



## **INVITATION FOR BID TO RENDER PHYSICAL SECURITY SERVICES**

**Appointment of a capable service provider to render physical security services to the Independent Communications Authority of South Africa (ICASA) for a period of Five (5) years.**

### **1. Introduction**

The Independent Communications Authority of South Africa (hereinafter referred to as ICASA) seeks to appoint a service provider who will render physical security services to ICASA's Head Office for a period of five (5) years,

### **2. Background**

ICASA has offices at 350 Witch-Hazel Avenue, Highveld, Centurion and hereby invites service providers who will provide professional security guarding services to ICASA's Head Office. The purpose of this bid is to provide ICASA with effective and efficient access control, safety and security of assets and employees of ICASA.

ICASA reserves the right to make use of the services of any other security company should the selected contractor fail to provide the required service at any time during the contract period. ICASA may conduct a site visit to an existing operation of the short-listed or preferred service provider. The purpose of the site visit will be to evaluate the service delivery and commitments made by the prospective service provider in the tender document, and also to ensure that such prospective service provider complies with all security statutory requirements. Companies may be invited to give presentation as and when required.

### **3. Scope of work**

The security company contracted shall employ every lawful means to prevent loss of life, property, equipment, etc. like damage, theft, explosion and fire, sabotage, espionage and other occurrences by keeping the following security services:

- (a) **Access Control:** shall include and not limited to monitoring entering and exiting of vehicles, employees/pedestrians into ICASA premises including the removal of ICASA assets and property. Always explain to visitors that fire arms are not permitted and that they must be declared when entering ICASA premises.



- (b) **Patrolling duties:** shall include and not limited to the physical patrolling of ICASA's premises, report any incidents and/or deviations and ensure they are recorded in the Occurrence Book. (every hour).
- (c) **Guarding duties:** shall include and not limited to physical guarding of ICASA premises, assets and properties.
- (d) **Protection duties:** shall include and not limited to escorting of all service providers/personnel and ICASA staff as and when required.
- (e) **Assistance with labour unrest:** shall include and not limited to provision of additional security officers during labour unrest, or as and when required.
- (f) **Key Control:** shall include and not limited to safekeeping of keys, opening and locking of entrances/doors in line with ICASA's requirements and/or policy. ICASA shall hold the service provider responsible for losses that occur because of lack of key control by the security guards.
- (g) **Alarm system & response:** shall include and not limited to arming and disarming the building on agreed timeframes, responding to raised alarms & immediately notify Site Supervisor, who must immediately notify the Security Unit at ICASA.
- (h) **Communication System:** provision of radio link of existing alarm system to the contracted company's (bidders') Control Room.
- (i) **Registers & documents management:** Develop and update registers, in consultation with ICASA, and handle any unauthorised items as per security procedures and issue necessary documentation.
- (j) **Incidents Management:** Conduct investigations within seven (7) days and submit report within thirty (30) days.
- (k) **Occurrence Books:** Complete OB every hour and OB to remain within 's ICASA's property.
- (l) **Compliance:** valid PSIRA identification cards, name tags, firearm competency certificates, firearm permits must be carried whilst on duty and comply with all approved security related legislation, code of conduct and procedures.

#### **4. Mandatory Requirements**

- 4.1. Valid proof of PSIRA registration of the company;
- 4.2. Valid proof of ICASA's radio Frequency licence of the company for



the hand radios;

4.3. Valid proof of firearm licences & competency certificates of the company;

4.4. Valid proof of insurance;

4.5. Valid proof of Compensation for Occupational Injuries and Diseases Act (COIDA) registration;

4.6. Valid proof of UIF registration;

4.7. The bidders shall supply and maintain that all their personnel have no criminal records.

## **5. Security Services (Work Methodology)**

The prospective service provider will provide security services and should adhere to the following, namely:

- i) Security personnel must conduct patrol along the perimeter fence around ICASA's office blocks 24/7 and record all patrols in the occurrence book in a detailed manner.
- ii) Conduct building inspection and basement patrol and check all ICASA's vehicles from 18h00 – 06h00 and 06h00-18h00
- iii) All parked ICASA vehicles must be recorded daily in the register to be provided.
- iv) All visitors/contractor's vehicles entering and leaving ICASA premises must be registered and searched.
- v) Security personnel at the check point/gate must ensure that all electronic equipment and firearms are declared and recorded in the register.
- vi) Security personnel must ensure that all firearms are declared and kept in the gun safe.
- vii) Security personnel must perform their duties in line with the Control Access to Public Premises Vehicles Act. 1985 (Act 53 of 1985) and any other relevant legislation.
- viii) Security personnel at the check point/gate must ensure that all ICASA staff produces their access cards with ID photos when entering the premises.
- ix) Security personnel on site must ensure that all incidents are recorded in the Occurrence book and reported immediately to the Site supervisor, who in turn must report immediately to the Security Unit at ICASA.
- x) All prescribed patrols conducted must be reported in the Occurrence Book. (Not all in order or in good condition/Alfa India Omega – be specific.)
- xi) Patrols must be done in accordance with the guard monitoring system, which must be functional and in good working order always.



