



## ENVELOPE A – TECHNICAL PROPOSAL

TENDER NO: RFP- SEC-2025

## REQUEST FOR PROPOSAL (RFP) PACK

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FOR SECURITY SERVICES FOR THE EAST LONDON INDUSTRIAL DEVELOPMENT  
ZONE

**START DATE: 8th August 2025**

**CLOSING DATE: 1<sup>st</sup> September 2025**

NAME OF TENDERER: \_\_\_\_\_

TENDERER'S ADDRESS:

\_\_\_\_\_

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## **SECTION A: General Guidelines**

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FOR SECURITY SERVICES FOR THE EAST LONDON INDUSTRIAL DEVELOPMENT  
ZONE

## 1 EVALUATION CRITERIA AND COMMERCIAL EQUITY GOALS

The East London Industrial Development Zone (ELIDZ) supports national transformation goals and strives to target its procurement to create opportunities for Historically Disadvantaged suppliers and service providers. In awarding this tender, preference will be given to companies with a better rating in terms of contributions towards Broad Based Black Economic Empowerment (BBBEE).

The “tender” will be evaluated in accordance with the ELIDZ Procurement Policy using the 90/10 rule i.e. 90 of evaluation points will be based on price competitiveness and 10 will be based on Specific Goals status. The following formula is used:

Calculation of the points for Price:

$$P_s = R \times \left[ 1 - \frac{P_t - P_{min}}{P_{min}} \right]$$

Where:

$P_s$  = Points scored for price of tender under consideration

$R$  = Percentage of the price

$P_t$  = Rand value of tender under consideration

$P_{min}$  = Rand value of lowest acceptable tender

$R$  must be up to a maximum of 90

Score Breakdown:

Price ( $R$ ) = 90 points

Specific goals = 10 points

A maximum of 10 points may be awarded to a tenderer for the specific goal specified for the tender. The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.

Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

Preferential and specific goals shall be as per below may include:

- (a) Historically disadvantaged individuals' companies (51% Black owned)
- (b) Women (51% Black Women Owned) companies.
- (c) Persons with 51% disability owned companies
- (d) SMMEs
- (e) Service providers located in Eastern Cape Province
- (f) Youth
- (g) Any other RDP goal or preference points in favor of historically disadvantaged individuals, may be added

The tender documents shall stipulate—

- (a) the applicable preference point system as envisaged in regulations
- (b) the specific goal in the invitation to submit the tender for which a point may be awarded, and the number of points that will be awarded to each goal, and proof of the claim for such goal.

Tenderers are required to submit a Valid original or certified B-BBEE Certificate issued by verification agency accredited by SANS for the Generic Suppliers, for QSE's and EME's Sworn Affidavit signed under oath confirm ownership status. Failure to submit a valid B-BBEE certificate and/or sworn affidavit may result in zero points being awarded for preference.

Unincorporated Joint Ventures are required to compile a consolidated verified BBBEE certificate in order to achieve Preferential Points

The following table shall be used to convert the Specific goals criteria into points.

Table: Specific Goals Points Conversion

Estimated Rand Value inclusive of Vat	Specific Goals and Points Allocation
Above R50 000 000	<b>90 points for price</b>
	3 points - 51% and above Black owned suppliers
	1 points - 25% up to 50% Black owned suppliers
	0 points below 25% Black owned suppliers
	2 points for Eastern Cape Based suppliers
	0 points outside Eastern Cape
	1 point for 51% and above Youth owned suppliers
	1 point for 51% and above Black Women owned suppliers.
	3 points for a 51% Black owned SMME

Companies with annual turnover less than R10million (Exempted Micro Enterprises or EME's) are automatically awarded a level 4 contributor status, unless the EME is Black Owned (more than 50% black ownership), in which case the enterprise will have a level 2 contributor status. EME which is 100% black owned qualifies for a level 1 contributor. In awarding the EME status, the ELIDZ shall accept a letter from an accounting firm or SARS confirming a company's turnover as less than R10m as well as a sworn affidavit confirming annual turnover and level of black ownership. B-BBEE certificates issued by non-accredited verification agencies will not be accepted as valid proof of a company's B-BBEE status.

No points will be awarded for achieving B-BBEE objectives if the total percentage scored for B-BBEE is less than 30%. All tenders with functionality less than 70% of the total functional requirements will not be considered for the next stage of tender evaluation.

The tender will be awarded to the bid with the highest number of points. A tender may be awarded to a bidder that did not score the highest number of points if reasonable and justifiable grounds exist.

Any contract offered by the ELIDZ will be based on the correctness of information submitted by the service providers. Any misrepresentation of facts by a service provider may lead to disqualification. Should such misrepresentation be uncovered after the commencement of the contracted work, the ELIDZ reserves the right to terminate the contract and recover all payments made to that service provider and any costs that may have been incurred in the process.

ELIDZ reserves the right to have the tenderer's Black Economic Empowerment Credentials verified by an independent agency. (Procurement Handbook – Annexure: 1 must be fully completed and supplementary information may be completed by service providers with a turnover of less than R10m and be accompanied by letter from an accounting firm or SARS confirming the company's or sworn affidavit turnover is less than R10m).

