

THE NATIONAL CREDIT REGULATOR

OCTOBER 2026

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A
SERVICE PROVIDER TO PROVIDE GUARDING AND
ELECTRONIC SECURITY SERVICES TO THE NCR
PREMISES FOR A PERIOD OF EIGHTEEN (18) MONTHS**

RFP: NCR1052.10.2026

COMPULSORY BRIEFING:

DATE: FRIDAY 06 NOVEMBER 2026

TIME: 10:00 AM

**VENUE: 127-15TH ROAD, RANDJES PARK MIDRAND
(NCR OFFICES)**

DUE DATE: 24 NOVEMBER 2026 AT 11H00 SHARP CAT

ADDRESS: 127-15TH ROAD RANDJES PARK MIDRAND

EMAIL YOUR RFP QUERIES TO: procurement@ncr.org.za

PART A- GENERAL TERMS OF CONDITIONS (SCM)

1. General Information for Bidders

The National Credit Regulator (NCR) was established in terms of section 12(1) of the National Credit Act, Act 34 of 2005 and came into being on 1 June 2006.

The NCR will determine which bidding organisation ("bid participant"), if any, is appointed in response to this request for submission for the provision of guarding and electronic security services to the NCR premises for a period of eighteen (18) months.

General Terms

This tender is issued in terms of the Public Finance Management Act 1 of 1999 (PFMA), the Preferential Procurement Policy Framework Act 5 of 2000 (PPPFA), the Preferential Procurement Regulations, 2001/2022 (PPR), Supply Chain Management Regulations issued by the National Treasury and BBBEE Act.

Parties that wish to submit proposals are required to indicate that they are willing to accept the General Conditions and Procedures of the NCR (Annexure B and B.1 that can be downloaded from NCR website - <https://www.ncr.org.za/index.php/procument/tender-standard-bidding-documents/general-terms-conditions>). **Please read this document carefully and confirm your agreement to the terms prior to submitting your proposal.**

2. The Proposal Format

- **Economy of proposal preparation**

The proposal should be prepared simply and economically, providing a straightforward and concise description of the bid participant's ability to meet the requirements of the proposal request.

Clear factual responses are required. The content of the proposals shall determine the merit of each participant, not brochures or other marketing material. To facilitate the review of proposals, participants are required to organise their

responses according to the format presented below. Should a participant wish to provide additional information, that information should be referred to and provided in a file of annexure.

3. Validity of proposals

The proposals must include a statement as to the period for which the proposal remains valid. The proposal must be valid for at least ninety (90) days from the due date for the submission of all bids.

4. Number of proposals

Each participant must provide two (2) hard copies **(original & copy) and one (1) memory stick** of their entire proposal, including all the documentation referred to in Section 7 below, in the format specified in that section. All submitted proposals will become the property of the NCR and will not be returned. The proposal must be signed and dated in black ink by the bidder or authorized representative of the bidder and initialled on each page.

5. Submission of proposals

- 5.1. Proposals must reach the offices of the NCR before 11:00 AM on 24 November 2026 and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside.

a) RFP No: NCR1052.10.2026

b) TERMS REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE GUARDING AND ELECTRONIC SECURITY SERVICES TO THE NCR PREMISES FOR A PERIOD OF EIGHTEEN (18) MONTHS

c) . CLOSING DATE: 24 NOVEMBER 2026 AT 11H00 AM,

- 5.2 Proposals are to be submitted in the marked tender box, in the reception area, National Credit Regulator, 127-15th Road, Randjiespark, Halfway House, Midrand. The tender box will only be available for the depositing of proposals between 08h00 and 16h30 on weekdays (excluding public holidays).

5.3 Please note that this RFP closes punctually at 11h00 on 24 NOVEMBER 2026

No late submissions will be considered under any circumstances.

5.4 All the documentation referred to in Section 7 below must be submitted. Failure to submit all the documentation referred to in this section may result in a submission being discarded, and not considered for evaluation.

5.5 If responses are not delivered as stipulated in this Section 5.1, such responses will be considered **“late”** and will not be considered for evaluation.

5.6 The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.

5.7 Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP.

5.8 The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.

5.9 Only the participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.

5.10 After the evaluation process is completed, the Evaluation Committee may, prior to making a final selection, draw up a shortlist of participants and require them to make a detailed presentation to the Evaluation Committee. A minimum of 2 days' notice will be given to relevant participants in advance of the presentation date.

6. Timetable

Date & time	Activity
28/10/2026	Issue RFP document
06/11/2026	Compulsory Briefing and site visit
24/11/2026	Closing date
25/11/2026	Preliminary evaluation
11/12/2026	Evaluations by the Evaluation Committee
22/01/2027	Adjudication Committee meeting
26/01/2027	Award

The National Credit Regulator reserves the right to determine the structure of the process, the right to determine the number of short-listed participants, the right to withdraw from the proposal process, and the right to change this timetable at any time without notice.