- xii) Intervals between patrols must not be longer than 30 minutes including the guarding system patrols. Ad-hoc/unplanned patrols must also be conducted daily.
- xiii) Patrols must not be done in the same sequence/duration. Time and route must be rotated.
- xiv) During patrols the Security personnel should ensure that:
  - ✓ If there are any windows open should be recorded in the occurrence book, per floor and office block.
  - ✓ All ICASA vehicles parked in the basements and outside after working hours should be checked and monitored.
  - ✓ All vehicles leaving the premises must be stopped at check point/gate and the Security guards must search the vehicle and ensure that all ICASA vehicle drivers produce approved vehicle trip authorizations.
  - ✓ Ensure that no suspicious person wanders between vehicles parked inside and outside.
- xv) Inside office premises, guards will be deployed as follow:
  - ✓ Security guards to be stationed around main entrance/reception areas and must be fully conversant in English, as they will be interacting with ICASA clients & stakeholders on a daily basis;
  - ✓ All electronic equipment entering/leaving the office block should be recorded;
  - ✓ All visitors entering the premises must complete the visitors register and ensure that the host come and collect the visitor;
  - ✓ The Supervisor and the security guards are prohibited from reading documents or records in offices or the unnecessary handling thereof. No information concerning ICASA's activities may be furnished to the public or media by the service provider or any of his/her employees; and
  - ✓ The Supervisor and the security guards should sign an undertaking in which they declare that they will refrain from any action which might be to the detriment to ICASA.

## **6. Management**

- i) The service provider area's manager must ensure that security personnel have relevant training and qualifications as per PSIRA grading requirements.
- ii) The Service Provider's Area Manager must ensure that regular meetings with ICASA's Security Unit are conducted on a monthly basis and relevant reports



are produced and submitted on time. Address all complaints raised by ICASA within 12 hours or as agreed.

- iii) The Site Supervisor must ensure that all incidents are recorded in the Occurrence Book correctly.
- iv) The Area Manager must ensure that the field supervisors visit the site twice per shift. (Work Methodology)
- v) The Area Manager must ensure that ICASA security personnel have access to guarding patrol report and weekly activity report.
- vi) The management of the security service provider must ensure that all security personnel are complying with the Fire Arm Control Act of 2 of 2000 (Compliance)
- vii) The security guards must report on duty 15 minutes before the shift start and site supervisor must ensure that proper handover is done and recorded when changing shifts.
- viii) The security personnel must wear corporate uniform (not combat) and they must be provided with rain coats and umbrellas for rainy seasons.
- ix) In the event of an incident on site the responding time should be 15 minutes and Area Manager/ Supervisor must conceal the scene of incident.
- x) All security breach incidents which occurred on site e.g. break-ins and theft must be investigated by the service provider and submit a preliminary report to ICASA within seven (7) days and final report within thirty (30) days. The service provider will be liable for any loss due to negligence or due to failure by posted guards/security personnel to carry out their assigned duties and/or implement standard operating procedures.

## **7. Guard monitoring system**

A security guard monitoring system must be installed by service provider. The system must allow for immediate intervention if out of sequence event occurs. ICASA security personnel will need access to this system via a web portal for reporting purposes.



