



## NATIONAL LIBRARY OF SOUTH AFRICA

228 Johannes Ramakhoase Street  
Private Bag X397  
Pretoria  
0001

5 Queen Victoria Street  
Cape Town  
8001

### **APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SECURITY AND GUARDING SERVICES TO THE NATIONAL LIBRARY OF SOUTH AFRICA CAPE TOWN CAMPUS FOR A PERIOD OF (36) THIRTY-SIX MONTHS. (AT NUMBER 5 AND 62 QUEEN VICTORIA STREET)**

**CLOSING DATE: 23 MARCH 2021**

**TIME: 11H00**

**Bid No: NLSA.SECURITY CT 21.2020-2021**

**NB.** Note that Saturday will be treated as the normal working day. Should you want to deliver Bid documents, please note that the NLSA opens at **08:00** and closes at **17:00**. Upon the submission of the Bid Documents Service Providers are requested to sign the register at the Reception.

There shall be a non - compulsory briefing session, which will be held as follows;

Join Zoom Meeting

<https://zoom.us/j/96307437440?pwd=cTZvTm9yNUJoSHVldHBxR2ZXTWZDQT09>

Meeting ID: 963 0743 7440

Passcode: 196582

Date: 11 March 2021

Time for first session: 10h00 to 11h30

**BID DOCUMENTS ARE AVAILABLE ON:**

- NLSA website ([www.nlsa.ac.za](http://www.nlsa.ac.za))

**NB.** Completed Bid Documents must be deposited at one of the following Campuses address below

<b>ADDRESS</b>	<b>CLOSING DATE</b>	<b>TIME</b>
NLSA Cape Town Campus, No 5 Queen Victoria Street.	23 March 2021	11H00
NLSA Pretoria Campus, No 75 Thabo Sehume Street, or 228 Johannes Ramokhoase Street, PTA CBD		

**Bidders are required to submit (one) electronic copy quoting the Bid Number, Bid Description as a Reference to the following email address [bidsabove500@nlsa.ac.za](mailto:bidsabove500@nlsa.ac.za). You are still required to submit 1 original hard copy and 4 hard Copies.**

**1. BACKGROUND**

- 1.1 The National Library of South Africa, hereafter referred to as the NLSA, is a world class African National Library and Information Hub. The NLSA is responsible for collecting, recording, preserving and making available, the national documentary heritage of South Africa. The NLSA promotes awareness, appreciation and access to published documents, nationally and internationally, and in doing so, contributes to the development and prosperity of South Africa. The NLSA has Campuses in Pretoria and Cape Town.
- 1.2 The NLSA has Campuses in Pretoria and Cape Town which are located in the Tshwane and Cape Town CBD. The NLSA Cape Town Library building comprises of 3 storey building covering 7464 sqm including open parking area, staff entrance and public entrance area receiving an average of 4500 visitors per month; and Centre for the Book building comprising two storey building covering 3514 sqm including open parking area receiving an average of 1920 visitors per month. The NLSA is open to the public daily, with official hours from 08:00 to 17:30. Bidders from PSIRA registered security companies are thus hereby invited to submit their bids for the forthcoming contract period of three (3) years to provide the required security services for the protection of the public, staff, assets and property of NLSA
- 1.3 Being located in the Cape Town CBD, NLSA is particularly prone to the threat of criminal activities which includes the theft of equipment's and asserts as well as library users' valuables. The service provider shall be obligated to provide security services to guard and

protect the NLSA premises, personnel, assets (including library books), visitors, library users and all their valuables.

- 1.4 NLSA requires a Professional security service provider to provide guarding and patrolling services for the entire Pretoria campus. The security service provider must comply with all relevant South African legislation.