7. Documentation to be submitted.

Document that must be Submitted	Guideline		Consequence of non-submission
Invitation to Bid – SBD 1	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Tax status SBD 1	Yes	Written confirmation that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status. Proof of Registration on the Central Supplier Database Vendor number	Disqualification from process
Declaration of Interest – SBD 4	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Preference Point Claim Form – SBD 6.1	Yes	Non-submission will lead to a zero (0) score on Specific goals	Zero points awarded for specific goals
Registration on Central Supplier Database (CSD)	Yes	The Service Provider must be registered as a service provider on the Central Supplier Database (CSD). If not registered, to complete the registration of company prior to submitting the proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number starting with	Disqualification from process

Document that must be Submitted	Guideline		Consequence of non-submission
		MAAA. Submit proof of registration.	
Acceptance of the General Terms and Conditions	Yes	https://www.ncr.org.za/index.php/procurement/tender-standard-bidding-documents/general-terms-conditions	Disqualification from process

8.Evaluation Criteria

Proposals will be evaluated on the 80/20 preference points scoring system: that is, 80% of the points awarded will be based on price, as indicated in the table below; and 20% of the points awarded will be based on specific goals, allocated as indicated in the table below:

B-BBEE status level of contributor	Specific goals	Price
Total maximum points	20	80

The points system is outlined for the 80/20 to address the preferential procurement as followed:

8.1 SMME's which are owned by Black people.

SPECIFIC GOAL	ACHIEVEMENT LEVEL	TOTAL NUMBER OF
Persons historically disadvantaged on the basis of race	81%- 100% black ownership	7
	51% - 80% black ownership	5
	31% - 50% black ownership	3
	0 – 30% black ownership	1

8.2 SMME's which are owned by People with disability

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
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Persons historically disadvantaged on the basis of disability	50 %- 100% owned by persons living with disabilities	3
	30% - 49% owned by persons living with disabilities	2
	0 – 29% owned by persons living with disabilities	1

8.3 SMME's which are owned by Women.

SPECIFIC GOAL	ACHIEVEMENT LEVEL	POINTS
Persons historically disadvantaged on the basis of gender – Women	81% - 100% owned by women	7
	51% - 80% owned by women	5
	31% - 50% owned by women	3
	0 – 30% owned by women	1

8.4 SMME's which are Youth owned business.

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
Persons historically disadvantaged based on age	50%- 100% owned by persons who are	3
	30% - 49% owned by persons who are	2
	0 – 29% owned by persons who are	1

9. Evidence for specific goals

PROOF OF EVIDENCE TO SCORE SPECIFIC GOALS POINTS			
EVIDENCE	YES	NO	ATTACH EVIDENCE (indicate a page)
Share certificate			
ID Copies stamped by the commissioner of oath			
Sworn affidavits			
BBBEE certificates			
Proof of disability			
CIPC Documents			

NB: Bidders will only score points based on the evidence submitted.

10. Reporting of fraud and corruption

The National Credit Regulator management is commitment to transparency, integrity, and accountability, as described in our Code of Conduct and business principles. Which led to the establishment of the Ethics Line. The Ethics Line seeks to provide an independent and comprehensive service through enhanced anonymity assurance and a wide range of communication channels. Bidders and members of the public are encouraged to use the following toll-free line to report any misconduct relating procurement activities amongst others.

Fraud / Anti-Corruption Hotline

Report any incidents of wrongdoing to the KPMG Ethics Line

0800 20 53 17 (Toll Free)

PART B: NEXT PAGE

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE
GUARDING AND ELECTRONIC SECURITY SERVICES TO THE NCR PREMISES FOR A PERIOD OF
EIGHTEEN (18) MONTHS**

1. Introduction

The National Credit Act, 2005 (Act No. 34 of 2005), establishes a National Credit Regulator (NCR).

NCR promotes a fair and non-discriminatory market place for access of consumer credit provides for the general regulation of consumer credit and improved standards of consumer information, promotes black economic empowerment and ownership within the consumer credit industry, prohibits certain unfair credit and credit-marketing practices, promotes responsible credit granting and use, and for that purpose to prohibit reckless credit granting, provides for debt re-organisation in cases of over-indebtedness, regulates credit information, provides for registration of credit bureau, credit providers and debt counselling services, establishes national norms and standards relating to consumer credit, promotes a consistent enforcement framework relating to consumer credit.

