



## **Request for Proposal & Quote**

### **Provision of Security Service at Royal Marang Hotel for 36 months**

Supplier Name: \_\_\_\_\_

Supplier Representative: \_\_\_\_\_

RFP No.:	CPT/G2020/10/22
Date Issued:	30 October 2020
Site Inspection date & Time:	9 <sup>th</sup> of November 2020; 11h30 – 12h30
Site location:	Royal Marang Hotel
Submission closing date & Time:	18 <sup>th</sup> of November 2020; 16:00
Presentation of Proposal:	30 <sup>th</sup> of November 2020
Awarding of contract:	15 <sup>th</sup> of December 2020
Expected Start date:	1 <sup>st</sup> of February 2021
Delivery address:	Plot 30 Boekenhoutfontein, R565 Sun City Route
Number of Copies:	Three (3) copies sealed
Contact Person:	Ms Elizabeth Mkhize
Contact Number:	014 573 4100
Contract Period:	36 months

#### **Technical Proposal:**

- a) Detailed proposal and any additional information must accompany this signed Request for Proposal (RFP).
- b) Prices supplied must be fully inclusive of all costs; value added tax, delivery charges and other taxes.
- c) Prices must be in South African currency.
- d) Price summary supplied in this document is firm prices.
- e) Bidders not submitting mandatory returnable evaluation documents will not be considered for technical evaluation and will be disqualified automatically.
- f) RFP open only to suppliers in Security service industry and registered with PRISA

## Administrative documents (Mandatory)

		Please tick
CIPRO Certificate	Mandatory	YES / NO
BEE Certificate	Mandatory	YES / NO
Certified ID copies of directors	Mandatory	YES / NO
Valid Tax Clearance Certificate	Mandatory	YES / NO
Proof of Address – not more than three months	Mandatory	YES / NO
Insurance Cover	Mandatory	YES / NO
Confirmation of No Joint Venture Arrangements	Mandatory	YES / NO
Confirmation of No Subcontracting arrangements	Mandatory	YES / NO
Compensation Compliance Certificate	Mandatory	YES / NO
Proof of registration of Employees with UIF	Mandatory	YES / NO
Company & Employee registration with PSIRA	Mandatory	YES / NO
Company COVID-19 Summary of Protocols	Mandatory	YES / No
Medical fitness test	Mandatory	YES / No

### 1. Background

To provide the comprehensive security services to the Cross Point Trading 67 (Pty) Ltd at the following property:

Royal Marang Hotel (Plot 30 Boekenhoutfontein, R565 Sun City Route)

The security services shall entail the provision and management of the physical security, patrolling of sites for protection, access control, and protection of person, maintenance of discipline and order on said side and prevention of general crime for period of 36 months

### Scope of Work

#### 1. Deliverables

The service provide is required to provide a security management function at the sites which will include

- 1.1. Access control – the purpose of access control is to prevent the unauthorized access of persons and vehicles and bring in of any dangerous objects into the employer's property in order to safeguard the people, the property and company assets
- 1.2. The management of all security system installed by the employer, as well as the execution of the Client security polies and procedures
- 1.3. The all supervisors must have a valid fire-fighting certificate, first aid certificate and form of monthly health and safety committee meetings of the company.
- 1.4. All supervisors must be able to read and write reports

The specific duties of the security personnel in respect of sites shall be described in the approved Operation Plan. This operational plan setting out the specific duties of the service provides security personnel shall be complied by the service provide and approved by the employer at least one (1) week before the security service commerce. The operation plan may be amended from time to time, with the agreement of both parties. A name-list of personnel per site is also to be submitted to the employer at least seven (7) days before the commencement of services and be resubmitted on quarterly basis through the currency of this contract.

## **2. General patrols**

1. Security officers shall patrol on foot and is expected to observe, record and communicate any security risk
2. It the responsibility of the service provider to provide patrol monitoring equipment at each of the sites (except CCTV system) and must ensure continuous and effective functioning of such equipment
3. Particular attention must be given to all vehicle parking areas
4. Security officers and service provider's personnel in general must wear company uniforms on site at all times while on duty and name tags should be visible.
5. All shift changes are to be done in orderly manner and must be presided over and overseen by the shift leader/supervisor/site manager
6. It is a specific requirement that all security personnel undertaking these patrols shall be trained in proper use of hand held two-way radio sets. All officers shall at all times be capable to convey salient details of incident or reporting such incident

## **3. Inspection**

- 3.1. The Client may carry out Adhoc inspection
- 3.2. Problems pointed out during such inspection shall be noted and action taken to rectify within 12 (twelve hours) of them being noted
- 3.3. A log book recording incidents which arise, shall be kept by the client and countersigned by the Service Provider
- 3.4. The Service Provider shall report all incidents within one (1) hour to the client which will be followed by written report within 24 hours of such incident

## **4. General Access Duties**

There shall at all times be a security officer stationed at access points and gates at all sites and who shall monitor and regulate all access

## **5. Reporting**

- 5.1. The service provider shall provide the employer within seven days of taking possession of the site with a clear and proven managements system of how the following will be controlled, reported and standards the service provide will conform to:
  - a) On time posting of personnel
  - b) Under posting of personnel
  - c) Sobriety of personnel
  - d) Neatness of personnel
  - e) Patrolling methods
  - f) Observation and alertness
  - g) Access control
  - h) Search test
  - i) Duty Room
  - j) Incident reporting
  - k) Occurrence book
  - l) Complaints reporting
  - m) Incidents handling
  - n) People skills development
  - o) Site induction