## 2. SCOPE OF WORK

- 2.1 The successful bidder will have to ensure that the NLSA buildings and premises are safe and protected, ensuring that the facilities, staff, visitors and users make use of facilities, which are safely guarded and protected in line with the with all relevant South African legislation.
- 2.2 The successful bidder must comply with the following requirements:
- 2.2.1 Ensure continuous security and guarding services on site, (24) twenty-four hours a (7) seven days of the week. In addition, from time-to-time additional guards may be required for special functions, often after normal operating hours, or exhibitions or meetings to be held on the campus; and where necessary to provide additional equipped guards
- 2.2.2 The protection of NLSA property and the protection of the said property against theft and vandalism.
- 2.2.3 The protection of NLSA officials against injuries, death or any offense, including offenses referred to in Schedule 2B of the Criminal Procedure Act, (Act No. 51 of 1977 as amended).
- 2.2.4 The protection of public premises, vehicles and people therein in terms of the Control of Access to public Premises and Vehicle Act, (Act No. 53 of 1985) as the Act was incorporated into Rental Control Act No 53 of 1997.
- 2.2.5 For the purpose of this contract, only **category B and C** security officers, as defined in the order made in terms of the Basic Conditions of Employment Act, No. 75 of 1997, as published in the Government Gazette No. 22873 dated 3 November 2001. If so, indicate the Board for Security Officers' registration numbers of your company and every director of the company or every member registered in terms of Section 19 of the Security Officer's Act, 1987 (Act No.96 of 1987 as gazetted with amendments.)
- 2.2.6 All security officers must have been trained according to PSIRA requirements.
- 2.2.7 At his/her, headquarters the bidder must maintain staff files with appropriate documents of all security personnel employed for the rendering of security services to the NLSA.
- 2.2.8 The successful bidder shall make the security personnel records available for inspection by the NLSA. The appropriate documents shall include, inter alia, scholastic, registration, medical certificates and security clearances.
- 2.2.9 The successful bidder must ensure that security aids/equipments are available at all times at each site where he/she renders a security service in terms of this contract.

2.2.10 If the service is interrupted or temporarily deferred because of any labour unrest, civilian disorder, a local or national disaster or any other cause beyond the control of the successful bidder, the parties must come to an agreement on the methods to ensure continuation of the security service.

2.2.11 The successful bidder will be held liable for any damage or loss suffered by the NLSA because of the successful bidder's own or his/her employees' negligence or intent, which happens on site.

### **3. Security requirements**

It is the responsibility of the successful bidder to see to it that the security personnel in his/her service, and especially those employed for the rendering of this service, meet the following requirements at all times:

#### **3.1 Security personnel**

##### **3.1.1 Supervisors: Grade B**

3.1.1.1 Supervisors must meet the following requirements:

- 3.1.1.1.1 Minimum qualification of Grade 12 level with PSIRA rating.
- 3.1.1.1.2 Understanding of their post descriptions and duties.
- 3.1.1.1.3 Be in possession of a valid basic training certificate in First Aid and Fire Fighting
- 3.1.1.1.4 Must be licensed to handle a fire arm
- 3.1.1.1.5 Capable of leading/controlling and supervising their subordinates.
- 3.1.1.1.6 Be able to communicate, read and write in English.
- 3.1.1.1.7 May not be younger than 18 years of age.

##### **3.1.2 Security Officers: Grade C**

3.1.2.1 Security officers must meet the following requirements:

- 3.1.2.2 Minimum qualification of grade 12 level.
- 3.1.2.3 Be able to communicate, read and write in English.
- 3.1.2.4 May not be younger than 18 years of age.

##### **3.1.3 General requirements for security personnel**

- 3.1.3.1 Supervisors and security officers must have undergone and passed formal security training.
- 3.1.3.2 At all times supervisors and security officers must present an acceptable image/appearance which implies, neat and clean uniform, inter alia; that they may not sit, lounge about, be on their cell phones, smoke, eat or drink while attending to people.
- 3.1.3.3 Supervisors and security officers must at all times present a dedicated attitude/approach to security, which attitude/approach shall imply, inter alia, that there shall be no unnecessary arguments with visitors/staff/member of the public or discourteous behaviour towards them.

3.1.3.4 Supervisors and security officers must be physically healthy and medically fit for the execution of their duties.

3.1.3.5 Supervisors and security officers must be registered as security officers/guards, as required by Section 10(1) (b) of Security Officers Act No. 92 of 1987.

3.1.3.6 Supervisors and security officers must sign an undertaking in which they declare that they will refrain from any action/activities, which might be to the detriment of the NLSA.

3.1.3.7 No information concerning NLSA activities may be furnished to the public or news media by the contractor and his/her employees.

