

**REQUEST FOR COMPETITIVE BIDS OPS 06 /2023**

**SECURITY SERVICES FOR A PERIOD OF 12 MONTHS**

**1. Background**

The Durban ICC is one of the most advanced conferencing facilities in the world and hosts a variety of events including conferences, meetings, exhibitions, concerts and private events both on a national and international level, having been voted Africa's Leading Conference Centre by World Travel Awards for 17 years. The Centre is graded 5-star by the South African Tourism Grading Council. It has also obtained certification from the International Organisation for Standardisation; in ISO 9001 (Quality Management), ISO 14001 (Environmental Management), ISO 22000 (Food Safety) and ISO 45000 (Occupational Health and Safety).

**2. Purpose**

The Durban ICC requires a service provider for the provision of comprehensive security services, for a period of 12 months. As an event venue, the Durban ICC must implement and maintain security plans to create a safe environment for our patrons, visitors, guests and staff. We have a responsibility to ensure the safety and security of all who are in our venue. As such, we need to maintain security services within our venue and for events as a minimum requirement.

**3. Scope of works**

The appointed service provider is required to provide fully trained and equipped on-site security staff 24 hours a day / 7 days a week for the duration of the contract.

**SCOPE OF WORKS: GENERAL / PERMANENT SECURITY**

- General / permanent security refers to the day-today- security of the Inkosi Albert Luthuli ICC Complex comprising of the ICC, ICC Arena and DEC
- Security services will be required for 24 hours a day, 7 days a week, including public holidays, regardless of the number of events in-house.
- The successful bidder undertakes to provide a complete physical security service (supplemented with electronic services where applicable) at the Durban ICC Complex which shall include the prevention of, but not limited to:
  - Theft from the premises, staff, visitor, contractors and property.
  - Damage to the premises, staff, visitor, contractors and property.
  - Any unlawful interference with the premises, staff, visitor, contractors and property.
  - The commission of any offence on or in connection with the premises, staff, visitor, contractors and property.
  - Unauthorised access and egress of staff, subcontractors and visitors to the Durban ICC.

**SCOPE OF WORKS: EVENT SECURITY**

- Event security is a separate additional service from the general / permanent security outlined above and is not included in the form of offer / RFQ bid price.
- The rates applied to event security shall be the same as that of general / permanent security.

- Event security is specific to events held at Durban ICC such as exhibitions, concerts as well as complex conferences.
- Although the event management of the security remains with the Durban ICC, the Event Organiser (i.e. Client) is responsible for these event specific security costs where they will be invoiced by the Durban ICC for such costs.
- The Durban ICC will charge the client an administration fee of minimum 15% (calculated on the total cost to client VAT Incl.) on all security services provided to the client within the Durban ICC complex (ICC, ICC Arena and DEC).
- All event security quotations must be submitted to the Durban ICC within 12 hours of quotation request to allow the end client to receive the quotation within 24 hours.
- The Durban ICC reserves the right to subcontract security services in extreme cases where specific or highly specialized security services are required and the experience does not exist within the resources of the appointed services provider or where the appointed service provider's rates are not competitive.
- The Durban ICC shall at all times be at liberty, at its own discretion to permit clients to engage subcontractors of their own choice to offer the required specialised security services. This will however be subject to a very specific set of terms and conditions and at the Durban ICC's sole discretion.

## **OVERALL SERVICE**

- Provide daily, routine security across the complex – affording the flexibility of rotating staff and hours in accordance with business requirements.
- Provide PSIRA registered, trained, experienced and motivated security guards who are able to communicate effectively in English to internal and external clients as well as delegates / guests who visit the centre.
- Provide PSIRA registered, trained, experienced and motivated supervisors with strong supervisory skills who are able to communicate effectively in English to internal and external clients at a professional level.
- Supervisors will need to have adequate leadership skills and competencies to mentor, train and supervise the team.
- Performance-manage all staff on site via a performance management system, with assessments taking place at least twice a year. Records to be made available to the Durban ICC on request.
- Provide suitable uniforms to all staff and ensure they are presentable at all times, uniform to be approved by the Durban ICC
- Conform to all legislative requirements.
- All designated staff must be on site at all times. Should staff be absent for any reason a suitable replacement must be provided within 2hrs of the start of a shift.
- Regular rotation of security officers within the Durban ICC complex.