## **2 CONDITIONS OF TENDERING**

### **General Conditions**

#### **PLEASE NOTE THE FOLLOWING CONDITIONS ARE APPLICABLE TO ALL TENDERS.**

- A compulsory briefing meeting will be held on virtual platforms at **10:00**, on the **15<sup>th</sup> August 2025**.  
Please click the following link with meeting details: [https://teams.microsoft.com/join/19%3ameeting\\_NmExYjg4Y2YtNDE5YS00MmZmLTk3YjgtMTlmNTRlNzdjOWZl%40thread.v2/0?context=%7b%22Tid%22%3a%22bd71323e-f0dc-4d06-8e22-af342304bedc%22%2c%22Oid%22%3a%2209174bf1-727b-442f-84bb-83ce732c74d2%22%7d](https://teams.microsoft.com/join/19%3ameeting_NmExYjg4Y2YtNDE5YS00MmZmLTk3YjgtMTlmNTRlNzdjOWZl%40thread.v2/0?context=%7b%22Tid%22%3a%22bd71323e-f0dc-4d06-8e22-af342304bedc%22%2c%22Oid%22%3a%2209174bf1-727b-442f-84bb-83ce732c74d2%22%7d)
- Questions relating to the RFP will be accepted until **16:00** on the **22<sup>nd</sup> August 2025**. Responses will be sent no later than **16:00** on the **25<sup>th</sup> August 2025**.
- All questions must be submitted to Zandile Mtebele via e-mail to [zandile@elidz.co.za](mailto:zandile@elidz.co.za).
- It is the responsibility of the service provider to follow up on their answer to a question should they not receive a response by **16:00** on the **25<sup>th</sup> August 2025**.
- The closing date for this tender is **12h00 on the 1<sup>st</sup> September 2025**.
- E-mailed, faxed, late, or incomplete proposals will not be considered;
- ELIDZ is not obligated to accept the lowest or any proposal;
- Any expenses incurred by the tenderer in preparing and submitting the proposal will be for the tenderer's account, as the ELIDZ SOC Ltd will not accept any liability in this regard;
- We reserve the right to correct discrepancies and errors as necessary with the consent of the tenderer; however, the value total of the prices shall remain unaltered;
- Proposals which do not comply with the tender conditions or which are incomplete will, as a general rule, not be considered.
- Tenderers must be registered on CSD database from Treasury.

### 3 SIGNATURES ON TENDERS

All tenders submitted must be signed by that individual, or by someone on his behalf duly authorized and proof of that authority must be attached. All tenders submitted by a company must be signed by a person duly authorized thereto by a resolution of the Board of Directors, a copy of which resolution, duly certified by the Chairman of the company can be submitted with the tender.

If the tender is submitted by a joint venture of more than one person and/or companies and/or firms it shall be accompanied by:

A certified copy of the original document under which the joint venture was constituted. This document must clearly define the conditions under which the joint venture will function, as well as the duration and participation of the several constituent persons and/or companies and/or firms.

A certificate signed by or on behalf of each participating person and/or company and/or firm authorizing the person who signed the tender to do so.

In instances of a joint venture, each participating person and/or company and/or firm must complete and submit Annexure A (Procurement Handbook) with the tender together with all profit-sharing percentage information.

### 4 AREA OF SERVICE/POINT OF DELIVERY

The delivery of services will be required at the ELIDZ Zones, Lower Chester Road, Sunnyridge, East London as well as other sites under the jurisdiction of the ELIDZ.

### 5 SPECIAL CONDITIONS APPLICABLE TO THIS CONTRACT

Service Providers must note the following special conditions of contract will apply to this contract:

Modification of any applicable terms of reference of this contract must be mutually agreed between the parties and reduced to writing.

- VAT: Unless otherwise stated all prices will be inclusive of **Value Added Tax**.
- All services provided must comply and be in accordance with pertinent laws and policies of government.

Where the SERVICE PROVIDER has incurred any liability to the CLIENT, whether arising from or under this Agreement or otherwise howsoever arising, the CLIENT may, without notice to the SERVICE PROVIDER set-off the amount of such liability against any liability of the CLIENT to the SERVICE PROVIDER arising from or under this Agreement, whether either such liability is liquidated or unliquidated, present or future, accrued or contingent, unless otherwise agreed to in writing by the CLIENT.

In the event that the successful Bidder has been awarded the contract with value above R 5 000 000.00 for the same goods/services on a consecutive basis, the successful Bidder will be required to submit a Supplier development plan for SMMEs to be agreed with the ELIDZ.

Where there is no designated sector, ELIDZ may decide to include a specific bidding condition that only locally produced goods or services with a stipulated minimum threshold for local production and content,

will be considered, on condition that such prescript and threshold(s) are in accordance with the specific standards determined by the dti in consultation with the National Treasury.

## **6 COMPANY PROFILE**

A brief company profile is required, to assist ELIDZ in assessing your capabilities, capacity and competitive advantages.

## **7 INADEQUATE SERVICE LEVELS AND PERFORMANCE**

In instances of transgression of a more serious nature, should the ELIDZ during the contract period for any reason regard the Service provider's service levels and performance against this contract as being inadequate or not to the ELIDZ's satisfaction, the details will be reduced to writing, clearly headed "Inadequate performance" and sent to the service provider. In the event that the service provider is unable to remedy the complaints to the ELIDZ's satisfaction within 14 days of such notice of inadequate performance, ELIDZ reserves the right to immediately cancel this contract and recover costs in terms of the Service Agreement.

## **8 SERVICE LEVEL AGREEMENT**

The successful tenderer will be required to enter into a written Service level agreement with the ELIDZ which will be based on the draft Agreement set out herein in Section C, which will include Section A and B and include such terms and conditions as Management may require or prescribe to give effect to in terms of its legal obligations.

## **9 PRICE BASIS**

ELIDZ requires the tender price to remain firm for the validity period of ninety (90) days after the closing date of the tender. The tender price shall be in South African Rand.

Where prices are subject to variation it must be noted that no prices are to be revised or invoiced, without prior mutual agreement and official modification of the contract.

## **10 PAYMENT TERMS**

A maximum payment processing period of thirty (30) days will be enforced. The thirty-day period is effective from the date a complete claim is received. A complete claim requires the following to be processed:

- Original invoices;
- Statement of accounts.

All information relating to the ELIDZ's customers (and potential customers), systems, operating procedures etc. is confidential and to this end, the successful tenderer will be required to enter into a Confidentiality Agreement with the ELIDZ.



## **11 SUFFICIENCY OF TENDER**

The tenderer shall satisfy itself before tendering, as to the correctness and sufficiency of its tender for the project. The tenderer shall ensure that the rates and prices it has stated in the schedules cover all the obligations included in the tender and sufficient for the proper completion of the project.

## **12 TENDERER'S CONDITION**

All tenderer's shall be deemed to have waived, renounced and abandoned any terms and conditions printed or written upon any stationery used by the tenderer for the purpose of, or in connection with the submission of this tender.

## **13 DISQUALIFICATION**

Respondents are advised that should there be any contact with ELIDZ staff and the Adjudication Team which could in any way be seen or deemed to constitute a conflict of interest, bribe or otherwise influence the process and the outcome thereof will result in immediate disqualification.