- 5.2. The service provider must provide weekly and monthly security reports to the Management regarding all sides on the following matters
  - a) Staff turnover
  - b) Operational plan knowledge test
  - c) Equipment audit and serviceability
  - d) Supervision of personnel
  - e) Implementation of decisions and instructions
  - f) Loss control initiatives
  - g) Disciplinary action
  - h) Casuals guarding reports
- 5.3. All incidents or accidents involving death or injury shall be reported to local police station and employer
- 5.4. Salient details of all incidents occurring on site shall be recorded immediately after the occurrence, stating dates, times, witness (if any) and relevant action taken

## 6. Additional requirements

- 6.1. Service provider must provide his own occurrence book and any other registers and stationary required to perform its duty.
- 6.2. If the service provider workers strike on site, the service provider shall within two (2) hours of agreeing on this with the company undertake to remove such workers from site. If the service provider fails to comply with this provision, CPT shall be entitled to terminate the contract immediately – notwithstanding any provision to the contrary in the contract – after giving the service provider written notice, with or without any notice period. Both parties undertake to notify the other if either party becomes aware of any strike on any of the site under this services.
7. In all cases of proven gross negligence by the service provider and its personnel, the service provider shall be held liable fully for and is expected to make good or compensate any losses so incurred by CPT resulting directly or indirectly from omissions or commissions. CPT will after each incident submit a claim to the service provider which shall be finalized within thirty (30) days of its submission
8. The service provider is required to provide daily risk reports by email to CPT
9. Where applicable, the service provider will be required to respond to alarms
10. All service provider's personnel shall accordingly be registered with PRISA and must be qualified for the post they are appointed for.

## Duty Hours

The duty hours of security guards are fixed, with each guard working 12 hours a day. This is done, in order to maintain an efficient security, check.

*Following timing and personnel scheduling or as informed will be observed: (Royal Marang Hotel)*

Manpower	Morning Shift	Night Shift	Relievers	Total
C Grade Guards	4	4	4	12
A/B Grade Supervisor/Site Manager	1	1	1	3

\*\*The Supervisor/Site manager does not include business owners unless such owner will be on site on daily basis for 12 hours.

- a) The security guards provided should be medically fit.
- b) A guard deployed at the Royal Marang Hotel property should be rotated at least once every quarter

- c) All guards provided must be PRISA registered with minimum grade C and B grade for supervisors.
- d) No foreign nationals will form part of the security team at our Royal Marang Hotel
- e) The following equipment should be provided by the Contractor as per the need basis.
  - a. Torches
  - b. Any other type of equipment relevant to security of the premises.
- f) All guards must be interviewed and screened by relevant security agency before deployments.
- g) Any guards to be terminated by the Contractor should be brought into the knowledge of company management, stating reasons thereof
- h) The CPT management reserves the right to terminate the contract in case of unsatisfactory services.
- i) One guard will be allowed one shift twelve (12) hours in a day.
- j) One-day salary will be deducted if a guard is found sleeping on the duty
- k) If a guard reports to duty thirty (30) minutes late with respect to the start of the shift time without informing the company management for two days, an absent will be marked for a day and salary will be deducted accordingly.
- l) Service Provider will provide the following documents in original for the first time for our perusal and later original documents will be returned; only the photocopies of those documents will be kept for our record.
- m) Valid Republic of South Africa ID Card or book
- n) Police and Special Branch Clearance Certificate (Criminal record etc.)
- o) Service Provider will plan leave/rotation of security guards and inform the CPT management in advance regarding the leave and replacement of the security guard, via email. Even in case of emergency leave, info Email will be required. Not doing the same, the Service Provider is liable to penalty of 1-day salary of security guard.
- p) In case of replacement/change of a security guard, every new incoming individual will be in possession of his original above mentioned documents prior to the commencement of his duty.
- q) In case the Service Provider provided any fake/forged or spurious documents/information, they will be liable to 1 month's total salary and a warning. On 3rd warning the contract will be considered null and void.
- r) In case of leave, absent etc. Service Provider is responsible to provide replacement immediately fulfilling the above mentioned requirement. Not doing this, Service Provider will be charged one (1) day salary penalty.
- s) If a guard is found misbehaving with the tenants of the building, CPT staff, hotel guests, other guards or anyone else in the property, the guard will be terminated from duty immediately and a warning will be issued to the contractor. Upon receiving 2nd warning for such offense, 2% of one month's bill will be deducted. The contractor will immediately provide a replacement for the terminated guard.
- t) The CPT management reserves the right to terminate the contract if unsatisfactory services are provided for two months upon issuance of the unsatisfactory certificate by the purchaser.
- u) No relationship whatsoever between the officers and staff will be permitted. In the event that personal relationship evolves, the security officer will need to report the matter and excuse him/herself from site. Failure to report may result in termination of service provider services.

**DRESS CODE/CONDUCT FOR SECURITY GUARD**

- a) The Security personnel should wear security company designed uniform at all the times.
- b) All personnel must carry personal identification PSIRA cards with them at all times

**ACCEPTANCE**

I, \_\_\_\_\_ (contractor), by signing this document, hereby warrant that I shall bear all responsibility for adherence of all laws applicable and particularly for the full and proper implementation of the provisions of the Occupational Health and Safety Act, Act No. 85 of 1993 and all other regulations without exception and warrants that the information supplied is true and correct in every respect. Failure to submit or to submit incomplete information/documents will potentially result in disqualification of your proposal.