3.1.3.8 Supervisors and security officers are prohibited from reading documents or records in offices or unnecessary handling thereof, including usage of computers at any designated areas other than the control room.

3.1.3.9 The NLSA reserves the right to ascertain from the South African Police Service (SAPS) whether security personnel have in their possession records of clearances as well as to ascertain from the Council of Security Officers whether the security personnel are registered with the Council of Security Officers.

3.1.3.10 The successful bidder undertakes to ensure that each member of his/her security personnel will at all times, when on duty, be fully equipped in respect of:

3.1.3.10.1 A neat uniform which is clearly identifiable, and which will include matching raincoats and overcoats.

3.1.3.10.2 A clear identification card of the company with the member's photo, identification and file numbers on it, worn conspicuously on his/her person at all times.

3.1.3.10.3 Alternatively: A clear identification card of the company with the member's identity and file numbers on it, accompanied by his official company identity document, worn on his person at all times.

3.1.3.10.4 Service aids to be worn on the person at all times during guard duty, such as notebook, pen, torch (at night), and radio (where applicable).

## 3.2 **Security resources**

3.2.1 The successful bidder must provide necessary resources for efficient execution of security services such as:

3.2.1.1 Occurrence book: the purpose of the occurrence book is to give an overall picture of activities and inspections by supervisors and other occurrences at the site.

3.2.1.2 Admission control register or forms: the purpose of the admission control register or forms is to have information available at all times regarding persons and vehicles admitted to the site within a specific period in case there are occurrences that take place which might lead to judicial inquiry etc.

3.2.1.3 Notebook: the purpose of the notebook is to note down all incidents occurring or observations made by a security guard/officer during a shift, for later reference.

3.2.1.4 Duty list: the purpose of duty sheet is to ensure that all security personnel on duty are familiar with the duties as required for this contract.

3.2.1.5 Two-way radio: the purpose of radio communication is to establish immediate communication between

the different duty points and control on the site, as well as between control on the site and control at the successful bidder's headquarters

3.2.1.6 Clock points (patrol system): the purpose of clock points is to ensure that patrolling at the site takes place correctly according to instructions.

3.2.1.7 Licence card scanner for use to control incoming and outgoing vehicles (this scanner should be able to scan and log the following: South African vehicle licence disc: display vehicle made, model, colour, type, registration number, chassis number (VIN). And South African ID numbers in barcoded ID cards / books, Passport number, Take photos of people and or documents.

#### **4. SUBMISSION FORMAT**

4.1 The proposal should be submitted in the following format:

4.1.1 The proposal must provide an executive summary not exceeding three pages detailing proposal's offering, the approach and the value proposition.

4.1.2 Bidders must indicate in their proposals the relevant experience and exposure as well as the capacity of the Bidder in relation to the security service. The information must include a description of the qualification, knowledge, and relevant experience as well as certifications or other professional credentials that clearly demonstrate that the individual is qualified to perform the required work. The Bidder must submit résumés of their proposed project participants.

4.1.3 The Bidder should include at least three (3) contactable reference letters detailing similar work undertaken.

4.1.4 The bidder should include certified ID copies of Shareholders / Directors / Members not older than six months.

4.1.5 CSD registration summary report.

4.1.6 CIPC company registration documents

4.1.7 Fully completed SBD Forms; SBD 1, 2, 3.1, 4, 6.1, 8 and 9

#### **5. NLSA'S RIGHTS**

5.1 The NLSA is entitled to amend any Bid conditions, bid validity period, bid terms of reference, or extend the Bid's closing date, all before the bid closing date. All bidders, to whom the bid documents have been issued and where the NLSA has record of such Bidders, may be advised in writing of such amendments in good time. Any such changes will also be posted on the NLSA's website under the relevant Bid information. All prospective Bidders must, therefore, ensure that they visit the NLSA's website regularly and before they submit their Bid response to ensure that they are kept updated on any amendments in this regard.

