



Stand 2, c/o Solomon Mahlangu and Old Pretoria Road, Silverton, Pretoria

SAVANNAH COUNTRY ESTATE HOA NPC

REQUEST FOR QUOTATION (RFQ)

SUPPLY OF GUARDING SERVICES	
Any Request for Quotation (RFQ) will be issued electronically via email. Please immediately update the SCEHOA below of any email address changes. For further information regarding this project, contact the person listed below	
RFQ Number:	SCE/RFQ/01/202408
RFQ Issue date:	30 August 2024
Submission deadline:	16 September 2024 @ 16h00 Submissions to be emailed: For attention: Rodgers Ndobe Email: em@savannahcountryestate.co.za
Compulsory site visit:	Estate Office, Savannah Country Estate, c/o Solomon Mahlangu and Old Pretoria Road, Silverton, Pretoria 30 From 02 to 11 September 2024 from 09h00 to 16h00 Appointment compulsory Contact person: Rodgers Ndobe Estate Manager 012 803 0081 / 074 760 3332
Contact person:	Rodgers Ndobe – Estate Manager
Email address:	em@savannahcountryestate.co.za



1. INTRODUCTION

Savannah Country Estate comprises of 585 stands, some of which have been developed, in process or still open stands. It is a secure residential estate managed by the Savannah Country Estate Homeowners Association (SCEHOA).

The SCEHOA is looking to have a contract with a Service Provider that can provide guarding services as per requirements detailed in this document. Service Providers are invited to submit their Tender in reply to this RFQ.

2. ACCEPTANCE OF QUOTE

SCEHOA reserves the right not to accept the lowest or any tender, nor shall SCEHOA be obliged to disclose the reasons for selecting one Tender in favour of another. Accordingly, SCEHOA has the sole and absolute discretion to accept or reject any proposal submitted by the Tenderers.

SCEHOA may at its sole discretion elect whether to invite any Tenderer for a formal presentation. SCEHOA reserves the right to withdraw this tender at any point in time.

3. COMPULSORY SITE VISIT

A compulsory site visit is required to ensure that the Tenderer has a clear indication on the estate's requirements.

Site visit on appointment on – From 02 to 11 September 2024 from 09h00 to 16h00.

Appointment to be made with Rodgers Ndobe, Estate Manager. Contact number 012 803 0081 / 074 760 3332.

4. SITE VISIT AND QUESTIONS REGARDING THE CONTENTS OF THE RFQ DOCUMENT

The Service Providers have a responsibility to go through this RFQ document and raise any questions or clarifications with SCEHOA via email at em@savannahcountryestate.co.za.

SCEHOA will not accept any liability whatsoever regarding misinterpretations, or wrong assumptions that could have been clarified with the Estate Manager.

The deadline for submitting questions for clarifications is **12 September 2024**. After this deadline, no further questions will be entertained. Answers to questions will be forwarded to all Tenderers.



5. SEPARATION OF TECHNICAL AND PRICING SUBMISSIONS

The quotation document should be submitted electronically to em@savannahcountryestate.co.za and subject to be clearly state – Company name – Guarding Services Contract RFQ.

Closing date for electronic submission is 16 September 2024 @

16h00. Late submissions will not be accepted.

6. COST OF PREPARATION OF TENDER/QUOTE

Unless agreed otherwise in writing by SCEHOA, the Service Provider shall bear its own costs related to the preparation and submission of the Tender, including but not limited to the costs of any activities under SCEHOA and by the Service Provider as part of the tender/quote submission and/or adjudication.

7. VALUE ADDED TAX

All prices shall be exclusive of value added tax (VAT) and show the totals with VAT included (as applicable)

8. TENDER VALIDITY PERIOD AND WAIVER

The Tender shall be deemed to be valid for a period of **90 days from the date of submission.**

All Service Providers submitting a quote shall be deemed to have waived, renounced and abandoned any conditions printed or written upon any stationery used by them for the purpose of, or in connection with the submission of the quote, which are in conflict with any of the conditions laid down in this RFQ document and its appendices as applicable.

9. FIXED PRICE TENDER

This shall be a fixed price tender for a period of 3 (three) years subject to annual escalation. The Service Provider must indicate the annual price escalation for each year. The SCEHOA will have the right to negotiate the escalation rate with the service provider prior to awarding the contract.

10. FINANCIAL RESOURCES AND ADMINISTRATION OF THE CONTRACT

10.1. The appointed Service Provider should have the financial resources and capacity to start the contract without any hindrance, if awarded.