It must be stressed that any queries relating to this tender must be in writing and within the period of one week from the date of the briefing session and must be addressed to the Project Manager only. Respondents are not to communicate in any manner or form whatsoever with members of ELIDZ personnel about the RFP until the winning service provider has been selected and such selection has been formally communicated to the public. Any such communications by Respondents with ELIDZ personnel or with persons other than the Project Manager may prejudice a Respondent and may lead to disqualification from consideration for selection. The ELIDZ cannot accept responsibility for the accuracy of any information obtained outside the formal communication process as stipulated.

Any misrepresentation, in particular as it relates to the truthfulness of involvement of HDI's at both ownership level, management and operational level will also result in immediate disqualification.

## **14 SHERQ COMPLIANCE**

Before starting work, the successful service providers must produce the following for approval:

1. Project specific Safety, Health & Environmental (SHE) Risk assessments,
  - a. SHE Risk assessments to include activity specific risks, service providers risk to the ELIDZ and the ELIDZ risk to them;
2. SHE plans and safe work procedures must be developed to respond to project specific activities as well as to identified risks: for example (waste management plans, fall protection plans etc.);
3. List of applicable PPE required;
4. Letters of Good standing with workman's compensation where applicable;
5. Applicable legal appointments - as required;
6. List of chemicals and related Material Safety Data Sheets;

All of the above must be included in a SHE file together with:

1. Copy of scope of work;
2. Copy of appointment;
3. PPE issue register;
4. Requisite training / competency certificates where applicable;
5. Medicals as applicable to the nature of the work (for example, there must be medicals for employees who will be working at heights to confirm that they are fit to work at heights);

## **15 ACCEPTANCE OF TENDER IN WHOLE OR IN PART**

The ELIDZ reserves the right to accept the complete tender as submitted by the tenderer or alternatively, to accept only specific “areas of work” (or parts of “areas of work”) of the tender as it sees fit.

Accordingly, tenderer’s are advised to ensure that all prices submitted against each “area of work” are sufficient to cover the tenderer’s entire obligation as defined in these documents, required to provide each specific “area of work”.

## **16 POPIA**

Protection of Personal Information Act 2013 (POPIA).

The ELIDZ undertakes to:

1. It will take all reasonable steps and precautions to preserve the integrity of bidders Personal Information and to prevent any corruption or loss of such data.
2. It will not do any of the following: copy, compile, collect, collate, process, store, transfer, alter, delete, interfere with or in any other manner use the bidders Personal Information as described in the Act for any purpose other than with the express prior written consent of the bidder.
3. Utilize the personal information provided for the purposes of assessment of the tender submitted by the bidder and contracting with the successful bidder as the case may be.
4. It will immediately inform the bidder in writing if any Personal Information relating to it has been compromised. The ELIDZ undertakes to immediately inform the bidder in writing as to how it will manage such compromise and what steps will be taken to rectify the situation.
5. Due and reasonable care of the bidders personal information and not to share the said personal information with any third party unless you have authorised such disclosure or the release of such information is required by law.
6. At all times strictly comply with its obligations under Data Protection Legislation.
7. Subject to legislative, regulatory, contractual and other legitimate conditions, the respective bidder has certain rights in terms of how their information is processed. The bidder can request access to information or guidance on how to lodge a complaint from or direct a request to exercise afforded rights to the ELIDZ Information Officer, or his/her deputy/ies, or the Information Regulator.
8. It will maintain guidelines, policies or procedures for the retention or destruction of data and will retain it only as long as necessary for the identified purposes or to meet legal requirements or policies.
9. It shall implement and maintain, at its cost and expense, appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of Personal Information and unlawful access to or Processing of Personal Information.

The ELIDZ shall not incur any liability for costs, loss or damage arising from the use of inaccurate or incomplete data provided by or on behalf of the bidder.

## 17 SUPPORTING DOCUMENTATION TO BE SUBMITTED

ITEM	TICK
<b>Supporting Documentation To Be Submitted</b>	
Accredited Valid Original or Certified B-BBEE Certificate or Sworn Affidavit confirming annual turnover and B-BEE management split of company	
Company Profile	
Valid Tax Clearance Certificate or SARS PIN	
Valid Proof of Office Location (eg. Relevant, verifiable municipal utility bill, rental / lease agreement of business location)	
Three (3) Completed and Verifiable Reference Letters for similar work (Annexure 2) Must include contact details and related contract dates.	
Curriculum Vita (CV) of Proposed Site Manager (including verifiable reference contact details)	
Curriculum Vitae (CV) of Two (2) Proposed Site Shift Supervisors (including verifiable reference contact details)	

## 18 COMPULSORY DOCUMENTATION TO BE SUBMITTED

The following documentation is considered as compulsory documentation and is required to be submitted with your tender. Failing to submit the compulsory documentation will lead to disqualification due to non-responsiveness.

ITEM	TICK
<b>Compulsory Documentation To Be Submitted</b>	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD Registration Certificate	
JV Participation Documentation (If applicable)	
Valid proof of good standing for workman's compensation from the Department of Labour Compensation Commissioner, or any other registered workman's compensation insurer. <ul style="list-style-type: none"> <li>ELIDZ reserves the right to verify the validity of the Letter of Good Standing with the Department of Labour.</li> </ul>	
Valid PSIRA (Private Security Industry Regulatory Authority) registration certificate <ul style="list-style-type: none"> <li>ELIDZ reserves the right to verify the validity of the PSIRA registration with PSIRA.</li> </ul>	

Valid ICASA (The Independent Communications Authority of South Africa) license - ICASA Frequency Spectrum Licence and/or Radio Station License for a two-way radio communication. <ul style="list-style-type: none"> <li>Should the two-way radios be rented/leased, the Service Provider should provide ELIDZ with the ICASA License from the leased company.</li> </ul> ELIDZ reserves the right to verify the validity of the ICASA License and if the license they possess is a Frequency Spectrum License and/or Radio Station License for a two-way radio communication	
Valid Proof of Public Liability Insurance of a minimum value of ten million rand.	