#### **6. DURATION OF THE PROJECT**

6.1 The duration of this security and guarding project is for a period of (36) thirty-six months.

## 7. CONDITIONS OF THE BID

- 7.1 The NLSA reserves the right not to accept the lowest proposal.
- 7.2 The NLSA reserves the right to appoint one or more Bidder.
- 7.3 The NLSA reserves the right not to award the contract.
- 7.4 The NLSA reserves the right to have any documentation, submitted by the successful Bidder verified or inspected by any other person or organisation.
- 7.5 The General Conditions of Contract will be applicable to this Bid.
- 7.6 Bidders must obtain at least **70 points** in the technical evaluation to qualify for the site inspection visit, pricing and B-BBEE points.
- 7.7 The NLSA will not be held responsible for any costs incurred by the Bidder in the preparation and submission of the Bid.
- 7.8 Bidders are to ensure that the personnel assigned to the engagement per the Bid proposal are the same that will be responsible to perform work should the Bidder be successful. Should the respective personnel not be available, the Bidder will be required to replace said personnel with another individual with the same or greater experience, qualifications and exposure.
- 7.9 The Bidder may be required to prepare for a possible presentation should the NLSA require such and the Bidder shall be notified thereof in good time before the actual presentation date. Such presentation may include a practical demonstration of services as called for in this Bid.
- 7.10 Bids shall be valid for a period of 120 days and may be extended at the discretion of the NLSA.
- 7.11 The NLSA reserves the right to check the service rendered by the successful bidder at any time, in order to ensure that the service is rendered in accordance with the conditions of the contract.
- 7.12 The NLSA reserves the right to require from the successful bidder that any of his/her employees be replaced, in which case the employee must leave the site forthwith. The NLSA will not be held responsible for any damage or claims, which may arise because of this, and is indemnified against such claims and legal expenses.
- 7.13 The NLSA will have the right to check daily whether sufficient personnel are available on site in terms of the conditions of the contract. A roll call will be conducted by the NLSA.
- 7.14 Bidders will be required to provide on annual basis the following certificates: COIDA, UIF and Retirement benefit fund and any other compliance certificate/s as deemed applicable from time to time.

- 7.15 The NLSA will **conduct site inspection** with only the bidders that met the 70 % functional threshold
- 7.16 The Directors of the company are required to declare their criminal records.

**8. INDEPENDENCE AND CONFIDENTIALITY**

- 8.1 The NLSA shall be the owner of all the reports compiled by the successful bidder in the execution of this tender.
- 8.2 These reports shall be regarded as confidential and may not be made available to any unauthorised person or institution without written consent of the NLSA.

**9. MANDATORY PRE-EVALUTION AND USING FUNCTIONALITY APPROACH**

**N.B: The bid is going to be evaluated in Four stages, Mandatory requirements, Functional Evaluation, Site Visit and Pricing & B-BBEE points.**

**9.1 Mandatory - Pre evaluation**

- 9.1.1 Certified copy of company PSIRA registration certificate.
- 9.1.2 Certified copy of company owner PSIRA certificate.
- 9.1.3 Certified copy of individual security registration with PSIRA.
- 9.1.4 Valid copy of certificate of good standing (COIDA).
- 9.1.5 Valid copy of certificate of compliance (UIF)
- 9.1.6 One (1) original copy and four (4) copies of the Bid document; and

**NB: Failure to submit the documents listed above shall result in the disqualification of your Bid.**

**10. EVALUATION CRITERIA, USING FUNCTIONALITY APPROACH**

- 10.1 Bidders are expected to obtain a minimum of **seventy (70) points** out of one hundred (100) points available to proceed to the next evaluation stage. Failure to obtain the prescribed points will automatically disqualify the Bid offer from proceeding to the next evaluation stage.
- 10.2 **FUNCTIONAL TECHNICAL EVALUATION CRITERIA**