10.2. The Service Provider should be in a position to remunerate the workers assigned to this contract, if awarded.



11. BLACK ECONOMIC EMPOWERMENT

It should be noted that the BEE credentials of the Service Provider are pertinent as they will be considered as part of the points towards the decision-making process to award the Tender. To this end only BEE certificates that are valid and issued by **an authorized body or person or by a sworn affidavit** will be accepted as valid proof of BEE status level.

12. JOINT VENTURES

Companies that wish to engage in a Joint Venture should ensure the following:

- 12.1. The submission should indicate the leading company of the venture.
- 12.2. The submission must explain how the requirements of this RFP will be addressed by the companies participating in the joint venture.
- 12.3. The submission must include information on the track record of the joint venture working with other clients.
- 12.4. A valid and signed Joint Venture Agreement is included.
- 12.5. BEE certificate is included for each company participating in the joint venture.
- 12.6. Each company in the joint venture should submit their mandatory documents, except for operational resources, which necessitates the joint venture and can be combined to represent the participating companies.

13. SUB-CONTRACTING

Companies that wish to sub-contract other companies (e.g., empowerment of smaller companies) should ensure the following:

- 13.1 The submission should indicate the leading company responding to the RFQ.
- 13.2 The submission must explain how the requirements of this RFQ will be addressed by the leading company and by the sub-contracted companies.
- 13.3 The submission must include information on the track record of the leading company and the sub-contracted companies working with other clients.
- 13.4 A valid and signed Sub-contracting Agreement should be included.
- 13.5 BEE certificate is included for each sub-contracted company.
- 13.6 All sub-contracted companies should submit their mandatory documents, except for operational resources, where a sub-contractor may bring specific or specialized resources.

14. EVALUATION CRITERIA

14.1 Criteria 1: Mandatory Documents from Service Providers

The following **mandatory information** listed below, is required from all Service Providers interested in submitting a quote. Failure to submit or



comply with any of this required information, will automatically disqualify the quote from further evaluation.

If the submission includes a joint venture or sub-contracting, then all the companies participating in the joint venture or in sub-contracting must provide the mandatory information below.

- 14.1.1 A valid Company Registration Document (CIPC)
- 14.1.2 Valid BEE Certificate or Affidavit (the following applies):
 - The BEE certificate should be issued by an authorised body or person
 - **Or** BEE certificate issued by sworn affidavit
- 14.1.3 Valid Company PSIRA Certificate.
- 14.1.4 Valid Director(s) PSIRA Certificate(s).
- 14.1.5 Valid PSIRA Letter of Good Standing - valid at the date of submission.
- 14.1.6 Directors Certified ID Copy- certification should not be older than three months.
- 14.1.7 Copy of Security Company's SARS Tax Clearance Certificate and PIN.
- 14.1.8 Valid Dept. of Labour Letter of Good Standing (COIDA).
- 14.1.9 Valid Unemployment Insurance Fund: Letter of Good Standing.
- 14.1.10 Public Liability Insurance (R18 million) Proof of cover or Letter of Intent (applies to the leading company in case of a joint venture or sub-contracting).
- 14.1.11 Company's Firearms Licenses.
- 14.1.12 Financial letter from the bank.
- 14.1.13 Submission of Functionality as a response to the responsibilities and scope of work as defined in section 15.
- 14.1.14 Submission of Pricing in a separate envelope to Functionality.
- 14.1.15 Submission of project execution plan.
- 14.1.16 Submission of project mobilization plan.
- 14.1.17 Submission of the CV of the Site Manager.
- 14.1.18 Submission of the CVs of three duty managers.
- 14.1.19 Submission of valid letters of confirmation and references from previous and current clients for Guarding contracts of similar requirements as outlined in this document.
- 14.1.20 Bid document completed fully and initialed on each page.

15. RESPONSIBILITIES AND SCOPE OF WORK REQUIRED FROM THE SERVICE PROVIDER

The scope of providing guarding services includes:

Access and Egress Control

- 15.1 Checking that visitors and/or third parties desiring entry to SCEHO have a valid access code generated by the hosting resident.
- 15.2 Authentication of visitors and/or third parties desiring entry to



SCEHOA against acceptable forms of identification such as Identity Documents, passports, drivers' licenses, municipal and law enforcement official identification.