**4. Mandatory Requirements**

Does the service provider comply with the mandatory requirements, as listed below? Please acknowledge as illustrated:	Yes	No
	☐	X
<ul style="list-style-type: none"> <li>The service provider must have at least 3 years' requisite experience whereby they handled security contracts 24hrs a day; 7 days a week, for establishments which hosts / receives or accommodates for high profile Officials, Celebrities, Foreign delegates, Ministers, Presidents etc. Please attach two detailed references from clients serviced.</li> </ul>		
<ul style="list-style-type: none"> <li>The service provider must be registered with PSIRA (Private Security Industry Regulatory Act). Kindly attach proof of registration.</li> </ul>		
<ul style="list-style-type: none"> <li>The service provider must pay their staff in accordance with the sectorial determination for the Private Security Sector as governed by the Department of Labour. Please attach proof of Bargaining Council registration.</li> </ul>		

*Failure to comply with all of the mandatory requirements, as illustrated in the schedule above, will result in the service provider being deemed non-responsive and not evaluated further*

**5. Contract Participation Goal**

- The objectives of the Durban ICC's empowerment initiative are to bring about:
  - Meaningful Economic Participation
  - Local Economic Development
  - Transfer of Technical, Management and Entrepreneurial Skills; and
  - Creation of sustainable Black Enterprises

It is a condition of tender that the service provider must allow for a minimum of **30%** of the contract value (excluding PC Sum items and Fixed Cost allowances) to be subcontracted to an empowerment company who are > 85% PPG (Priority Population Group) owned.

The Durban ICC will provide final approval on the empowerment company to be utilized.

The service provider must ensure that the necessary skills and expertise are transferred to the empowerment company for the contract duration and will ultimately be accountable for the quality of services rendered by the empowerment company.

Proof of payment to the empowerment company will be required to verify that the minimum has been achieved, on a monthly basis.

The Durban ICC will give the final approval on the Scope of Works to be assigned to the empowerment company.

Details of the empowerment company, such as, CK document, B-BBEE certificate, tax clearance and letters of reference will need to be submitted together with the bid submission, for consideration.

## 6. Evaluation Process

### Quality Criteria Scoring

- The scoring will be undertaken by three (3) independent officials of the Durban ICC.
- The scores allocated by these officials will be totaled and thereafter averaged to obtain the final score for quality.
- The Service providers must score at least 70 percent in the first evaluation stage in order to be deemed “responsive” and considered for evaluation in the second evaluation stage based on price and empowerment calculated on the 80/20 accreditation system.

The quality criteria and maximum score are as follows:

Quality Criteria	Weight
• Tenderers Experience	40
• Key Staff Composition	30
• Approach / Methodology	30
<b>Maximum possible score for quality (Ms)</b>	<b>100</b>

### 6.1 Experience

Please take note: the service provider is to submit minimum two (2) detailed references from clients serviced, which will be used during the quality criteria scoring process.

It is the service provider’s responsibility to ensure that their references are sufficiently detailed in order to achieve the minimum required number of points.

The guidelines used to score the experience of the service provider are as follows:

Experience	
No Response (Score 0)	No response received / insufficient information to evaluate
Poor (score 40)	References not sufficiently detailed, to determine the requisite experience of the service provider / or failed to perform adequately in key areas as per references received.  The references failed to accommodate for majority of the key elements which have been provided for in the guideline of a comprehensive reference.  The security services offered by the service provider were basic in nature, requiring limited expertise or highly trained security staff for establishments which either hosts / receives or accommodates for high profile Officials, Celebrities, Foreign delegates, Ministers, Presidents etc.

Satisfactory (score 70)	<p>The references received were satisfactory.</p> <p>The service providers have an acceptable level of requisite experience providing security services to establishments which hosts / receives or accommodates for high profile Officials, Celebrities, Foreign delegates, Ministers, Presidents etc.</p> <p>The references further focused on majority of the key elements as illustrated in the acceptable reference guideline. In addition, the service provider handling at least one security contract with a minimum monthly invoice value within the range of three hundred to four hundred thousand rand (300k – 400k) VAT excl. for a minimum period of one year.</p>
Good (score 90)	<p>In addition to meeting the meeting the “satisfactory” criteria as illustrated above, the service provider handled at least one security contract with a minimum monthly invoice value greater than four hundred thousand (&gt;400k) VAT excl. for a minimum period of one year.</p>
Very good (score 100)	<p>In addition to meeting the meeting the “satisfactory” criteria as illustrated above, the service provider handled at least one security contract with a minimum monthly invoice value greater than five hundred thousand (&gt;500k) VAT excl. for a minimum period of one year.</p>

## **6.2 Approach and Methodology**

- The Approach and Methodology demonstrating how the tenderer will undertake the security services over a 12-month period will be evaluated.