NO	TECHNICAL ELEMENTS	WEIGHT
A	Experience of service provider.	20



1.	<p>Provide a portfolio of evidence of similar projects successfully completed in security and guarding services.</p> <p>1.1. More than 3 projects completed successfully.</p> <p>1.2. 3 similar projects completed successfully</p> <p>1.3. 2 or less similar projects completed successfully</p> <p>1.4. No submission</p>	<p>20 Points</p> <p>15 Points</p> <p>10 Points</p> <p>0 Point</p>
2	<b>Contactable References:</b>	<b>15</b>
.	<p>Provide reference letters on official letterhead security services successfully completed in the last five (5) years.</p> <ul style="list-style-type: none"> <li>• Reference letters are to include:</li> <li>• Contract duration,</li> <li>• Services rendered,</li> <li>• Referee contacts,</li> <li>• Value of contract and</li> <li>• Whether the service recipient is satisfied with the services rendered.</li> </ul> <p>No valid reference letter</p> <p>1 valid reference letters</p> <p>2 valid reference letters</p> <p>3 or more valid reference letters</p>	<p>0 Points</p> <p>5 Points</p> <p>10 Points</p> <p>15 Points</p>
3.	<p><b>Qualification. Minimum Grade A Security Training.</b></p> <p><b>No qualification</b></p>	<p><b>10</b></p> <p><b>0</b></p>
	<b>Experience of the Director of the Company</b>	<b>10</b>
	<p>Provide detailed CVs of the Director indicating experience in similar projects with a clear work description.</p> <ul style="list-style-type: none"> <li>• No experience</li> <li>• 1-2 years of relevant and period experience</li> <li>• 3-4 years of relevant and period experience</li> </ul>	<p>0 Points</p> <p>2 Points</p> <p>4 Points</p>

	<ul style="list-style-type: none"> <li>• 5-6 years of relevant and period experience</li> <li>• 7-8 years of relevant and period experience</li> <li>• 9 above years of and period experience</li> </ul>	6 Points 8 Points 10 Points
4	<b>Experience of the Supervisor (must have valid basic training certificate in First Aid and Fire Fighting issued by accredited service provider).</b>	<b>10</b>
	<ul style="list-style-type: none"> <li>• No experience</li> <li>• 1-2 years of relevant and period experience</li> <li>• 3-4 years of relevant and period experience</li> <li>• 5-6 years of relevant and period experience</li> <li>• 7-8 years of relevant and period experience</li> <li>• 9 above years of and period experience</li> </ul>	0 Point 2 Point 4 Points 6 Points 8 Points 10 Points
5	<b>Experience of the team</b>	<b>10</b>
	<ul style="list-style-type: none"> <li>• No experience</li> <li>• 4 CVs detailing relevant and period experience</li> <li>• 5-8 CVs detailing relevant and period of experience</li> <li>• 9-12 CVs detailing relevant period of experience</li> <li>• 13-16 CVs detailing relevant period of experience</li> <li>• 17-20 CVs detailing relevant period of experience</li> </ul>	0 Point 2 Points 4 Points 6 Points 8 Points 10 Points
6	<b>PROJECT PLAN</b>	<b>25</b>
	<b>Project proposal to address the following</b> <ul style="list-style-type: none"> <li>- Implementation and rollout plan/methodology (Include emergency preparedness and response process).</li> <li>- Safety and security equipment to be used, including fire arm handling procedure.</li> <li>- System of tracking complaints from clients.</li> <li>- Sample of monthly reports.</li> <li>- Rotation of staff and their daily shifts (a list of all potential security officers intended to be employed and certified copies of ID's and PSIRA certificates).</li> <li>• Detailed work plan with 1 requirement addressed</li> </ul>	

• Detailed work plan with 2 requirements addressed	5 Points
• Detailed work plan with 3 requirements addressed	10 Points
• Detailed work plan with 4 requirements addressed	15 Points
• Detailed work plan with 4 requirements addressed	20 Points
• Detailed work plan with all 5 requirements addressed	25 Points

***The bidder must have obtained at least 70 points to advance to the site visit stage***

<b>EVALUATION STAGE THREE: SITE VISITS</b>	<b>20</b>
Business address of the bidder	4
Security equipment (patrol system, communication system/methods, base stations, alarm monitoring, panic buttons telephone,) to be used during the contract period;	4
Uniform to be used during the contract period	4
Proper filing records of the staff members employed.	4
Security on Site where they are operating (confirmation of current sites where there is active and valid contract)	4

***A bidder must obtain full 20 points for the site visit to advance to the Price/Preference Points System evaluation stage***

### 10.3 EVALUATION STAGE FOUR: PRICE AND PREFERENCE POINT SYSTEM

10.3.1 The 80/20 preference point system shall be applicable to this Bid, where 80 points represent maximum obtainable points for the lowest acceptable price, and 20 points represents the B-BBEE level status. Points will be awarded to a Bidder for attaining the B-BBEE status level of contribution in accordance with the table below.