**Please Note: All the above documents must be submitted with Envelope A - Technical Proposal.**

**The price schedule and proposed solution costing must be submitted with Envelope B – Financial Proposal.**

## 19 METHOD OF SUBMISSION

The RFP document will be available for download at no cost on the **8<sup>th</sup> August 2025 at 12h00 (Noon)** from the East London Industrial Development Zone website: [www.elidz.co.za](http://www.elidz.co.za) under Opportunities >> Tenders

All tender documents are to be submitted online at <https://tenderportal.elidz.co.za>

No late tenders will be accepted.

Telegraphic, telephonic, telex, facsimile and e-mail tenders will not be accepted.

The ELIDZ reserves the right:

1. To negotiate with the successful tenderer and/or
2. modify the RFP's goods / service(s) and request Respondents to re-bid on any changes;
3. reject any Proposal which does not conform to instructions and specifications which are detailed herein;
4. disqualify Proposals submitted after the stated submission deadline;
5. disqualify Proposals submitted that do not meet the goods or services specifications;
6. disqualify Proposals submitted that do not meet the necessary functionality where required;
7. not necessarily accept the lowest priced Proposal;
8. reject all Proposals, if it so decides;
9. place an order in connection with this Proposal at any time after the RFP's closing date;
10. split the award of the order/s between more than one Supplier/Service Provider; or
11. make no award at all;
12. ELIDZ reserves the right not to award business to the highest scoring bidder/s where objective criteria justify the award to another bidder.
13. The ELIDZ does not bind itself to accept your (or any) proposal, nor will it disclose any information regarded as confidential.



## **SECTION B: Requirements Specification**

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FOR SECURITY SERVICES FOR THE EAST LONDON INDUSTRIAL DEVELOPMENT ZONE

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## 1. Introduction

The East London IDZ (ELIDZ) would like to appoint a service provider to provide security services, security personnel and associated equipment, to the East London Industrial Development Zone, which includes but might not be limited to Specifications outlined in **Section 3 – Detailed Requirements**.

## 2. Considerations

### 2.1. Requirements Considerations

The services defined are based on the current understanding of the requirements and strategic and business objectives of the ELIDZ. Therefore, as the need arises, the services may be amended (by agreement between the parties) to ensure that it always reflects the realities of the relationship between the ELIDZ and the Service Provider.

The service responsibilities stipulated shall not be construed as an exhaustive list and the Service Provider shall be required to provide ancillary services or to comply with ancillary responsibilities to the extent that this may be required for the effective compliance with the stipulated responsibilities and to ensure that the Premises are always secure (365/24/7).

In connection with the provision of the Security Services, and without prejudice to any other obligations, the Service Provider will be required to liaise regularly with appropriate personnel and/or contact points, with the ELIDZ through the ELIDZ Manager: SHEQ, with the local South African Police Services in East London. **The Service Provider will appoint a site manager as the service providers permanent on-site representative, who must have a motor vehicle at all times and who will form part of the ELIDZ security related forums, attend meetings, respond to and coordinate emergencies, as well as attend to all assigned actions when required to do so.**

### 2.2. Requirements for Functionality

The score achieved for quality functionality will be assessed using the following criteria, each of which will be scored individually up to the maximum number of points indicated (failure to submit the relevant information will result in zero score for that section).

#### FUNCTIONALITY EVALUATION MATRIX

The following evaluation criteria should be read in conjunction with completing and submitting Annexure 2 (Reference Letters).

<b>YEARS THE COMPANY HAS BEEN DOING SIMILAR 24/7/365 WORK</b>	<b>30</b>	The number of years/period that the company has been doing similar security services work (similar work is determined by the contact periods and the number of personnel deployed per shift as confirmed on the reference letters – Annexure 2).
3 years (with minimum 20 postings per site per shift)	<b>10</b>	
>3 to 6 years (with minimum 20 postings per site per shift)	<b>15</b>	
>6 years to 8 years (with minimum 20 postings per site per shift)	<b>25</b>	
>8 years (with minimum 20 postings per site per shift)	<b>30</b>	
<b>Experience of permanent on site, Site Manager</b>	<b>20</b>	Will be determined by relevant CV (CV to contain summary of previous similar work done, as well as contact information of verifiable references to verify years of experience as a Site Manager)
3 years	<b>5</b>	

>3 to 5 years	<b>10</b>	
>5 years to 8 years	<b>15</b>	
>8 years	<b>20</b>	
<b>Experience of site shift Supervisor number 1</b>	<b>10</b>	Will be determined by relevant CV (CV of first shift supervisor to contain summary of previous similar work done, as well as contact information of verifiable references to verify years of experience as a site shift Supervisor)
2 years	<b>2</b>	
>2 to 3 years	<b>5</b>	
>3 to 5 Years	<b>8</b>	
>5 years	<b>10</b>	
<b>Experience of site shift Supervisor number 2</b>	<b>10</b>	Will be determined by relevant CV (CV of second shift supervisor to contain summary of previous similar work done, as well as contact information of verifiable references to verify years of experience as a site shift Supervisor)
2 years	<b>2</b>	
>2 to 3 years	<b>5</b>	
>3 to 5 Years	<b>8</b>	
>5 years	<b>10</b>	
<b>REFERENCE SCORE</b>	<b>30 Each letter up 10 points</b>	Three (3) Completed and Verifiable Reference Letters for similar work (Annexure 2) completed with respective referee contact details, signature and company stamp. (Score calculated by adding the total scores of submitted relevant reference letters – (Annexure 2). (Relevant references are those verifiable references for contracts with similar / relevant work experience, where a Minimum: <ul style="list-style-type: none"> <li>• Of 20 security personnel per shift are / were posted on the site where security services are / were rendered.</li> <li>• Contracts with periods of two (2) years or more per referee was / is held.</li> </ul>
Reference Score	<b>30</b>	
Total Score	<b>100</b>	

**NB: Minimum points required to proceed to the next evaluation phase is 70 out of 100.**

### **2.3. Financial Considerations**

Payment milestones will be attached to the service level agreement.

### **2.4. Time Constraints**

The East London Industrial Development Zone would like this project to commence on the **1 November 2025** after the signing of the service level agreement.

### **2.5. Area of Service and Facilities**

The delivery services will be required at the East London IDZ offices, Lower Chester Road, Sunnyside, East London or anywhere the service is required.



### 3. Detailed Requirements

This section aims to unpack all elements required for this project.

