**GUIDELINE FOR THE TECHNICAL EVALUATION IN RESPECT OF NATIONAL GUARDING SERVICES**

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| **No.** | **Description** | **Weight** | **Measurement** | **Point Allocation** | **Proof required** |
| **1.0** | **Experience in providing the Services** | **10** |  |  |  |
| 1.1 | The Bidder must provide three (3) references from business organisations (entities) that have used the Bidder to provide guarding security services in the past three (3) years. | **3** | Less than 3 references. | 0 | Three (3) references from business organisations that have used the Bidder’s services in the past three (3) years that set out the value of the contract per year, the number of personnel employed to render the services in each contract and the duration of the contract. |
| 3 or more references. | 3 |
| 1.2 | The value(s) of the contract(s) per year. | **3** | Less than R11 million. | 0 |
| R11 million and above | 3 |
| 1.3 | State the number of personnel who were employed to deliver the Services. | **2** | Less than 250. | 0 |
| More than 250. | 2 |
| 1.4 | State the duration of the contracts. | **2** | Less than 3 Years. | 0 |
| More than 3 years. | 2 |
| **2.0** | **Infrastructure and Capability** | **40** |  |  |  |
| 2.1 | The Bidder must demonstrate that it has a presence in the region it intends to deliver the Services. | **15** | 0 offices in the region tendered for. | 0 | Proof of ownership of the office building or a rental agreement for the leasing of the Bidder and/or subcontractor’s office in the region tendered for. |
| 1 or more offices in the region tendered for. | 15 |
| 2.2 | The Bidder must indicate how many Security Officers are available for the execution of the Services in the region the Bidder intends to deliver the Services. | **10** | Less than 150 Security Officers in the region tendered for. | 0 | List of Security Officers registered under the Bidder and/or the subcontractor’s name at PSIRA in the region tendered for. |
| 150 or more Security Officers in the region tendered for. | 10 |
| 2.3 | The Bidder must indicate how many vehicles are available for the execution of the Services in the region the Bidder intends to deliver the Services. | **5** | Less than 10 vehicles in the region tendered for. | 0 | List of vehicles belonging to the Bidder and/or subcontractor in the region tendered for. |
| 10 or more vehicles in the region tendered for. | 5 |
| 2.4 | The Bidder must detail the communication tools that demonstrate its ability to communicate with SARS, its employees and its office. | **10** | Description that details the communication tools utilised not submitted. | 0 | A detailed description of the available communication tools utilised by the Bidder in order to demonstrate its ability to communicate with SARS, its employees and its office. |
| Submitted a description that details the communication tools. | 10 |
| **3.0** | **Services’ Offering** | **50** |  |  |  |
| 3.1 | The Bidder must submit a service delivery methodology that defines in detail the eleven (11) areas stated in the scope of work in paragraph 9.1.1 of the RFP document. | **15** | Submitted service delivery methodology for less than the 11 areas stated in the scope of work of the RFP document. | 0 | A document detailing the service delivery methodology in line with the scope of work in the RFP document. |
| Submitted service delivery methodology in all 11 areas stated in the scope of work of the RFP document. | 15 |
| 3.2 | The Bidder must provide a process flow on how to conduct a site risk assessment. | **10** | Did not submit a process flow on how to conduct a site risk assessment, as well as a sample report. | 0 | A detailed process flow on how a site risk assessment is conducted. Format to include, but not limited to, the purpose, background, process followed, facility appreciation, findings which includes crime statistics for an area, conclusion and recommendations. Bidders must also provide one (1) sample of a risk assessment report for a site. |
| Submitted a process flow on how to conduct a site risk assessment, as well as a sample report. | 10 |
| 3.3 | The Bidder must provide its detailed process and procedure to acquire, issue and re-issue uniforms to its Security Officers. | **5** | Not submitted a detailed process and procedure to acquire, issue and re-issue uniforms to its Security Officers. | 0 | A documented process and procedure to acquire, issue and re-issue uniforms to its Security Officers. |
| Submitted a detailed process and procedure to acquire, issue and re-issue uniforms to its Security Officers. | 5 |
| 3.4 | The Bidder must submit a training plan or procedure to qualify and re-qualify its Security Officers, as prescribed by PSIRA. | **5** | Not submitted training plan and/or procedure with a refresher training programme, as prescribed by PSIRA. | 0 | An approved training plan and/or procedure to qualify and re-qualify its Security Officers, as prescribed by PSIRA. |
| Submitted a training plan and/or procedure with a refresher programme, as prescribed by PSIRA. | 5 |
| 3.5 | The Bidder must detail its disciplinary procedures (disciplinary, appeal and dismissal processes) to address unacceptable behaviour of its Security Officers. | **5** | Not submitted disciplinary procedures (disciplinary, appeal and dismissal processes) that addresses unacceptable behaviour of its Security Officers. | 0 | A disciplinary procedure (disciplinary, appeal and dismissal processes) to address unacceptable behaviour of its Security Officers. |
| Submitted disciplinary procedures (disciplinary, appeal and dismissal processes) that addresses unacceptable behaviour of its Security Officers. | 5 |
| 3.6 | The Bidder must describe the management structure to support the Services provided to SARS. | **5** | Not submitted management structure to support the Services. | 0 | Description of the Bidder’s management structure to support the Services provided to SARS. |
| Submitted management structure to support the Services. | 5 |
| 3.7 | The Bidder must indicate a clear escalation procedure between SARS, its employees, its control room and management, including reporting of Security Incidents and Emergencies. | **5** | Not submitted a clear escalation procedure between SARS, its employees, its control room and management, including reporting of Security Incidents and Emergencies. | 0 | A clear escalation procedure between SARS, its employees, its control room and management, including reporting of Security Incidents and Emergencies. |
| Submitted a clear escalation procedure between SARS, its employees, its control room and management, including reporting of Security Incidents and Emergencies. | 5 |