- 15.3 Recording and verification of the registration details of vehicles entering the Estate.
- 15.4 Processing of Personal Information of people entering and exiting the Estate, which is required and necessary for the provision of these services, in a legally compliant manner.

Patrolling and Detection Capabilities

- 15.5 Physical patrolling of the Estate and the exterior perimeter wall by the Security Personnel at minimum and prescribed intervals as specified by the Estate Manager, and recording any security concerns, vulnerabilities or evidence of attempts at perimeter breach that become apparent during such patrolling;
- 15.6 Conducting lawful searches, seizures, and arrests in conformity with all applicable laws and policies (including those of SCEHOA).

Response to Incidents or Suspicious

- 15.7 Reporting and acting upon any unlawful or inappropriate activities.
- 15.8 Responding to residents' calls for assistance to the extent that such calls are related to security and safety.
- 15.9 Responding to security incidents (including residents' security and fire alarms) and/or breaches and deploying the appropriate incident reaction response Security Personnel to address the incident/breach.
- 15.10 Providing first-line basic firefighting and first aid support with the primary purpose of saving lives of people and animals until the professional emergency services arrive on scene. This may entail hitching the SCEHOA small fire-fighting trailer to a vehicle and providing reasonable interim assistance. Enough guards must have suitable training to do this safely.

Ensure Functionality and Availability of All Security Equipment

- 15.11 Periodic testing of security infrastructure, which shall include but not be limited to the Electric Fence, CCTV cameras, access control booms and biometric or other identification devices.
- 15.12 Immediate reporting of any equipment that requires repairs.
- 15.13 Catching and removing snakes within the Estate. Enough guards must have suitable training to do this safely.

Development of All Standard Operating Procedures

- 15.14 The Service Provider should develop all standard operating procedures and Work Instructions upon being appointed.
- 15.15 All documents should be approved by the SCEHOA Estate Manager.
- 15.16 The documents will be reviewed periodically as required or when operations are adjusted.
- 15.17 The Service Provider should provide proof of training of all security officers on the SOPs and Work Instructions.
- 15.18 The Security Company should not charge residents for any security



services.

15.19 Unless otherwise provided for, the Security Company will at its own cost, be responsible for providing all Security Personnel, equipment, tools, utilities, facilities, and other resources of whatsoever nature that may be necessary for it to deliver the Services. The Services include, but are not limited to:

15.19.1 Provision of an alarm-monitoring system in the Control Room for the monitoring of residents' house alarms (panic, intruder & fire).

15.19.2 Provision of a wireless communication infrastructure for guarding that connects the Control Room, Gatehouses, and reaction vehicles with one another. This may be Base Stations in the Control Room and Guardhouses, and radios in the reaction vehicles, or a similarly effective technology.

Specifications and Operational Requirements for Security Vehicles

15.20 Supply and operation of well-equipped security vehicle(s) for these services to be rendered. Specifications for these vehicles are as follows: (Vehicles are provided by the service provider dedicated for the use of the Estate.)

15.20.1 All the vehicles will be white in colour and branded with the SCEHOA logo (to be discussed with the Estate Manager) and the sector they are allocated to.

15.20.2 Each Vehicle will be operated by two armed guards: one with a pistol and the other with a rifle.

15.20.3 The Security Company must ensure that vehicle(s) are fully maintained, kept at a high standard of cleanliness and operating efficiency for the duration of the contract.

15.20.4 Vehicles must be inspected every shift for roadworthiness, damage, equipment, fuel, fluids, spares, and cleanliness. A vehicle inspection sheet must be completed every shift.

15.20.5 All vehicles must be fitted with a permanent rooftop strobe lights to identify them as security vehicles.

15.20.6 All vehicles must have permanent rooftop searchlights capable of a 360-degree rotation from within the vehicle for inspections and searches whilst driving.

15.20.7 All vehicles must have as permanent equipment a high-powered, plug-in 12-Volt rechargeable spot-light which can be used as a mobile light when moving away from the vehicle.

15.20.8 All vehicles must be equipped with GPS navigation equipment pre-loaded with the location of every street /stand number in SCEHOA to allow for quick response times to the correct property.

15.20.9 All vehicles must be fitted with front and rear facing on-board cameras. This may be a dash-cam type solution or an integrated tracking, navigation, and camera solution.



15.20.10 All drivers must be licensed and undergo SCEHOA-specific training to understand the requirements of the SCEHOA site and its layout. Drivers must not pose a danger to other motorists or residents, pedestrians, animals, or property, and must avoid unnecessary damage to the vehicles.

