



RFP 04/2022A-B: PROVISION OF NATIONAL PHYSICAL SECURITY SERVICES

QUESTIONS AND ANSWERS

#	QUESTION	SARS RESPONSE
1	When bidding for each region, does the bidder, if successful, have to provide the services within the region that they are awarded?	Yes
2	Consequently, must they have a presence (offices) in all the cities within a specific region?	SARS does not prescribe that Bidders should have presence in all cities within a specific region. As stated in Paragraph 3 of the main RFP document, the Bidder must provide a fully functional security service in the region they are bidding for.
3	If you bid for all 3 regions, must the technical and mandatory files be submitted for all regions?	Bidders should follow guidelines provided in Table 10A of the main RFP document which indicates the way files and information contained in them should be packaged.
4	How can we receive the RFP document without the watermark "Draft Confidential"?	All documents published in the SARS website (including the Main RFP documents) encompass the full requirements of this RFP. Bidders should utilize the published documents to formulate their proposals to SARS. SARS is however open to clarity seeking questions on the contents of our requirements that would impact on the bidders technical and financial proposal.
5	With regards to Annexure B1 & 2, please confirm if you require the initialled document back or is it just for familiarization as will have to comply?	Bidders should note the contents of the document as it will form part of contractual documents post award of the tender.
6	As per the tender document pg. 23 you require 1 x original, 1 x duplicate and 1 x USB but in the tender briefing documents uploaded it reads that you require 2 x duplicate documents – please can you confirm.	Bidders should follow guidelines provided in table 10A of the main RFP document. Should there be conflicting information (if any) between the briefing session presentation and the published tender documents, the contents of the published tender documents will prevail.
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7	How many zones panel is needed	20 zones with expandable capability
8	How many door contacts and Passives	Minimum of 4 to a maximum of 8
9	Do they need remotes - * arm disarm and panic	4 remotes
10	Any fixed panics	2 fixed and 3 mobiles
11	What distance will the cctv units be	Refer to the below response.
12	Where are they going to be mounted- Wall or pole	This is rapid deployment of mobile systems that must allow for installation on a wall or poll.
13	What distance must this Units be able to see	10 meters
14	The mobile CCTV cameras will be installed onsite or must be a mobile trailer.	They will be installed onsite.
15	The 08 Cameras required, how many must be bullets, PTz and domes?	Bullets and domes
16	What megapixels must the cameras be?	Minimum of 2 megapixels or higher
17	Please advise what "Psychological Assessments", needs to be done on all personnel every 6 months, as there are several types of psychological assessment with different costs applicable?	Assessment of the security officers' mental fitness to possess a firearm

#	QUESTION	SARS RESPONSE
18	Please confirm what type of Pre-employment Medical- and Fitness examinations are required? (Basic fit-for-duty medicals and what level of Fitness examinations?)	Basic fit-for-duty medicals and fitness examinations
19	Apart from Bullet Proof Vests and Fire-arm holsters, what other PPE do you require Security Officers to have?	Any other PPE that the service provider can issue to protect security officers carrying firearms.
20	Please confirm the type and specifications of the vehicles to be quoted on?	Standard sedan vehicle with a 1.6 engine capacity
21	Please indicate the quantity of kilometres to be included per vehicle per month for tender purposes.	Bidders' costs should be all inclusive (not broken down into kilometres) and no additional costing will be allowed post award of the tender.
22	Please advise how many Guard Monitoring systems needs to be included for patrolling Security Officers, as the officers were not specified as patrolling or not.	Number will be determined during the onboarding of the successful bidders.
23	Please provide the address for the following: Military Base Vehicle Storage, on Region A, Tactical.	Due to security reasons that information will be shared with the successful bidder.
24	Please confirm the supervisory visit requirement of Supervisors to site, as 8 site visits per month during day shift + every shift per night?	Refer to paragraph 9.13 of the main RFP document
25	A cost reduction would be to reduce this requirement. Would you consider this? If yes, what would be the minimum quantity per shift be during day- & night shifts?	No
26	Would you consider a reduction in the Management visit requirement of 8 visits per month during day shift and 4 visits per month during night shift? If yes, what would be the minimum quantity per month for day- & night shifts be. (This will bring about a cost saving.)	No
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27	With regards to the "Refresher" and "Induction" training: Are there any costs applicable to this training?	The training will form part of the bidders' operational requirements and therefore the costs will be incurred by the bidder.



#	QUESTION	SARS RESPONSE
28	Must all Security Officers have a radio? If not, what is your requirement?	Yes, Refer to paragraph 9.17 of the Main RFP document.
29	What Security Equipment will be provided by SARS?	Patrol system
30	Please confirm: 3 Sets of uniform per person per annum?	Refer to paragraph 9.6 of the Main RFP document. SARS does not prescribe the frequency in which the bidder should issue new uniforms.
31	Please confirm what type of Pre-employment Medicals are required? (Basic fit-for-duty medicals??)	Basic fit-for-duty medicals
32	Should the Medicals be done annually?	Yes
33	Please confirm the supervisory visit requirement of Supervisors to site, as every shift per day + every shift per night?	Refer to paragraph 9.14 of the main RFP document.
34	A cost reduction would be to reduce this requirement. Would you consider this? If yes, what would be the minimum quantity per shift be?	No
35	Would you consider a reduction in the Management visit requirement of 8 visits per month during day shift and 8 visits per month during night shift? If yes, what would be the minimum quantity per month for day- & night shifts be. (This will bring about a cost saving.)	No