The guideline used to score will be, as follows:

<b>Approach / Methodology</b>	
No response (score 0)	No document submitted / Insufficient information to evaluate
Poor (score 40)	The approach is poor and the tenderer has misunderstood certain aspects of the scope of works and submitted a generic security plan which does not provide any value add neither does it satisfy the specific security objectives of the Durban ICC.

<p>Satisfactory (score 70)</p>	<p>The approach and methodology is acceptable and has taken the specific security needs of the Durban ICC into account.</p> <p>The service provider has performed a needs analysis and accounted for an estimated deployment of security staff at various check points which they deem to be necessary; crowd control procedures during major events / conferences; criminal capture procedures and detention; evacuation procedures; possible riot / protest control and regular training of security staff to ensure adequate transfer of skills and expertise.</p>
<p>Good (score 90)</p>	<p>Meets the 'satisfactory criteria' above. In addition, the service provider highlighted current criminal activity trends within and around the Durban ICC vicinity and the procedures / plan of action they would undertake to eliminate potential treats.</p>
<p>Very good (score 100)</p>	<p>Meets the 'good criteria' above. In addition, the service provider identified and proposed the use of latest security gadgets / inventions which will be deemed useful when undertaking the security services at the Durban ICC.</p>

The undersigned, who warrants that he/she is duly authorised to do so on behalf of the enterprise, confirms that the contents of this schedule are his/her personal knowledge and are to the best of his/her belief both true and correct.

NAME ..... (Block Capitals)

SIGNATURE: ..... DATE: .....

*(of person authorised to sign on behalf of the Tenderer)*

**6.3 Key Staff Composition and Managerial Expertise**

The scoring of the key staff composition and managerial expertise will be dependent on the number of years of requisite experience / accolades / qualifications of the **Contracts / Site manager** which plays a pivotal role in ensuring a smooth and secure operation for this particular contract.

The key staff of this particular contract will be deemed to be, but not limited to, the Site manager, Security Supervisors, Training Manager and the Risk Assessment Manager.

In light of the above, the Durban ICC requests, as follows:

- A detailed CV of the contracts / site manager who will be in charge of this particular security contract, including at least two (2) references from establishments which have been serviced under their supervision (these references need to be on the client's letterhead).
- A detailed organogram illustrating the key staff and their roles, responsibilities and reporting line.

<b>Key Staff Composition and Managerial Expertise</b>	
No Response (Score 0)	No response received / insufficient information to evaluate
Poor (score 40)	<p>The CV / references submitted are not sufficiently detailed, as per requirements stated in the tender document, to determine the experience / accolades / qualifications of the contracts / site manager who will oversee the security contact.</p> <p>In addition to the above, the contracts / site manager has less than 5 years and the security supervisors have less than 3 years requisite experience, servicing establishments which either hosts / receive or accommodates for high profile Officials, Celebrities, Foreign delegates, Ministers, Presidents etc.</p>
Satisfactory (score 70)	<p>The CV of the site manager and organogram is acceptable.</p> <p>The references received portrayed positive feedback outlining the skills, professionalism and competency of the site manager to undertake the required services.</p> <p>In addition to the above, the contracts / site manager has more than 5 (but less than 8) years and the security supervisors have more than 3 (but less than 5) years requisite experience, servicing establishments which either hosts / receive or accommodates for high profile Officials, Celebrities, Foreign delegates, Ministers, Presidents etc.</p>
Good (score 90)	<p>Meets the 'satisfactory criteria' above.</p> <p>In addition, the contracts / site manager has more than 8 (but less than 10) years and the security supervisors have more than 5 (but less than 7) years requisite experience, servicing establishments which either hosts / receive or accommodates for high profile Officials, Celebrities, Foreign delegates, Ministers, Presidents etc.</p>
Very good (score 100)	<p>Meets the "good" criteria above.</p> <p>In addition, the contracts / site manager has more than 10 years and the security supervisors have more than 7 years requisite experience, servicing establishments which either hosts / receive or accommodates for high profile Officials, Celebrities, Foreign delegates, Ministers, Presidents etc.</p>

## 7. **ADDITIONAL CONDITIONS OF CONTRACT**

### **QUALITY OF SERVICES**

Should there be any cause for complaint against the standard of service offered which is not resolved within a period of 10 working days; the Durban ICC reserves the right to cancel the contract after serving one month's notice, in writing, to the supplier involved.

Should such notice be given, the supplier shall nevertheless be obliged to perform the duties covered by the contract up to the date of expiration of the period of notice.