Service Provider Compliance Requirements

- 15.21 All Security personnel must hold valid PSIRA certificates prior to deployment at Savannah. The list of Security personnel should be provided to the Estate Manager prior to deployment
- 15.22 All Security Officers should wear and display their PSIRA cards (showing their names) at all times.
- 15.23 All Security Officers shall be dressed neatly with the prescribed uniforms for the Security Personnel without exception.
- 15.24 Provision of firearms for the Armed Reaction Security Personnel, with the following provisions:
 - 15.24.1 The Service Provider should provide a copy of valid licenses for all firearms that will be utilized on the estate. Application for license in process will be not accepted.
 - 15.24.2 All Security Officers that are earmarked to carry firearms should have valid Firearms certificate of competency that should be provided to the Estate Manager prior to deployment at Savannah.
 - 15.24.3 The Service Provider should provide a gunsmith's report confirming that the firearms are in good working order.
 - 15.24.4 All Security Officers who are authorised to carry a firearm should undergo firearms handling refresher training twice a year and provide proof to the Estate Manager. Failure will result in penalties and such officers will be disarmed in the interest of safety precautions.
 - 15.24.5 At the discretion of the Estate Manager, submit any one of the armed personnel to an exam conducted by a PFTC accredited assessor. Failure of the guard will attract a high penalty.
 - 15.24.6 Each reaction team and crew member must have a pistol and a semi-automatic rifle.
 - 15.24.7 Bullet resistant vest, with plates, to be part of all armed personal and be put on when on duty.
- 15.25 All Reaction Officers driving vehicles must hold a valid driver license.
- 15.26 The Service Provider should have an insurance cover for shooting incidents/accidents for at least R15 million.

Operational Requirements

- 15.27 The Security Company must comply with the operational procedures as determined by the SCEHOA Estate Manager, similar to the following examples, but which may vary over holidays or if security patterns change:
 - 15.27.1 Maintaining an Electronic Occurrence Book (EOB).
 - 15.27.2 The Service Provider Site Manager must submit daily and monthly reports to the SCEHOA Estate Manager (and any



- person he may nominate).
- 15.27.3 The Service Provider Site Manager must submit weekly security meeting minutes, including Investigations Diary and Case Dockets to the SCEHOA Estate Manager (and any person he may nominate).
- 15.27.4 The Service Provider Site Manager must submit quarterly Service Level Reports to the SCEHOA Estate Manager (and any person he may nominate).
- 15.28 All incidents of crime within the Estate, accidents involving security vehicles and incidents involving security personnel must be attended to by the Site Manager and reported to the SCEHOA Estate Manager immediately. A Security Company docket must be opened, statements must be taken, and a report submitted to the SCEHOA Estate Manager within 24 hours.
- 15.29 In the event of a serious crime the Security Company must appoint an investigator external to the SCEHOA and Security Company personnel to cooperate with SAPS and drive an independent investigation. The external investigator and their affiliates must drive the investigation with urgency and provide at least weekly progress updates to the SCEHOA Estate Manager.
- 15.30 Site Visits by the Security Company's Area Manager must occur at least twice weekly, once during the day and once after midnight. The Area Manager must sign the OB in the Control Room on each visit. An effort must be made to meet with the SCEHOA Estate Manager in person during each daytime site visit. For night-time site visits a report must be sent to the SCEHOA Estate Manager the following day detailing the findings of such visit.
- 15.31 Maintaining a Standard Operating Procedures (SOP) file at the Control Room. All Security Company Security Officers must acknowledge and sign the SOP.
- 15.32 Maintaining a Duty Roster of all posts, which must be signed daily by all Security Officers at the commencement of their shift.
- 15.33 Provision of spare security officers for "no-shows" to maintain the agreed security personnel numbers. These officers must be SCEHOA site-trained before being deployed to SCEHOA.
- 15.34 Maintaining a disciplinary action file for Security Company staff.
- 15.35 Maintaining an updated Training Register at all the Gatehouses.
- 15.36 Provision of additional security officers at standard agreement rates during high crime periods, special events or as required by the SCEHOA Estate Manager.
- 15.37 All Security Company staff must have been pre-polygraphed, fingerprinted and their criminal records checked before commencing duties at SCEHOA. Thereafter, random polygraphing of all Security Company Personnel (including the Site Manager) must be carried out at least 3 times per year. Polygraph results are to be shared with the SCEHOA Estate Manager.
- 15.38 The Security Company must conduct a minimum of six high visibility operations annually that exhibit the guarding manpower and presence within SCEHOA, coordinated with the SCEHOA Estate Manager.