B-BBEE Contributor	Status Level of	Number of points
	1	20
	2	18
	3	14
	4	12
	5	8
	6	6
	7	4
	8	2
Non-compliance contributor		0

#### 10.3.2. PRICING

Table 1 Salaries and wages of personnel

	1 x Grade C security for Year 1	1 x Grade B security for Year 1
Basic monthly salary	R	
UIF monthly	R	
Workman compensation monthly	R	
Provident fund contribution monthly	R	
Leave monthly	R	
Total monthly cost excluding VAT	R	
Bonus	R	
Total annual cost excluding VAT	R	

**Equipment costs to include, but not limited to the following:**

**Table 2: INFRASTRUCTURE AND EQUIPMENT COSTS**

Items or equipment	Quantity <sup>1</sup>	Rand per item	Total price
Cell phone	1		
Two-way Radios (Including a base radio)	1		
Patrol systems and clocking tags.	1		
Patrol batons	1		
Rechargeable torches	1		
Digital camera	1		
Pepper sprays	1		
Handcuffs	1		
Fire arms (Only for Supervisors)	1		
License disc scanner	1		
<b>TOTAL</b>			

**NB- Overhead costs listed below should also include supervision of work by the service provider and other overheads such as fuel, uniforms, office running costs, etc.**

**Table 3: Total costs to NLSA**

	Year 1 costs per annum	Year 2 costs per annum (Regulated increase)	Year 3 costs per annum (Regulated increase)	Total costs for three years (Inclusive Vat) (Regulated increase)
<b>Grade B Security Supervisor. Total annual cost excluding VAT)</b>	R	R	R	R
<b>Grade C guards. Total annual cost excluding VAT)</b>	R	R	R	R
<b>Grade C guards (1 Armed guard per shift)</b>				
<b>Safety and Security Equipment to be used</b>	R	R	R	R
<b>Overheads</b>	R	R	R	R

<sup>1</sup> Where applicable, the quantity of equipment required will be aligned to the number of security guards at the contracting stage

<b>VAT</b>	R	R	R	R
<b>Total costs including VAT</b>	R	R	R	R

\*NB Actual salary/wage increases will follow the sectoral wage determination formula.

**Table 4:** Ad hoc guards costing per 8-hour shift

<b>Grade</b>	<b>Year 1 daily rate including VAT</b>	<b>Year 2 daily rate including VAT</b>	<b>Year 3 daily rate including VAT</b>
<b>Grade B</b>	R		
<b>Grade C</b>	R		

**NB.** The bidders are to give a pricing for 1 supervisor position and 1 security guard position as indicated above. The NLSA will determine the number of security staff needed.

## 11 ENQUIRIES

11.1 For any Bid related enquiries please sent to the following email address quoting the Bid Number, Bid Description as a Reference;

[bidsabove500@nlsa.ac.za](mailto:bidsabove500@nlsa.ac.za)

**Please refer all enquiries pertaining to the technical terms of reference to:**

**Manager: Admin and Facilities Management and OHS Officer**

Mr. Daniel Tladi	NLSA	(012) 401 9768	<a href="mailto:Daniel.tladi@nlsa.ac.za">Daniel.tladi@nlsa.ac.za</a>
Mr. Vusumuzi Zwane			<a href="mailto:Vusumuzi.Zwane@nlsa.ac.za">Vusumuzi.Zwane@nlsa.ac.za</a>

**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SECURITY AND GUARDING SERVICES TO THE NATIONAL LIBRARY OF SOUTH AFRICA CAPE TOWN CAMPUS FOR A PERIOD OF (36) THIRTY-SIX MONTHS. (AT NUMBER 5 AND 62 QUEEN VICTORIA STREET).**

**Submitted by**



Acting Chairperson: Bid Specification Committee

Dr Khomotso Marumo

...../..... /20201

**Recommended / Not Recommended**

Acting Chairperson: Bid Adjudication Committee

Ms Zama Adegboyega

...../..... /2021

**Approved / Not Approved**

Mr Kepi Madumo

National Librarian and CEO

...../...../2021