<u>Appearance</u> The Service Provider shall ensure that personnel appearance is neat, that such personnel are well groomed, have duty wear, uniforms and all-weather gear that meet with the ELIDZ approval.
<u>Identification and Tags</u> The Service Provider shall ensure that they have a file on site with the names, grades, PSIRA registration numbers and photographs of all Security personnel always posted at the ELIDZ. In addition, all security personnel must be fitted with relevant identity tags depicting their names, grades & PSIRA registration numbers (PSIRA Badges).
<u>Turnover in staff</u> The Service Provider shall ensure that turnover of key personnel (Site Manager, Site shift Supervises, Control Room Operators and Receptionists) is limited, and that any proposed change is discussed and agreed to with the ELIDZ. The service provider shall ensure that the qualifications, skills and experience of personnel employed to replace key personnel are the same qualifications, skills and experience as the personnel they will be replacing.
<u>Professionalism</u> The Service Provider shall ensure that whilst on duty, security personnel are always sober, professional and courteous towards ELIDZ employees, contractors, visitors and tenants. Stand-to's must never be longer than one hour after shift change.
<u>Communication Skills</u> The Service Provider shall ensure that security personnel have well developed linguistic skills and are able to communicate information in English and Xhosa whenever the need arises. Personnel placed in reception areas must be capable of performing receptionist-related functions in a professional manner that include: receiving and addressing incoming calls, receiving and relaying messages as well as receiving and addressing visitors at the area being manned, while carrying out relevant procedures.
<u>Knowledge of the Premises</u> The Service Provider shall ensure that personnel: - <ul style="list-style-type: none"><li>• have full knowledge of the Premises, tenant location as well as services/ facilities locations and availability at the Premises.</li><li>• are able to communicate activities, events on site, or any other relevant site information to interested parties like visitors, contractors or tenants.</li></ul>
<u>Risk Management</u> The service provider shall ensure that there is a formal approach to Risk Management in terms of the producer and risk assessment methodology approved by the ELIDZ. The service provide may choose to adopt the ELIDZ risk management methodology. Using the above-mentioned formal approach to Risk Management at the ELIDZ, the service provider shall ensure the development, maintenance, periodic review and reporting on SHE & Zone Security related risks.

#### Staff Training

The Service Provider shall ensure that all personnel involved in the provision of the Security Services at the ELIDZ are trained or are planned for training on:

- Customer services
- Refresher training as specified by the Security Regulating bodies of Officers Board
- Emergency and reaction response
- Basic Safety, Health and Environmental management training that includes but might not be limited to:
  - firefighting
  - first aid and
  - Health & Safety
  - environmental management awareness.

All the above training required in terms of this agreement is to be conducted by suitable qualified training providers and proof of training must be on file, on site and available to the ELIDZ on request.

Training on site procedures and lessons learned may be conducted in-house.

#### Cell Phones

All key personnel (Site Manager, Site Shift Supervisors) must be equipped with cell phones, which are fully operable at all times (24/7). The related cell phone numbers must be made available to the ELIDZ SHEQ Manager (who is the ELIDZ Security Manager) and always kept relevant.

The service provider shall make an emergency cell phone available and operational at all times in the security control room as an alternative emergency communication device should other devices fail. The related cell phone number must be made available to the ELIDZ SHEQ Manager and kept relevant at all times. The emergency cell phone must have SMS and WhatsApp functionally.

#### Radio Contact

The Service Provider shall ensure that all personnel on duty are equipped with radios to enable seamless radio contact with one another and that formal radio communication procedures are followed at all times (24/7).

#### Use of Facilities

The Service Provider shall ensure that its personnel only make use of facilities specifically provided to such personnel at the ELIDZ Premises. The service provider shall ensure that facilities utilized are kept clean and presentable at all times (24/7).

Facilities include but might not be limited to ablution facilities, guard houses and control rooms. The service provider is to ensure that ablution facilities allocated for their use are kept sanitized and at all times.

At the end of the contract period, the service provider shall further ensure that facilities utilized are handed back to the ELIDZ in the condition received.

#### Personnel Shortages

The Service Provider shall ensure that there are no personnel shortages at any time for the duration of the contract. The Service Provider shall develop and have the ELIDZ approve contingency plans to address planned or unplanned personnel shortages. Any personnel shortages experienced must be reported to the ELIDZ along with an interim plan to cover the shortage and an action plan to prevent recurrence.

The service provider must submit a plan for the approval of the ELIDZ to address any planned or unplanned strike action of service provider personnel. The plan must ensure that all ELIDZ security requirements as per this agreement are not compromised at any time for the duration of the planned or unplanned strike action nor the contract period at large.

#### Business Continuity Planning

The service provider shall develop a 24/7/365 - Business Continuity Plan (contingency plans for ELIDZ approval) for eventualities and equipment that include but might not be limited to:

- community unrest;
- Employee strike action;
- Employee illness;
- Employee death / disability;
- Patrol Vehicle breakdown;
- Quad bike breakdown;
- Radios;
- Emergency cell phone;
- Torches;
- Batteries for all equipment;
- Taxi strikes, fire and other natural disasters that compromise employee ability to get to work.

#### Use of firearms

The Service Provider shall ensure that it complies with the Statutory Firearms Act. Failure to comply with this responsibility shall constitute a material breach of this agreement, which is not capable of being remedied.

The service provider shall ensure that a portfolio of evidence of compliance to applicable legal and other requirements for armed response and use of firearms is submitted to the ELIDZ, is kept on the ELIDZ site and remains relevant at all times.

#### Standard arrest procedures and SAPS relations

The Service Provider shall ensure that all Security personnel are familiar with standard arrest procedures and local authority security regulations. To this end the service provider is to establish a formal relationship with the SAPS.

The service provider will on behalf of the ELIDZ, coordinate quarterly meetings with the SAPS, develop a standard agenda and maintain minutes approved by the ELIDZ for these sessions.

#### Confidential Information

The Service Provider shall ensure that no confidential information of any nature is divulged via security personnel to any member of the press, public or any third party. The Service Provider shall abide by the Disclosure of Information Act in its relationship with the ELIDZ as its client.

#### Compliance

The Compliance Requirements for all Responsibilities and Service Levels as set out in the contractual agreement shall be implemented and complied to by the Service Provider at all times. These include but are not limited to complying with all applicable procedures, policies, instructions as well as applicable legal and other requirements.