### **SATISFACTORY PERFORMANCE**

The supplier shall employ for the purpose of this contract only such personnel as are careful and

competent and the Durban ICC shall be at liberty to object to and require the supplier to remove from the job forthwith any person, including supervisory staff, employed by the supplier who, in the opinion of the Durban ICC, misconducts himself/herself or is incompetent or negligent in the proper performance of his/her duties and such person shall not again be employed upon this contract without the permission of the Durban ICC.

#### **COMPENSATION FOR OCCUPATIONAL INJURIES AND DISEASES ACT**

This act replaces the Workmen's Compensation Act: -

The supplier shall, before commencement of work, produce documentary proof to the Durban ICC that he has complied in all respects with the provisions of the Compensation for Occupational Injuries and Diseases Act. The supplier undertakes that he/she will perform and comply with all provisions of the Occupational Injuries and Diseases Act and more particularly that he/she will render all returns and pay all assessments for which he/she is liable in terms of such Act.

#### **DAMAGE TO PERSONS AND PROPERTY**

The supplier shall indemnify and keep indemnified the Durban ICC against any claim for death, injury, damage or loss to any person or property whatsoever in respect thereof or in relation thereto.

#### **GENERAL SECURITY SERVICES CONTRACTED**

This fee must include all expenses, disbursement and costs (e.g. transport, overheads, accommodation, etc.) that may be required in and for the execution of the work described in the specification, and shall cover the costs of all general risks, liabilities and obligations set forth or implied in the Contract as well as overhead charges and profits (in the event that the tenderer is successful). All prices tendered will be final and binding.

#### **EVENT SECURITY**

The appointed service provider will be responsible to liaise closely with the Event Executives / Durban ICC Risk Manager to assess the safety and security requirements for every event and to quote on providing the additional aforesaid services.

The Durban ICC will charge an administration fee of minimum 15% (calculated on the total cost to client, VAT Incl.) on all services provided to clients within the Durban ICC complex (ICC, ICC Arena and DEC)

#### **PERSONNEL WITH CRIMINAL RECORD**

The appointed service provider must ensure that personnel with historic / current criminal records not be permitted to work at the Durban ICC under any circumstances. The appointed service provider must ensure that all required / criminal checks are performed prior to allocating staff at the Durban ICC.



## **RECORD KEEPING**

The appointed service provider will be responsible for undertaking and incorporating the following into their operation and recording the below mentioned activities in reports to the appointed representative of the Durban ICC:

- Controlling and maintaining effective access/egress of individuals i.e. staff, members of the public, maintenance contractors, service contractors, etc.
  - Individuals who are not under Durban ICC employment i.e. maintenance contractors, service contractors, repairmen, etc. must be firstly be authorised prior to accessing the Durban ICC complex.
- Recording and documenting the arrival of deliveries and/or equipment or re-entry of equipment of goods destined for a location within the site.
  - The appointed service provider must take appropriate action and gather sufficient assurance that the product(s) entering the premises do not pose a threat to the complex e.g. a bomb, a “Trojan horse”, etc.
- Recording and documenting the removal of equipment and/or goods offsite:
  - The appointed service provider will be liable to replace the said equipment and/or goods if there is none or insufficient records of the product leaving the building, i.e. appropriate contact details of the individual removing the product, the reasons for such removal, the authority to remove the product and any other information deemed necessary.
- Control vehicle access/egress via service entrances to the site (where necessary).
- Conduct random searches of all vehicles at all service entrances at regular intervals.
- Conduct regular staff searches and breathalyser tests.
- The appointed service provider will be responsible to secure/lockup the site for the night and during shut-down periods, i.e. Lock and limit all vehicle access, pedestrian and grant limited access to the complex after trading hours to authorised staff only.

## **COMMUNICATION**

- **Radio:**
  - The appointed service provider must provide an appropriate two-way radio communication system, through which all security staff are able to communicate with one another effectively throughout the complex.
  - The two-way radio communication system must also be provided to the Durban ICC BMS and CCTV Control Room to ensure effective communication.
  - One base set, which must be situated in the appointed service provider’s office, must be linked directly with its company headquarters. (The company headquarters control room is to be manned on a 24 hours’ basis).
- **Telephone**

- Wherever possible, a private telephone will be made available to the appointed service provider, which will provide direct communication with the Durban ICC. Costs for all external calls will be for the appointed service provider's account.

