial Buildings (High-Rise) Security Experience of company (Attach updated company profile) 2-5 Years' Experience (10 Points) 6 and above Experience (20 Points)	20
Ability (Capacity)	Qualifications, years of experience, and Knowledge of project staff (attach c.v's)	10
	Proven financial capability (1 year financial report)	10
Methodology	Quality of proposed site specific work plan, project management	20
<b>TOTAL</b>		<b>100</b>

The following criteria will be used for points allocation for price and B-BBEE compliance on a 80/20 point system:-

### 12.2. **Table 2 – Price and B-BBEE**

CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
Price	Detailed budget breakdown	80
B-BBEE (Status Level Verification Certificate)	B-BBEE Level Contributor	20
<b>TOTAL</b>		<b>100</b>

The HDI proposal will be evaluated as per PPPFA regulations.

### 13. GENERAL

13.1. Below are compulsory requirements for this service and service providers shall be obliged to comply and adhere to the following additional information. Failure to comply or adhere will result in the disqualification of the service provider.

13.1.1 There will not be a site briefing for this service. In order for the service provider to properly perform and complete his work, he/she shall ensure he/she is familiar with the premises and how the existing conditions will affect his work during services. The service provider shall visit and examine the site to become acquainted with the adjacent areas, means of approach to the site and conditions of actual service site. Failure to visit the site or failure to examine any and all contract documents will in no way relieve the service provider from necessity of developing any proposal, or performing any services that may be required to execute the work in accordance with the Terms of Reference. Neglect of above requirements will not be accepted as reason for delay in the services or additional compensation

13.1.2 It is important to note that the successful person will work under the supervision of a HDA representative, abide by HDA's Code of Conduct, and other organizational guidelines.

13.1.3 Kindly complete and submit the HDA Supplier Registration form if not already on our database and submit together with:

- **Valid original tax clearance certificate.**
- **PSIRA registration certificates.**
- **SBD Forms (SBD4, SBD6.1, SBD8 and SBD9) obtainable from HDA Website: [www.thehda.co.za/procurement](http://www.thehda.co.za/procurement). Under compliance checklist.**
- **Breakdown price proposals on your company letter head template.**
- **Valid and Original or Certified B-BBEE Status Level Verification Certificates issued by the following agencies SANAS, IRBA or CCA.**

13.2. Further information regarding technical matters can be sent an email to: [thabiso.limpe@thehda.co.za](mailto:thabiso.limpe@thehda.co.za) or tel: 011 5441000/0722045968

13.3. further information regarding supply chain matter and queries can be send via email to: [jane.mahlangu@thehda.co.za](mailto:jane.mahlangu@thehda.co.za) or tel: 011 5441000

**14. TERMS AND CONDITIONS**

- 14.1. HDA undertakes to pay in full within thirty (30) days, all valid claims for work done to its satisfaction upon presentation of a substantiated claim/invoice.
- 14.2. No payment will be made where there is an outstanding information/work by the service provider/s.

**15. SUBMISSION OF PROPOSAL**

- 15.1. Proposals should be submitted on or before the 05<sup>th</sup> **July 2013** by no later than **12h00** to the following address:

**The Procurement Officer  
The Housing Development Agency,  
Block A, 6-10 Riviera Road, Killarney, 2193,  
Tel: 011 544 1000**

- 15.2. The selection of the qualifying proposal will be at the HDA's sole discretion. The HDA does not bind itself to accept any particular bid/proposal, and the HDA reserves the right not to appoint the service provider.