## 8. Security guards complement and hours of service

Description		Grade	Quantity	Rate		Total Cost Per Annum (VAT incl.)
				Per Guard	Per Month	
Security Guards (Day Shift): Mon - Fri (06h00-18h00)		C	8	R	R	R
Site supervisor (Day Shift): Mon - Fri (06h00-18h00)		B	1	R	R	R
Security Guards (Day Shift): Saturday (06h00-18h00)		C	2	R	R	R
Site Supervisor (Day Shift): Saturday (06h00-18h00)		B	1	R	R	R
Security Guards (Day Shift): Sunday & Public Holidays (06h00-18h00)		C	2	R	R	R
Site Supervisor (Day Shift): Sunday & Public Holidays (06h00-18h00)		B	1	R	R	R
Security Guards (Night Shift): Mon–Fri (18h00-06h00)		C	2	R	R	R
Site Supervisor (Night Shift): Mon–Fri (18h00-06h00)		B	1	R	R	R
Security Guards (Night Shift): Saturday (18h00-06h00)		C	2	R	R	R
Site Supervisor (Night Shift): Saturday (18h00-06h00)		B	1	R	R	R
Security Guards (Nightshift): (18h00-06h00) Sunday & Public holiday		C	2	R	R	R
Site supervisor (Nightshift) (18h00-06h00) Sunday & Public holiday		B	1	R	R	R
Security Aids/Equipment & Other Overhead Costs (please specify all items to be provided & quantity)					R	R
Extras: Specify/list them (if any) + quantity				R	R	
				R		
				R		
				R		
				R		
Total Cost: <b>Year 1</b> (VAT inclusive)						R
Total Cost: <b>Year 2</b> , including escalation (VAT incl.)			Escalation Percentage ____%			R
Total Cost: <b>Year 3</b> , including escalation (VAT incl.)			Escalation Percentage ____%			R
Total Cost: <b>Year 4</b> , including escalation (VAT incl.)			Escalation Percentage ____%			R
Total Cost: <b>Year 5</b> , including escalation (VAT incl.)			Escalation Percentage ____%			R



<b>Grand Total for 5 years (VAT inclusive)</b>	
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## **8. Minimum security Aid requirements**

Service aids to be used by the security officers at all times are as follows:

- 1 x Base station radio and must be ICASA approved
- 9 x Two-way radios ICASA approved, including spare batteries
- 3 x Rechargeable Torches
- 9 x Handcuffs
- 9 x Batons
- 1 x Firearm
- 1 x Cellphone with airtime
- Occurrence books, pockets books and pens
- Rain coats, baseball caps, reflector jackets, umbrellas, warm coats, jerseys etc.
- Any other additional items /aids required by statutory legislation must be provided in addition to those mentioned above
- The security uniform must accommodate all weather conditions.

## **9. Security Guards/Personnel: Minimum Qualifications**

- 9.1. Security guards must have at least grade 10 and valid Grade C (PSIRA certificate), with relevant experience and be South African citizens.
- 9.2. Supervisors must have grade 12, valid Grade B (PSIRA certificate); relevant security qualifications and two (2) to five (5) years of experience in Supervision.
- 9.3. Security guards must be able to communicate, read and write at least in English.
- 9.4. Security guards must preferably be 21 years of age and above.
- 9.5. The Security guards must be prepared to work 12 hours per shift.

## **10. Hours of service**

Security guards will be required to work seven (7) days a week, day and night including public holidays.



## **11. Service Level Agreement**

The relationship between ICASA and the successful service provider will be managed through a Service Level Agreement (SLA) and proper procedures must be in place to manage, monitor and report as to the adherence thereto.

## **12. ICASA Requirements**

The following must be provided as part of the bid response:

- 12.1. Five (5) references with full details on the company's letterhead (numbers contact person and value of contracts) of references where you rendered services in a corporate office environment for the last five years.
- 12.2. The security guards on site must at all times be able to contact their supervisor/control room via the base station or cellular phone for assistance if and when required. There should be a hand-held radio for each post.
- 12.3. Security personnel from ICASA are always on standby for emergency matters. The contact numbers are displayed in the Control room.
- 12.4. Two-way radios must be provided by the security service provider and must be type approved by ICASA. (Compliance – Provide valid Type Approval certificate).
- 12.5. No Security guards from other companies/members of the public are allowed on the premises or in the security control room.
- 12.6. No visitors are allowed to visit security guards while on duty.
- 12.7. All Security guards on site must be dressed in full and clean uniforms.
- 12.8. Security guards must present an acceptable image and appearance which implies, that they may not sit, lounge about, smoke, eat or drink while attending to staff and public.
- 12.9. The Supervisors and security guards must at all times present a professional dedicated attitude approach, there shall be no unnecessary arguments with visitors/staff or discourteous behaviour towards them.
- 12.10. The Supervisors and security guards must be physically healthy and medically fit for the execution of their duties.
- 12.11. ICASA retains the right to ascertain from the PSIRA as to whether the Supervisors and security guards are in good standing with PSIRA