- 15.39 Regular, visible crime prevention actions in the general area surrounding SCEHOA, which may require interfacing and coordinating with security staff in neighboring estates, the SAPS, and local Community Policing Forum (CPF).
- 15.40 The Security Company must provide a detailed table of the Security Personnel it proposes to deploy at SCEHOA to render the services.
- 15.41 The Security Company must describe its proposed reporting methodology to SCEHOA. This must include incident reporting, duty management reporting and reporting to the SCEHOA Estate Manager.
- 15.42 In addition to the monitoring and reporting to be undertaken by the Control Room staff, the Security Company must provide details of its own methods of monitoring and reporting systems employed at other sites. SCEHOA may require assistance with the immediate investigation and follow up of incidents to support SAPS investigations and arrest of criminals, and NPA prosecutions. The Security Company is to provide details of how it plans to provide this support and follow through to finalisation of all criminal matters. This will require constant follow up with the SAPS and to the NPA to drive and push them to investigate or prosecute the crime, with regular reports back to SCEHOA.
- 15.43 The Security Company must confirm in writing that all Security Personnel uniforms will be provided by the Security Company. SCEHOA requires combat uniforms for Reaction Officers and corporate uniforms for Access Controllers. Photos of the proposed uniforms are to be submitted with the Tender.
- 15.44 The Security Company is to provide evidence of relations with the local SAPS, CPF and other security companies or community policing forums within the area.
- 15.45 The Security Company must provide details of Security Company's In-House Investigation Department.
- 15.46 The Security Company should provide details of intelligence gathering systems that it can offer to SCEHOA.
- 15.47 The Security Company should provide details of any unique and differentiating methods proposed to address the specific needs of the SCEHOA site and improve the security of residents, visitors, staff, and contractors whilst entering, leaving and in the Estate.

16. CAPACITY TO DELIVER (HUMAN RESOURCES)

- 16.1 A full CV for the Site Manager (a mandatory role to be provided) proposed for a long-term deployment at SCEHOA. The acceptance of the Site Manager rests with SCEHOA and will require an interview with the Estate Manager and Security Director, including in the event that the person is replaced during the term of the Agreement.
- 16.2 CVs of Duty Managers should also be included as part of your proposal.
- 16.3 All Security Company employees must either be South African citizens or be in possession of valid South African Permanent Residence Status. Non-South Africans or foreigners will not be allowed without a valid work permit.



16.4 The Security Company is not expected to take over the employment of the existing Security Company's Security Personnel unless recommended by SCEHOA Estate Manager.

17. SCHEDULED GUARD FORCE AND EQUIPMENT REQUIREMENTS AND PRICING

Table 1: Requirements for Guards

Requirements for Guards						
Position	Grade	Shifts /Week	Day duty 06h00 to 18h00	Night duty 18h00 to 06h00	Rate per Guard/ Month	Total Price/month (VAT excl)
Snr Supervisor	A	5	1	0		
Reaction Officer	B	7	0	2		
Access Control & Patrol	C	7	5	6		

Table 2: Equipment Requirements

Equipment Requirements			
Equipment	Quant.	Rate per Equipment/ Month	Total Price/month (VAT excl)
Hi Rider	1		
Running cost	1500		
Segway	2		
First aid kit	1		
Fire Extinguisher	1		
Dash Cam	1		
Cellular Phone	2		
Halo Radio	8		
Mobile Radio	1		
Base Radio	1		
Flash Lights	6		
Firearms	2		
Patrol System	1		
Vehicle Tracking	1		
Bodycams	2		
Safe	1		
Bulletproof vests	2		
Additional services			
Air support	1		
Investigations	3		
On-line intelligence	3		



Executive management involvement	1		
Criminal screening			
Tactical teams for special operations			
Mobile control room for special operations			
Training			

18. CONTRACT AND SERVICE LEVEL AGREEMENT

SCEHOA shall enter into Contract (Service Level Agreement) with a successful Tenderer.

The copy of the Contract will be discussed with the successful Security Company.

19. COMMITMENT TO TENDER BY THE SERVICE PROVIDER

This RFQ is issued on behalf of The Board of Directors of Savannah CountryEstate Homeowners Association.