The service provider will be expected to comply with elements of a Scorecard to be used to measure performance.

#### Resources

The Service Provider shall comply fully with the resource requirements detailed in the price schedule in Envelope B. The Service Provider shall ensure that equipment resources (including and not limited to, vehicles, quad bikes, golf carts, communication equipment, etc. are fully functional, operational and on site at all times for the duration of the contract. To this end, the Service Provider shall develop contingency plans for such equipment breakdown to the satisfaction and for the approval of the ELIDZ.

#### Equipment Requirements

##### Communication Equipment

The Service Provider shall provide a base UHF / VHF radio transceiver and repeater, equipped with a minimum of two channels which will enable clear voice communication throughout the entire ELIDZ at all times (24/7).

#### Hand-held Radio's

The Service Provider shall ensure that the specifications for handheld radios used in the provision of the services comply with regulated specifications and that the radios work according to factory and regulatory specifications and are fit for purpose on site at all times (24/7).

Fully charged spare batteries must be available as replacement batteries. Discharging batteries must be replaced before they are fully discharged.

#### Motor vehicles

In addition to the security site managers vehicle, the service provider shall ensure that there is always one all-terrain motor vehicle available and in factory specified working order at all times (24/7) on the ELIDZ premises.

The Service Provider shall ensure that all motor vehicles used in the provision of the Services are

- Suitably branded and equipped and in good working condition at all times (24/7);
- Repaired or replaced to the extent required to comply with the responsibilities stipulated in this Agreement;
- Fitted with warning lights on the roof of the vehicles.

The service provider shall provide the ELIDZ with a contingency plan that ensures at least one all-terrain motor vehicle available and in factory specified working order at all times (24/7) on the ELIDZ premises.

#### Quad Bikes and Golf Carts

The Service Provider shall ensure that there are at least two quad bikes and one golf cart available and in factory specified working order at all times (24/7) on the ELIDZ premises.

The Service Provider shall ensure that the two quad bikes and the available golf cart are fitted with front lights for night driving.

The Service Provider shall ensure that security personnel authorized to use the two quad bikes and the golf cart are trained and deemed competent to drive them. Proof of training and sign off of competency must be available on file and on site at all times for such personnel.

The service provider shall provide the ELIDZ with a contingency plan that ensures at least two quad bikes and one golf cart is available and in factory specified working order at all times (24/7) on the ELIDZ premises.

#### Staff Equipment requirements

The Service Provider shall ensure that all Security Officers are equipped with the following equipment at all times whilst on duty :-

- Radios
- Handcuffs and batons
- pens and notebooks
- torches (night staff)
- timepieces

#### Traffic Cones, Barricades & Traffic flow signage

The Service Provider shall ensure that the following equipment is available on site (24/7) :

- 20 x traffic cones
- 4 x Handheld "stop go" signage
- 5 x 3-meter portable barricades
- 4 x portable no entry signage
- 10 x vehicle wheel clamping devices to regulate illegal parking

#### Compliance to ELIDZ Zone Rules

The Service Provider shall:-

Ensure capability to administer Security related Zone rules that include but might not be limited to:

- Illegal Parking wheel clamping: in relation to procedures and equipment;
- Speed control: in relation to procedures and equipment;
- Incident or other ad hoc Perimeter control: in relation to procedures and equipment;
- loitering

### Equipment Maintenance

The Service Provider shall:-

- ensure that all equipment used in the provision of the Services are in good working condition at all times (24/7), with no parts missing;
- inspect the equipment daily to ensure compliance with this responsibility;
- Immediately repair or replace all equipment to the extent required to comply with the responsibilities stipulated in this Agreement.

### Administration and Reporting Requirements

#### Reporting of incidents

The Service Provider shall ensure that all security related incidents are immediately reported to the ELIDZ SHEQ Manager and further reported to the ELIDZ in writing within 12 hours of the occurrence of an incident.

Reporting must be in accordance with best practice reporting protocol and include a root cause analysis as well as recommendations for correction, improvement or mitigation.

The service provider shall maintain an incident register.

Templates used for incident management must be approved by the ELIDZ.

Security personnel are expected to become familiar with and to comply with ELIDZ emergency preparedness protocol at all times.

The ELIDZ emergency preparedness protocol is centralized though the security control room manned by the security service provider controllers and receptionists. Posted controllers and supporting reception staff will be required to become familiar with the emergency preparedness protocol and competent in giving effect to the role of controller and supporting receptionist in this regard.

#### Monthly Report

The Service Provider shall provide the ELIDZ with a detailed monthly report relating to the Security Services in a format to be agreed between the parties, within 10 (seven) days of the last day of the month to which the report relates.

The report is to include but might not be limited to:

- results of an agreed scorecard
- the security risk register (SHE & Zone Security related risks)
- action management
- statistics relating to incidents, including but not limited to:
  - Vehicle theft and attempted theft on the Premises
  - Arrests made
  - Warnings issued
  - Problems encountered
  - Crime prevention measures
  - Tenants/ Visitors concerns pertaining to security measures
  - emergencies, irregularities, suspect persons and movements reported to the control room
  - condition of the perimeter fence
  - ELIDZ direct – building doors left open
  - ELIDZ street lights not working
  - posting problems
  - training
  - staffing
  - incidents and alarms
  - access control anomalies
  - agreed to access control reporting requirements
  - consolidation of access control procedures
  - other issues that the service provider may find to be critical to the security of the ELIDZ
  - other issues that the ELIDZ might find to be critical to the ELIDZ security risk management.

Reporting requirements may be reviewed from time to time at the discretion of the ELIDZ.

#### Emergency Procedures

The Service Provider shall in conjunction with the ELIDZ regularly review, amend existing or draft emergency procedures and shall implement and maintain such procedures and practices. Emergency Procedures shall be reviewed by the service provider on an annual basis and such reviews approved by the ELIDZ as and when required.

#### Occurrence Book (OB)

An OB must be maintained at all times (24/7) by applicable security personnel. An OB should be held in the Control Room as well as all satellite stations throughout the zone and must be accessible to authorized staff of the ELIDZ immediately upon request. Copies of the OB entries from the previous shifts must be provided to the ELIDZ as and when required.