- 12.12. The service provider shall ensure that each member of his security personnel will at all times when on duty be fully equipped with Security Aids i.e hand radios, pocket books, batons, bullet proof etc. A clear identification card of the company with the member's photo, identification and staff number must be worn on his/her person at all times plus the valid identification card issued by PSIRA.
- 12.13. No security personnel may be allowed to work a daily shift longer than twelve (12) hours.
- 12.14. ICASA retains the right to require from the appointed service provider that any of his/her employees be replaced, should justifiable reasons exist, in which case the employee must leave the site immediately.
- 12.15. All security personnel shortages must be noted in the occurrence book by the Supervisor.
- 12.16. The service provider's personnel must at all times refrain from littering and they must keep the grounds/building/work area occupied by them clean, hygienic and neat.
- 12.17. Under no circumstances will any security personnel be allowed to trade on the premises.

### 13. Security Clearances

The preferred service provider will be screened by ICASA.

### 14. Pre-qualification criteria

No	Category (Cut-off 80)	Points
<b>A.</b>	Price	80
<b>B.</b>	BBBEE Status Level Contribution	20
	<b>TOTAL</b>	<b>100</b>
<b>C.</b>	Functionality: Pre-qualification criteria (cut-off 80%)	



	<b>Evaluation Criteria</b>	
	<b>Functional Proposal</b>	
<b>1.</b>	Ability to conduct physical security assessment on the building, premises and (attach five (5) declassified reports) for the entire premises.	20
<b>2.</b>	The bidder must attach CV's of security personnel, with no criminal offences involved in guarding services project. The attached CV's must show:  The qualifications of security officers with a minimum of grade 10, supervisors with a minimum of grade 12, and senior management with a minimum of grade 12 indicating their experience in performing a similar work, at least 2-5 years of experience in guarding services management.	20
<b>3.</b>	Demonstrate the ability to investigate physical security incidents by attaching five (5) previous declassified investigation reports.	20
<b>4.</b>	The bidder should submit proof of capacity (PSIRA report) to replace security officers in the event of absenteeism, off sick, and any unforeseen circumstances, etc.	10
<b>5.</b>	Provide and attach proof of past five (5) references where similar work was performed with a company's letterhead, with contract values, starts & end dates of contracts, names and contactable telephone numbers.	20
<b>6.</b>	Attach proof of PSIRA registration for the company, Director, ICASA Radio Frequency license for the company in Gauteng Province i.e the Area of operation, security supervisors and security officers.	10
<b>TOTAL FOR EVALUATION CRITERIA</b>		<b>100</b>

#### 14. Evaluation criteria

No	Category (Cut-off 80)	Points
<b>A.</b>	Functionality: Pre-qualification criteria (cut-off 80%)	
	<b>Mandatory requirements</b>	
	<b>Functional Proposal</b>	



1.	<ul style="list-style-type: none"> <li>Ability to conduct physical security assessment on the building and or premises in a corporate office environment (attach five (5) declassified physical security assessment reports)</li> </ul>	20																		
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6.	<p>Attach proof of PSIRA registration for the company, Director, ICASA Radio Frequency license for the Company in Gauteng Province i.e in Area of operation i.e, security supervisors and security officers.</p> <table border="1"> <tbody> <tr> <td>1.</td><td>Attached proof of PSIRA registration certificates for the company, one (1) director, ICASA Radio Frequency license, one (1) supervisor and nine (9) security officers. 12 PSIRA certificates + 1 Radio license</td><td>5</td></tr> <tr> <td>2.</td><td>Attached proof of PSIRA registration for the company, (1) one director, one (1) supervisor, ICASA Radio Frequency license for eight (8) security officers. 11 PSIRA certificates + 1 Radio license</td><td>4</td></tr> <tr> <td>3.</td><td>Attached proof of PSIRA registration for the company, ICASA Radio Frequency license and one (1) security supervisor and seven (7) security officers. 9 PSIRA certificates + 1 Radio license</td><td>3</td></tr> <tr> <td>4.</td><td>Attached proof of PSIRA registration for the company, ICASA Radio Frequency license, one (1) security supervisor and six (6) security officers. 8 PSIRA certificates + 1 Radio license</td><td>2</td></tr> <tr> <td>5.</td><td>Attached insufficient/irrelevant documents</td><td>1</td></tr> </tbody> </table> <p><b>Total qualification criteria</b></p>	1.	Attached proof of PSIRA registration certificates for the company, one (1) director, ICASA Radio Frequency license, one (1) supervisor and nine (9) security officers. 12 PSIRA certificates + 1 Radio license	5	2.	Attached proof of PSIRA registration for the company, (1) one director, one (1) supervisor, ICASA Radio Frequency license for eight (8) security officers. 11 PSIRA certificates + 1 Radio license	4	3.	Attached proof of PSIRA registration for the company, ICASA Radio Frequency license and one (1) security supervisor and seven (7) security officers. 9 PSIRA certificates + 1 Radio license	3	4.	Attached proof of PSIRA registration for the company, ICASA Radio Frequency license, one (1) security supervisor and six (6) security officers. 8 PSIRA certificates + 1 Radio license	2	5.	Attached insufficient/irrelevant documents	1	<p>10</p> <p><b>100</b></p>			
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## **15. Reporting**