## **UNIFORMS**

- All security staff must be properly and professionally attired in their branded uniforms.
- The Durban ICC, in consultation with the appointed service provider, reserves the right to review and approve the proposed uniform styles & colour.
- Uniforms are to be provided by the service provider at their cost and expense.
- Uniform items are to include (but not limited to), the following:
  - Branded Shirts,
  - Trousers or Skirts,
  - Branded Tie,
  - Branded Jersey,
  - Branded Jacket,
  - Black Shoes, socks
  - Belt,
  - Branded Rainwear
  - Torch (minimum specification of 140 lumens) in working order
  - Pocket Book which is to be worn at all times when on duty
- Uniforms that look tardy or worn will need to be replaced to ensure a standard of professionalism is maintained.
- The service provider is expected to provide all staff with name badges listing their name and surname which is to be worn at all times while on the complex.
- The Durban ICC will provide colour printed photographic ID Cards at a minimal cost to the appointed service provider to be worn at all time while on the complex.
- The Current cost per card is R25.00. The ID Card will consists of the following details:
  - National identity number,
  - Company identity number,
  - PSIRA registration number,
  - Grade determined by the Security Officer's Board, and
  - A clear, full-colour head and shoulders photograph of the holder.
- The appointed service provider must ensure that all personnel have access to and wear the appropriate safety apparel (PPE) when / where required / applicable (e.g.: hard hats, reflector bibs etc.)

## **TRAINING SPEND**

- Quarterly training sessions are required for all security guards and supervisors.
- Training will be conducted by the appointed service provider at their own cost and expense.
- As a minimum requirement, the training plan should include (but not limited to), the following:

- Customer Service
- Emergency and Evacuation Procedures
- Personal hygiene & appearance
- Supervisor / Leadership Skills
- Effective and efficient guarding
- Diplomacy training
- Disaster management

### **FACILITIES FOR STAFF**

- The Durban ICC offers change rooms & locker facilities to all permanent, flexi-staff and contracted staff on a first-come-first-served basis.

### **ONSITE OFFICE**

- The Service Provider will be allocated two administration offices.
- One based at the entrance to the ICC Parking (+-5m<sup>2</sup>) and one located at the ICC Basement parking area (+-10m<sup>2</sup>).
- The cleaning and upkeep of these areas will be the responsibility of the appointed service provider.

### **TRANSPORT OF STAFF**

- It is the responsibility of the appointed service provider to ensure that the security staff are deployed and present at the required times for commencement of duties.
- The “self-posting” application is not an option and the contractor will be required to provide transport to the staff to and from the Durban ICC in compliance with this agreement.

### **FRONT OF HOUSE**

- The appointed service provider is required to provide a proactive visible security function and customer service and public relations functions relating to assistance of all guests / patrons / delegates, providing a warm and friendly welcome.
- The security officer is the first person seen and must act professionally at all times and fully conversant in English. They must be able to do basic profiling of people entering / exiting the premises, and able to challenge suspect behaviour and gain support from control should it be required.
- All front of house personnel must be well presented, in presentable suits with radios used with ear pieces.

### **POLICING AND PATROLS**

- Patrols and policing of the complex must be conducted at the frequency as determined in the Job description and such patrols documented in the occurrence book.
- A minimum of 4 full complex patrols should be completed in a 24 hour period. This can also be done by use of an electronic security patrol system, approved by the client.

**The Patrol should include, but not limited, to the following:**

1. Check enclosure/outer walls or fencing for weak points or holes.
2. Check internal venues for: lights off, food articles, persons sleeping, valuable or lost items. (no entry occupied venues unless instructed)
3. Check known hiding places, stores and back of house for potential criminal / irregular activities.
4. Be on the lookout, report and remove vagrants and unauthorised persons in unusual areas of the premises.
5. Check internal and external doors which ordinarily should be locked
6. Check for leaks or running taps and ensure they are closed
7. Turn off unnecessary lights and other electrical equipment that should not be on.
8. Be on the lookout for suspicious-looking objects and report immediately to management.
9. Hand in any found objects immediately to the Control room and make the relevant entry into the occurrence book

**GROUP AND CROWD MANAGEMENT**

- The following procedures are to be applied in the instance for any event that may draw large crowds Unruly/Disorderly/Disruptive Crowds or Protests:
- When such behaviour occurs inside or close-proximity to the premises, security must immediately notify the Control Room.

