



SOUTH AFRICAN TOURISM

Part B: - SCOPE OF WORK SAT 258/24 - THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER SECURITY GUARDING SERVICES AT SOUTH AFRICAN TOURISM (SAT), 90 PROTEA ROAD, CHISLEHURSTON, SANDTON, FOR A PERIOD OF THIRTY-SIX (36) MONTHS.)

Bid Description	
TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER SECURITY GUARDING SERVICES AT SOUTH AFRICAN TOURISM (SAT), 90 PROTEA ROAD, CHISLEHURSTON, SANDTON, FOR A PERIOD OF THIRTY-SIX (36) MONTHS.	
Bidder Name:	
Tender Number:	SAT 258/24
Closing Time:	12h00 (<i>Johannesburg, South Africa Time</i>)
Closing Date:	03 September 2024 (No late submission will be accepted)
Bid Submission link	https://e-procurement.southafrica.net Should bidders encounter any issues, queries must be directed in writing to tenders@southafrica.net Bidders are required to complete all the fields before submitting on the above link before uploading a PDF version of the entire proposal; the details are as follows: Bidder/Company name, bidder's representative, contact details (email and mobile), then a fully completed bid documents, signed and initial page, and relevant supporting documents for uploads. NB: Bidders are required to ensure that during submission on the system, the uploads were successful before the closing date and time. No tenders transmitted by telegram, hand delivery telex, facsimile, e-mail, or similar apparatus will be considered.
Contact Person	Boitumelo Dibetle

ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS - (NOT TO BE RE-TYPED)

THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC), AND IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

1. CLOSING DATE

The closing date for the submission of proposals is **03 September 2024 at 12h00, Johannesburg, South Africa time**. No late submissions will be accepted.

2. PROCUREMENT TENDER PORTAL AND TENDER DOCUMENTS MARKING

- 2.1 South African Tourism have developed and implemented an on-line e-Procurement Portal which will enable bidders to respond to procurement opportunities as and when they are issued by South African Tourism. The portal is the official portal for South African Tourism, which ensures an open, transparent, and competitive environment for any person participating in the procurement processes.

The portal enables a bidder to register as a supplier on the system and to RSVP to tender briefings and to submit tender responses on the portal. The Portal's URL (<https://e-procurement.southafrica.net>) is compatible with Google Chrome, Microsoft Edge, Internet Explorer, FireFox and Safari. Interested bidders should with immediate effect consider registering and submitting their bid proposals on the portal which has specifically been developed and implemented for this purpose.

The supplier user manual can be viewed and downloaded on South African Tourism's website at <https://www.southafrica.net/gl/en/corporate/page/tenders>. All bidders should therefore take note that the physical drop-offs and courier of bid responses to South African Tourism's physical address is no longer permitted.

Prospective tenderers must periodically review both <http://www.southafrica.net/gl/en/corporate/page/tenders> and <https://e-procurement.southafrica.net> for updated information or amendments with regard to this tender, prior to due dates

- 2.2 Failure on the part of the tenderer to sign/mark this tender form and thus to acknowledge and accept the conditions in writing or to complete the attached forms, questionnaires, and specifications in all respects, may invalidate the tender.
- 2.3 Tenders must be completed in black ink where mechanical devices, e.g., typewriters or printers, are not used.
- 2.4 Tenderers will check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability will be accepted regarding claims arising from the fact that pages are missing or duplicated.

3. CONTACT AND COMMUNICATION

- 3.1 A nominated official of the bidder(s) can make inquiries in writing to the specified person, Pulane Muligwa via email at tenders@southafrica.net. Bidder(s) must reduce all telephonic inquiries to writing and send to the above email address.
- 3.2 Bidders are to communicate any technical inquiries through the nominated official in writing, no later than **12 August 2024**.

All responses will be published by **15 August 2024** on the following links:

<https://www.southafrica.net/gl/en/corporate/page/tenders>;

4. VALIDITY PERIOD AND CONTRACT DURATION

The tender proposal must remain valid for at least five (5) months after the tender due date. All contributions/prices indicated in the proposal and other recurrent costs must remain firm for the period of the contract.

South African Tourism intends to enter a thirty-six (36) month contract and service level agreement with the successful bidder(s). The contract will also be subject to a periodic performance evaluation on agreed terms and conditions unless the parties agree otherwise.

5. BACKGROUND AND SCOPE OF SERVICES

5.3 Scope of services

1. SCOPE OF THE PROJECT

1.1. The successful bidder is expected to render the services as follows:

- a) Night Shift (18:00 - 06:00) Monday to Sunday and Public Holidays,
- b) Day Shift (06:00 - 18:00) Weekends and Public Holidays; and
- c) Day Shift (06:00 - 18:00) Mondays to Fridays (Within normal working days)

2. SPECIFICATION REQUIREMENTS

Number of Security Officers and Grades:

No.	Number of Security Officers	PSIRA Grade	Shifts
01	2 x Security Officers	Grade "D"	a) and (b) on 1.1 above
02	1 x Supervisor	Grade "C"	(a), (b) and (c) on 1.1 above
03	2 x Security Officers	Grade "D"	(c) on 1.1 above

NB: The bidders must include relievers to complement the shifts, on their price proposals. All shifts are expected to have two (2) security officers at all times.

- a) Security Officers should be able conduct access control as per the Control of Access to the Public Premises and Vehicles Act, Act No.53 of 1985 and the SA Tourism policies and procedures on security.
- b) The Security Officers should wear appropriated uniform issued by the bidder at all times (Jersey or Jacket in Winter) and wear name tags for identification purposes. The Security Officers will be orientated on business operations and basic customer service expectations required by SA Tourism.
- c) Supervisor and Security Officers should at all times present and promote friendly client relations and maintain a positive attitude. SA Tourism deals with variety of clients and have stakeholders who demand highest level of service standards.
- d) The Security Officers should have completed at least two (2) years' of work experience in the security industry.
- e) The bidder's Area Manager should visit the site monthly prior to an arrangement with the SA Tourism Facilities Manager. All visits should be recorded electronically or manually by the Area Manager. The Area Manager should liaise with the SA Tourism Facilities Manager or his/her representative to address all operational and management issues pertaining to the security environment.
- f) Monthly security reports on operation activities must be hand delivered to the SA Tourism Facilities Manager on the last day of every month.
- g) SA Tourism encourages gender equity and balance of male and female On the resources allocation.
- h) Compliance to regulations: The bidder, management, supervisor and security officers should be registered with the Private Security Industry Regulations Authority (PSIRA) with valid certificate and remuneration of security officers in terms of the PSIRA rates.
- i) The bidder should comply with the Labour Relations Regulations, Compensation for Occupational Injuries and Diseases Act (COIDA) including but not limited to and Unemployment Insurance Fund (UIF).

- j) Occurrence Books: The bidder shall provide occurrence books to record daily activities, incidents, inspections by Supervisor/s, meetings by Area Manager or any other security related activity.
- k) The bidder shall provide the site-access register with duplicate register book teared for signing by person visited at SA Tourism.
- l) Duty Roster: The bidder shall provide duty roster as proof that security officers required to be on duty are indeed on duty. The duty roster should be accompanied by the signed deployment list.
- m) Security Equipment: The bidder should provide the following equipment:
 - i. Two-way radios with chargers;
 - ii. Handcuffs;
 - iii. 2 x Torches (Rechargeable)