The Service Provider will submit monthly security reports to ICASA or as and when required.

## **16. Technical Requirements**

16.1 The highest scoring bidders who made it to top five (5) may be visited at their respective premises to ensure that the following are in place and they meet minimum security requirements:

- 16.1.1 A fully functional 24-hour control room;
- 16.1.2 A firearm safe;
- 16.1.3 Communications means/Base radio; and
- 16.1.4 Registers e.g. Occurrence Books (OB) etc.

16.2 The scope of this bid is limited to security services. Bidders are expected to submit the proposals that cover the following:

- 16.2.1 Compliance with statutory requirements;
- 16.2.2 Contingency plan in case of strike/unrest;
- 16.2.3 Company profile;
- 16.2.4 Project implementation plan;
- 16.2.5 Transition plan from current service provider to newly appointed company;
- 16.2.6 Various reports available (standard & customised);

## **17 Monitoring progress on Assignments**

The Project Leader shall do the ongoing management of the service agreement in accordance with the Service Level Agreement (SLA).

## **18 General conditions of the contract**

- 18.1. ICASA reserves the right to screen personnel who will be posted on site.
- 18.2. Detailed list of current and completed contracts over the past five years.
- 18.3. The bid proposals should be submitted with all required information containing technical information as well as price information



- 18.4. Bidders must be prepared to work at rates not exceeding those prescribed by approved national legislation.
- 18.5. The service provider indemnifies ICASA from any claim from a third party and all costs or legal expenses regarding such a claim for loss or damage resulting from the death, injury or ailment of any person, or the damage of property of the service provider or any other person that may result from, or be related to the execution of this contract.
- 18.6. The Security Company must be registered with the Private Security Industry Regulatory Authority (PSIRA).
- 18.7. The service provider may be required to be in possession of valid security clearances to the level determined by State Security Agency (SSA) to be commensurate with the nature of the project activities they are involved.
- 18.8. The bidders shall supply and maintain a list of personnel involved on the project indicating their clearance status.

## 19. Briefing Session

ICASA officials will conduct a compulsory briefing session. No bidder will be allowed to respond to the bid if they did not attend the compulsory briefing session.

## 20. MANDATORY REQUIREMENTS COMPLIANCE

Bidders must indicate their compliance to the following requirements by ticking in the correct box, provide material (documents) evidence and substantiate were required. Failure to provide any material evidence authenticating compliance to all or any of the below requirements may result in your bid being disqualified.

Description	Comply	Not Comply
20.1. Proof of valid PSIRA registration by the company		
<b>Substantiate/ Comment</b>		
20.2. Proof of valid ICASA's Radio Frequency license in Gauteng Province i.e Area of operation		



<b>Substantiate/ Comment</b>		
20.3. Proof of valid firearm/s license & competency certificates for the company		
<b>Substantiate/ Comment</b>		
20.4. Proof of liability insurance		
<b>Substantiate/ Comment</b>		
20.5. Proof of valid COIDA, Pension & UIF registration		
<b>Substantiate/ Comment</b>		
20.6. <b>Work Methodology and Implementation Plan</b>		
Bidders must provide a detailed Project Implementation Plan and Capacity.		
<b>Substantiate/ Comment</b>		
20.7 Bidders must provide a detailed Operational Plan on how security services will be managed		
<b>Substantiate/ Comment</b>		
20.8 Bidders must provide details on their contingency plans during emergencies and strikes.		
<b>Substantiate/ Comment</b>		
20.9 <b>Security Resources &amp; Equipment</b>		





Response time: provide a detailed plan on how you will respond to emergency. (Please provide details)		
<b>Substantiate/ Comment</b>		
20.10 <b>Operating Procedures and Investigations</b>		
Bidders must provide details of their company standards operating procedures for monitoring and providing physical guarding services. (Please provide details on how this will be handled).		
<b>Substantiate/ Comment</b>		