**The appointed service provider must do the following:**

1. Examine the nature of their behaviour and actions
2. The manager or supervisor will immediately proceed to the area, assess the situation and take appropriate immediate action.
3. Notify Durban ICC Management
4. Notify SAPS, Metro and any institution required.
5. Make entry in the occurrence book recording all details as the event as it unfolds.
6. Initiate lock down procedures if required
7. Security will monitor the parking areas and will report any movement that might stem from the activities on the outside
8. The manager will instruct his staff to cordon off the affected area
9. Staff will form or place a physical barrier to prohibit further entry to the premises
10. Security management will request / instruct the organizer or leader to leave the premises quietly without being disruptive or unruly.
11. On arrival of the SAPS the security manager or supervisor will brief the SAPS about the situation.

12. The Supervisor will also inform the SAPS of the action taken to date
13. SAPS will assume control and command.

### **REMOVAL OF “UNWELCOME” VISITORS, CONTRACTORS AND STAFF**

- The appointed service provider will be required on instruction from the Durban ICC to remove unwelcome guest and staff whom do not have right of access or where such privileges have been removed due to misconduct.
- Trespassing will not be tolerated and must be treated as an arrestable offence.

### **TRAINING**

- The appointed service provider must deploy properly trained staff members who are in possession of a valid training certificate issued by a registered institution approved by the PSIRA in terms of Act no 92 of 1987 (as amended). Copies of the accreditations must be provided once contractor is appointed.

#### **Training will include, but not limited to, the following:**

1. Discipline, neatness and deportment
2. Development of good human relationships, customer services and public relations
3. Knowledge of the law regarding arrest, detention and searching
4. Use of radios and any other equipment
5. Use of firearms
6. Procedures regarding bomb threats, bomb explosions, a search for dangerous objects, riots, disasters and the committing of a crime or offence
7. The Durban ICC's emergency procedures
8. Continuous training must be provided to staff and the training schedule shared with the client.
9. Monthly training sessions in emergency response and procedures must be carried out and records forwarded to the Durban ICC.

### **STAFF SUPERVISION**

- The appointed service provider must ensure adequate supervision of cleaning staff at all times.
- All supervisory visits must be documented and an audit trail available for review at any given time.
- The following will be regarded as visits:
  - Posting of security officers
  - Collection of security officers from any location

- All security staff must be paraded and inspected before the commencement of each shift by the Site

### **PERSONNEL**

- Staff to wear company specific branded cleaning uniforms / overalls that are to be in a good condition at all times. Uniforms are to be provided by the tenderer at the tenderers cost.
- Staff to be equipped with all relevant safety wear / equipment in accordance with the Occupational, Health & Safety Act. The cost to be carried by the tenderer.
- Staffs are to complete daily log books / register indicating start and ending time of work as well as breaks. These need to be signed off on a daily basis by the site supervisor. These documents are to be made available to the Durban ICC on a monthly basis (on an ad-hoc basis when required) as supporting documentation for the monthly invoice.
- All staff will be photographed and issued with Durban ICC branded ID cards, which must be worn at all times while on site. The production costs for the ID cards will be at the tenderers expense (current cost is R25 per card).
- Staff must not have any criminal record – this check must be done by the tenderer prior to appointment. Failure to do so will result in a penalty and non-conformance being issued to the tenderer by the Durban ICC.
- It will be the responsibility of the tenderer to ensure the cleaning team arrives at work along with all relevant equipment and chemicals. All transport costs will be for the tenderers account.

### **PENALTIES (BUT NOT LIMITED TO)**

1. Guard found sleeping whilst on duty	R 1000.00 per incident
2. The Client incurred a loss as a direct result of the negligent action or omission of the appointed service provider in the execution of his duties in terms of the SLA	R 1000.00 per incident
3. The appointed service provider fails to /neglects to disclose correct staffing levels and shortages to the client. ( misrepresentation of information)	R 1000.00 per incident
4. The security guard found using, while on duty at his/her post, personal electronic devices i.e. Mobile phone, Tablet, Portable radio/ cd player, DVD players.	R 1000.00 per incident
5. A guard does not meet the prescribed qualifications , in terms of training , PSIRA registration against the Contract specifications	R 1000.00 per incident
6. The appointed service provider fails to provide a reliever for a post and leaves the post unmanned	R 1000.00 per incident
7. A security officers uniform does not meet the agreed upon standards and specification requirements.	R 500.00 per incident

8. The appointed service provider or security staff fail to carry out or maintain any specific instruction given by the client in the execution of the security service at the Durban ICC	R 1000.00 per incident
9. The appointed service provider does not honor the prescribed service hours or failed to cover the required posts at all times.	R 1000.00 per incident
10. Undermining of other contractors on site, and failing to operate as a member of the Durban ICC overall services team	R 1000.00 per incident

- The Service Provider will be penalised for non-performance of contract requirements and service levels at Durban ICC Management's discretion where supporting documentation or material will be provided.
- The penalty assigned will be discussed between the Durban ICC and Service Provider Management timeously after the incident/s is reported.
- The penalty cost will be deducted from the Service Provider's monthly invoice.
- In order to discourage repeat offences / non-compliance, the Service Provider is expected to claim costs incurred from the staff responsible.