#### Incident Report Book

The service provider shall ensure that all posts are issued with an incident report book to record incidents.

#### Information Book

The service provider is to ensure that all posts are issued with an information book in which instructions and information from the previous shift will be recorded for the incoming shift.

#### Alcohol and Drug Testing

The service provider shall have trained to administer alcohol testing when required to do so. The service provider shall provide equipment for alcohol testing that:

- Where applicable, is calibrated as per manufacturers guide in this regard.
- Produces test results that are admissible in a court of law.

The service provider shall provide an alcohol and drug register into which all records of alcohol and drug tests must be recorded.

#### Duty Roster

The Service Provider shall ensure that a duty roster is kept detailing the identity of personnel on duty and the times and shifts. A copy of the duty roster must be immediately available and provided to the ELIDZ upon request.

#### Personnel Files

Copies of personnel files including CV's relating to the Service Provider's personnel involved in the provision of the Services should be provided to the ELIDZ on request.

### Incident Response Requirements

#### Response to alarms

The Service Provider shall ensure that at least one Security Officer will immediately respond to any alarm at the Premises or any reported incident. Details of the alarm and the response must be reported on as per agreed to reporting protocol. Where applicable, ELIDZ emergency preparedness protocol must be followed.

#### Response to complaints

The Service Provider shall ensure that all complaints and or requests from tenants or visitors are promptly reported to the ELIDZ and addressed by means of systems and procedures to be agreed with the ELIDZ to ensure customer satisfaction.

#### Notification

The Service Provider shall immediately notify the ELIDZ of any emergency, like a bomb scare, fire, flooding, unrest, etc. as they become aware of such event.

## Control Rooms

### Use of satellite Control Room

The Service Provider shall, as part of the Security Services, utilise the established satellite control rooms at the premises to co-ordinate and manage the security personnel and service requirements, any security related incidents that take place at the premises, as well as to coordinate and give effect to ELIDZ emergency preparedness protocol.

### Control Room Training

The Service Provider shall ensure that Control Room personnel undergo specific control room operator training, as required by the employer or the PSIRA and that there is continuity of the provision of the services as per the Service Level Agreement at all times 24/7.

### Monitor Systems and Procedures

The Control Rooms are for monitoring and control all emergency procedures, CCTV and security systems.

### CCTV Network in Control Rooms.

The service provider is at all times (24/7) responsible for monitoring CCTV and reporting and responding (where required to do so) on any irregularity observed. The service provider will also report on defects / deficiencies in the CCTV availability, functioning of cameras, camera locations, number of cameras in strategic locations, focusing and positioning of cameras, camera lens cleanliness and risk assessments related to locating of cameras and scope of CCTV network.

### Monitor Communications

The Control Room is to monitor all communications between personnel in order to detect emergencies or irregularities, which might affect the security of the Premises and / or require reaction from the Armed Response team.

### Recording and Administration

The Control Room is to house all records and reports as described in the contract.

### Unauthorized Personnel

No unauthorized or non-essential personnel are allowed in the CCTV control room, only personnel appointed specifically as control room operators, the security service provider on-site manager and the ELIDZ SHEQ Manager should be permitted entrance.

No unauthorized or non-essential personnel are allowed to loiter in the general / satellite control rooms, only personnel appointed specifically as control room operators, the security service provider on-site manager and the ELIDZ SHEQ Manager should be permitted entrance.

## On site - Site Manager

Must be on site at all times during weekdays up to 5pm, have a road worthy motor vehicle at all times, form part of the ELIDZ security related forums, be responsive and contactable via cell phone, attend meetings and deliver on assigned actions when required to do so.

### The Site Manager Shall among other responsibilities:

- Act as the point of contact for the ELIDZ and must report only to the ELIDZ Manager SHEQ in fulfillment of the requirements of the SLA
- Lead the service provider team of officers assigned to the ELIDZ
- Oversee security personnel postings
- Oversee security personnel leave rosters.
- Coordinate security officers administrative queries and enquiries
- Maintain the ELIDZ threat & vulnerability assessment and response planning
- Maintain the ELIDZ security procedures manual
- Maintain the ELIDZ security risk register
- Maintain security emergency preparedness and response procedures
- Respond to emergencies 24/7
- Ensure security incident investigation and reporting requirements
- Provide on-going guidance on security protocols, and best practice customer service
- Ensure ongoing staff training and orientation before being posted at the ELIDZ
- Ensure compliance with applicable legal and other requirements (including applicable ELIDZ policies and zone rules)
- Manage the use of CCTV cameras & systems, radios, access control systems and ensure maintenance thereof where required
- Develop and present monthly reports as directed by the ELIDZ
- Maintain security related statistics.

#### Reception Function

- The receptionist shall:
- Respond to calls from visitors, tenants, personnel or any other party in respect of any operational, security, safety health or environmental related incidents at the premises.
- Receive and process visitors, tenant personnel, ELIDZ personnel, or any other party in respect of construction, maintenance, safety, health, environmental or security practitioners.
- Be responsible for providing records of access and exit of the ELIDZ access points.
- Liaise with the ELIDZ SHEQ manager, Facilities & Maintenance, PR & Communications departments and attend meetings with them when required to do so.
- Where applicable, manage firearm protocol as per regulated requirements that includes storing firearms and verifying license holders upon collection of firearms if required to do so.

#### Reporting to ELIDZ SHEQ Manager

The Service provider shall only take instructions from the SHEQ Manager, unless otherwise directed by the SHEQ Manager.

The Service Provider shall ensure that all emergencies and irregularities are reported to the ELIDZ SHEQ Manager immediately, including all reports concerning suspect persons, movements and/or actions on the Premises.

The service provider shall attend all meetings as well as develop and provide relevant reports as requested by the ELIDZ SHEQ Manager.

#### Access Control:

##### Manning of Access points

The Service Provider shall ensure that all access and exit points to the Premises are manned by its security personnel at all times (24/7).

##### Access and Exit Control

The Service Provider shall control all access and exit to the Premises and follow procedures in such a manner to ensure maximum security of the Premises without undue inconvenience for visitors and tenants.

##### Access Cards

The Service Provider shall control the issue and retrieval of Visitor Access Cards, including the application assessment and recording process pertaining thereto, when required to do so.

The Service provider shall be responsible for managing access control cards with respect to operating systems, issuing, receiving, and transactions of visitor's cards, as well as issuing of ELIDZ personnel cards, tenant personnel cards and new security personnel access cards.

##### Access Permits

Where applicable, vehicular access pertaining to construction vehicles will be controlled by security personnel according to procedures developed to control the access of construction vehicles and personnel.

##### Identification of suspect persons

The Service Provider shall ensure that through the controlling of access it will identify suspicious persons entering the premises and shall report such persons to the SHEQ Manager.

##### Access Restriction

The Service Provider shall ensure that entry is restricted to authorized persons only and that none of the following categories of persons gain access to the premises:

- beggars
- hawkers / street vendors
- job seekers
- site seers
- door to door sales people



#### Patrols

The Service Provider shall patrol the Premises in accordance with the provisions of this section. Night shift patrol and related personnel shall in addition, patrol ELIDZ office blocks and direct facilities to check that doors are locked and lights are switched off. Any deviations found shall be reported as per afore mentioned reporting protocol.

#### Visible patrols

The Service Provider shall be responsible to ensure that visible patrols on the Premises takes place at all times (24/7).

#### Perimeter Fence

The perimeter fence is to be patrolled on a continuous basis but at least thrice per 12 hr shift by means of motorized quad bikes, vehicles (where possible) and foot patrols to ensure that high visibility and the integrity of the fence is maintained at all times (24/7).

Frequency of patrols may change at the discretion of the ELIDZ.

#### Street patrols

Streets within the ELIDZ premises are to be constantly patrolled by means of foot patrols, motorized quad bikes and vehicles to ensure that high visibility is maintained and suspect movements, incidences and irregularities are identified and responded to.

#### Discrepancy reporting

The Service Provider shall ensure that all discrepancies observed in all areas on the premises, patrol areas including but not limited to maintenance issues, equipment failure, suspicious activity, unsafe activities or conditions, negative environmental impacts and irregular tenant activity are reported to the SHEQ Manager as per afore mentioned reporting protocol.

#### Vulnerable Areas

The Service Provider shall ensure that, in the course of patrolling, regular checks are done on vulnerable areas such as corners of zones, unoccupied areas and other such areas identified through security risk management procedures.

#### Armed Response

The Service Provider shall provide an armed response service in respect of the ELIDZ premises on a 24/7 basis. The plan for armed response must be communicated to the ELIDZ for ELIDZ approval.

#### Personnel on Standby

The Service Provider shall ensure that appropriate personnel are on immediate standby to react to personnel failing to report for duty.

The Service provider shall ensure that there is standby armed response to react to all incidences requiring armed response within the minimum time delay and within agreed response times.

#### Handling of emergencies

The Service Provider shall ensure coordination of emergencies from the ELIDZ premises as per ELIDZ emergency preparedness protocol.

The service provider shall ensure that the armed response is able to handle all foreseeable scenarios in an efficient manner, and provide back-up support as per the security emergency procedures.

#### Reaction Time

The Service Provider shall ensure that all emergencies are reacted to immediately and that response teams are at the scene of the incidence within 9 (nine) minutes of a call being received.

#### Vehicles

The Service Provider shall ensure that the vehicles used in the provision of the services are branded and their contents and accessories are fully serviceable when assuming duty. Emergency lights are to be fitted and operational when assuming duty.

Training for in house armed response

Where applicable, the Service Provider shall ensure that all in house armed reaction personnel allocated to the ELIDZ receive regular (twice per year) refresher training in armed reaction.

Reception Areas:

Reception Staff

The Service Provider shall provide suitably trained staff, approved by the ELIDZ, to fulfill the functions of receptionists in all ELIDZ reception areas that are described in the price schedule and proposed solution costing model in Envelope B – Financial Proposal. Reception staff are expected to be rotated between the various reception areas at least every 6 (six) months.

Service Hours

ELIDZ Service Hours with respect to reception personnel are generally from 06h00 to 18h00. The service provider is required to respond to ad-hoc requirements that necessitate changes to these service hours in reception areas.

Duties

In addition to and as described in the Reception Function Section above, the reception personnel will be required to perform duties normally associated with the functions of a reception area, including but not limited to:

Typing

Filing

Photo – copying

Receiving visitors

Telecoms and messaging

Controlling stationery supplies

Communicating fluently and professionally with visitors, tenants and ELIDZ personnel

Absenteeism / Leave

The Service Provider shall ensure that on occasions of absenteeism (Leave or otherwise) by the regular reception personnel, suitable function related competent replacement personnel, are immediately provided. The same applies to absenteeism (Leave or otherwise) of all security personnel.

## 4. Response Format

### 4.1 Company profile

- Provide an overview of your company establishment and operational history.

### 4.2 Service provider skills competency

- Curriculum Vitae (CV) of Proposed Site Manager (including verifiable reference contact details to verify previous similar work experience as a Site Manager)
- Curriculum Vitae (CV) of Two (2) Proposed Site Shift Supervisors (including verifiable reference contact details to verify previous similar work experience as a Site Shift Supervisor)

### 4.3 Service Provider similar work experience

- Minimum of 3 Valid reference letters (annexure 2) must be completed; stamped and / or signed and dated by the referee.
- Reference letters that do not satisfy the following requirements shall be deemed invalid and will not be considered:
  - Minimum contract periods of two years per contract for security services rendered at:
    - Industrial parks;
    - Office parks;
    - Factories;
    - Ports;
    - Similar sites to the above mentioned.
  - Minimum posting of 20 personnel per shift;

- The scoring provided by the referee will be used in the functionality evaluation.

#### **4.5 B-BBEE**

Accredited Valid Original or Certified B-BBEE Certificate or Letter from an Accountant confirming Annual Turnover for EMES - Sworn Affidavit confirming annual turnover and B-BEE management split of company.

Please forward any queries to: Zandile Mtebele at the following contact details:

E-mail: [zandile@elidz.co.za](mailto:zandile@elidz.co.za)

Tel: (043) 702 8200

Fax: (043) 702 8251



## ANNEXURE 1

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PROCUREMENT HANDBOOK



## ANNEXURE 2

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REFERENCE LETTER