### **PRICING**

- The pricing submitted will remain firm for the contract period.

### **3RD PARTY LIABILITY INSURANCE**

The service provider must have or intend acquiring third party liability cover of minimum 20 million rand. This cover has to be in place by the recommended service provider prior to entering into the contract.

## **8. Preconditions**

*A written proposal/quotation will not be considered unless the service provider who submits the quotation provides the following with their proposal/quotation:*

- 8.1 Full name
- 8.2 Identification or company or other registration number
- 8.3 Tax reference number and VAT number, if any
- 8.4 Valid original Tax clearance from South African Revenue Services which proves that the providers tax matters are in order
- 8.5 Valid BBBEE Certificate
- 8.6 MBD 4 Declaration of Interest form must be completed
- 8.7 The service provider must be registered on the CSD database and EThekwini Vendor Portal. Proof of registration needs to be submitted. Failure to be registered on these databases will adversely affect the awarding process and may result in the service provider being deemed non-responsive.

**CSD registration website:** <https://secure.csd.gov.za>

**EThekwini Vendor Portal registration:** <https://ethekwinivendor.durban.gov.za>

Or contact 031 322 7011 / 7154

[Fatima.milazi@durban.gov.za](mailto:Fatima.milazi@durban.gov.za) / [phumla.mdabe@durban.gov.za](mailto:phumla.mdabe@durban.gov.za)

**9. Compulsory Pricing Schedule (Form Of Offer)**

DAYSHIFT			Costing
Area	Post	Grade	
ICC	Assistant Manager	A	
ICC	Supervisor ICC / Arena	A	
ICC	Security Desk	A	
ICC	Security Desk Escorting	A	
ICC	Goods Receiving	A	
ICC	Goods Receiving Gate	C	
ICC	Main Foyer	A	
ICC	Business Centre	A	
ICC	Concourse Keys	A	
ICC	ICC Reliever	A	
ICC	Car Park	C	
ICC	Car Park	C	
ICC	Car Park	C	
ICC	Car Park	C	
ICC	Loading Dock	A	
DEC	Supervisor DEC	A	
DEC	Security Desk	A	
DEC	Gate A	C	
DEC	Gate C	C	
DEC	Gate D	C	
DEC	Key Controller	A	
DEC	Reliever	A	
Arena	Main Foyer	A	
Arena	Basement Access	A	
Arena	Key Controller	A	



NIGHTSHIFT			Costing
Area	Post	Grade	
ICC	Assistant Manager	A	
ICC	Supervisor ICC / Arena	A	
ICC	Security Desk	A	
ICC	Goods Receiving Gate	C	
ICC	Loading Dock	A	
ICC	Concourse Keys	A	
ICC	Main Foyer	A	
ICC	Business Centre	A	
ICC	Car Park	C	
ICC	Car Park	C	
ICC	Car Park	C	
ICC	Car Park	C	
ICC	Perimeter Patrol	C	
ICC	Perimeter Patrol	C	
DEC	Supervisor	A	
DEC	Security Desk	A	
DEC	Gate A	C	
DEC	Gate C	C	
Arena	Main Foyer	A	
Arena	Basement Access	A	
<b>Costing Totals Excl. Vat</b>			

I.....being duly authorized thereto by ..... do hereby confirm that the information contained herein is true and correct and acknowledge that, should it be established that any of the information contained herein is false and incorrect; my company may be disqualified from quoting to the Durban ICC.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Note: Failure of a Service Provider to complete and sign this page will invalidate the quotation**

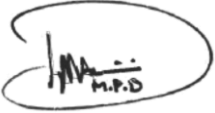



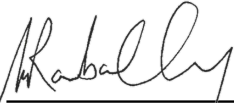
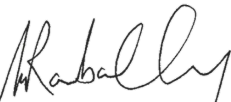
**10. Contact Person**

Ebrahim Yusuf  
Acting Security Risk Manager  
Tel: +27 31 360 1307  
Email: [ebrahimy@icc.co.za](mailto:ebrahimy@icc.co.za)

**11. Closing Date**

Quotations, together with this document and supplier registration forms are to be placed in a sealed envelope marked for the attention of the Procurement Department and are to be placed in the Tender Box at the Durban ICC security entrance on the ground floor, 45 Bram Fischer Road Durban before **12h00 on 16<sup>th</sup> March 2023**.

**12. Request for competitive bids approved by:**

	
<b>Mncedisi Dlamini</b> Acting Operations Director	
	08.03.2023
<b>Brenden Chettiar</b> Chief Corporate Services Officer	
	08.03.2023
<b>SCM Compliance Officer</b> Adwoa Milumba	
	08/03/2023
<b>Finance Executive</b> Thenashree Naidoo	
	10/03/2023
<b>Chief Financial Officer</b> Melanie Rambally	
pp 	10/03/2023
<b>Chief Executive Officer</b> Lindiwe Rakharebe	



**13. Past experience in similar assignments**

Assignment Description	Key Elements	Date Completed	Contact Person and Telephone Number	Assignment Value

I.....being duly authorized thereto by ..... do hereby confirm that the information contained herein is true and correct and acknowledge that, should it be established that any of the information contained herein is false and incorrect, my company may be disqualified from quoting to the Durban ICC.

**Name:** (*Block Capitals*) \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_

**14. Declaration of Municipals Fees**

I, the undersigned, do hereby declare that the Municipal fees of

.....  
 (Full name of Company / Close Corporation / partnership / sole proprietary/Joint Venture)

(hereinafter referred to as the BIDDER) are, as at the date hereunder, fully paid or an Acknowledgement of Debt has been concluded with the Municipality to pay the said charges in instalments.

The following account details relate to property of the said BIDDER:

<u>Account</u>	<u>Account Number</u> : to be completed by tenderer.
Consolidated Account No.	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Electricity	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Water	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Rates	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

I acknowledge that should the aforesaid Municipal charges fall into arrears, the Municipality may take such remedial action as is required, including termination of any contract, and any payments due to the Service provider by the Municipality shall be first set off against such arrears.

- Where the BIDDER'S place of business or business interests are outside the jurisdiction of eThekweni Municipality, a copy of the accounts/agreements from the relevant municipality must be attached (to the back inside cover of this document).
- Where the tenderer's Municipal Accounts are part of their lease agreement, then a copy of the agreement, or official letter to that effect is to be attached (to the back inside cover of this document).

NAME..... (Block Capitals)

SIGNATURE : ..... DATE: .....  
 (of person authorised to sign on behalf of the Bidder)

**15. MBD4 Declaration of Interest**

15.1 No bid will be accepted from persons in the service of the state<sup>1</sup>.

15.2 Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority.

15.3 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

15.3.1 Full name of bidder or his/her representative .....

15.3.2 Identity number: .....

15.3.3 Position occupied in the Company (director, trustee, shareholder<sup>2</sup>):

.....

15.3.4 Company Registration Number: .....

15.3.5 Tax Reference Number: .....

15.3.6 VAT Registration Number: .....

15.3.7 The names of all directors / trustees / shareholders, members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.

*References:*

<sup>1</sup> MSCM Regulations: "in the service of the state" means to be –

(a) a member of –

- any municipal council
- any provincial legislature
- the National Assembly or the National Council of Provinces

(b) a member of the board of directors of any municipal entity;

(c) an official of any municipality or municipal entity;

(d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);

(e) a member of the accounting authority of any national or provincial public entity;

(f) an employee of parliament or a provincial legislature.

<sup>2</sup> "Shareholder" means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.

15.3.8 Are you presently in the service of the state?  
If yes, furnish particulars:

YES	NO
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15.3.9 Have you been in the service of the state for the past twelve months?  
If yes, furnish particulars:

YES	NO
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15.3.10 Do you have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and/or adjudication of this bid?  
If yes, furnish particulars:

YES	NO
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15.3.11 Are you aware of any relationship (family, friend, other) between any other bidder and any persons in the service of the state who may be involved with the evaluation and/or adjudication of this bid? If yes, furnish particulars:

YES	NO
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15.3.12 Are any of the company's directors, trustees, managers, principal shareholders or stakeholders in service of the state?  
If yes, furnish particulars:

YES	NO
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15.3.13 Is any spouse, child or parent of the company's directors, trustees, managers, principal shareholders or stakeholders in service of the state? If yes, furnish particulars:

YES	NO
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15.3.14 Do you or any of the directors, trustees, managers, principal shareholders or stakeholders of this company have any interest in any other company or business whether or not they are bidding for this contract? If yes, furnish particulars:

YES	NO
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16. Full details of directors / trustees / members / shareholders

Full Name	Identity Number	State Employee No.

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Capacity**

\_\_\_\_\_  
**Name of Bidder**