2. Objective

The NCR seeks to appoint a Service Provider to provide guarding and electronic security services to NCR premises for a period of 18 months at its premises located at 127-15th Road, Randjespark, Midrand.

3. The duration of the contract

The contract for the NCR premises will start on 01 March 2027 and end on 31 August 2028. The contract will be effective upon the signing of the contract by the NCR and the service provider.

4. Special bid conditions

- The service provider must be qualified, experienced and credible to provide security services.
- It is the duty of the service provider as an employer to provide all security officers stationed at the NCR offices with the necessary Personal Protective Equipment (PPE) and workwear as per the Occupational Health & Safety Act 85 of 1993
- The service providers must have capacity to provide ad-hoc security services as and when required by the NCR.

- Provide standard security aids like handcuffs, batons, registers etc.
- The service provider must make use of an identity scanner (compliant to the Protection of Personal Information Act 4 (POPIA) of 2013), to scan driver’s licences and vehicle licences of visitors and ID documents of walk-in visitors to the NCR premises. NCR may request these reports as and when required.
- The service provider must use a handheld metal detector for access control in the event of a system failure of the X-Ray machine and metal detector
- The service provider will be required to provide armed response and proof of firearm licenses.
- The service provider must use a guard monitoring system.
- The appointed service provider will be subjected to vetting investigations by the State Security Agency (SSA). The appointment of the preferred bidder will depend on a positive clearance from SSA.
- The service provider must be registered with PSIRA.

5. Scope of work

The security officers will be required to perform the following security duties:

5.1 Act as authorised officers in terms of the Control of Access to Public Premises and Vehicles Act 53 of 1985 as amended, which entail requesting a person who requires entry into the premises to:

- Furnish his/her name, address and any relevant information required by the authorized officer;
- Produce proof of his/her identity to the satisfaction of the authorized officer;
- Declare whether he/she has any dangerous object in his possession or custody or under his control;
- Declare what the contents of any vehicle, suitcase, attaché’ case, bag, handbag, folder, envelope, parcel or container of any nature which he has in his possession or custody or under his control, and show those contents to him;
- Subject him/herself and anything which he/she has in his/her possession or custody or under his/her control to an examination by electronic or other apparatus in order to determine the presence of any dangerous object;

- Hand to an authorized officer anything, which he/she has in his possession or custody, or under his/her control for examination or custody until he/she leaves the premises.

5.2 Perform Access Control duties which entail:

- Recording visitors' particulars in a Visitors Register and booking them out on departure. This should include the driver and all passengers in a vehicle, and pedestrians.
- Recording details of all NCR staff members visiting the premises after normal working hours in after-hours register.
- Recording all events/ incidents in the prescribed Occurrence Book.
- Advising the NCR security personnel of all access control implications, deficiencies, or imminent or perceived security crime risks occurring at the entrance gate or its vicinity.
- Ensuring that traffic congestion do not occur at the entrance gate during peak hours, by directing incoming visitors' vehicles into the first parking bays where access control can be completed, while making way for NCR staff members.
- Perform other access control duties as may be instructed from time to time.

5.3 Patrol Duties:

- Patrol duties shall entail patrolling the NCR premises regularly day and night.
- The service provider shall provide a patrol monitoring equipment (Guard track) which shall be used as a patrol tool for the security officers.
- Protect the NCR staff members against injuries, death or any other offence including Schedule 1 offence of the Criminal Procedure Act 51 of 1977, as amended.
- Protect the properties of NCR at the site against theft, vandalism or any other criminal activity.
- Ensure that all strategic installations, vulnerable points or key areas are frequently checked to maintain their safety and security against intrusion for any unauthorized purpose.
- Check for intruders, identify strangers and ascertain their right to be present in that particular area or building.
- Check the perimeter fences and security lighting to ensure that both are operational.
- Check and report on physical problems along the perimeter fence such as long grass, trees overgrowing or overhanging on the fence, obstruction of illumination, materials stacked against or near the fence etc.
- Check that all outer doors, windows and gates are secure each time the patrol passes. A physical examination of each point is required.

- Check for actual or potential fire hazards and risks.
- Check for potential safety hazards and report them.

5.4 On-Site Supervision and Reporting Protocol

- The security officers provided and placed on site by the Service Provider shall be subject to supervision by the NCR Facilities and Security Unit. Such supervision shall include, but is not limited to:
- Giving instructions
- Redeploying the security officers within the premises as may be necessary.
- Perusing security registers and any other relevant material used by the security officers.

5.5 Security Operations Procedures

- In addition to these specifications, the security officers provided and placed on site shall be required to discharge their duties and responsibilities in accordance with the Security Operations Procedures (SOP) compiled and produced by the Bidder in consultation with the NCR.

NB: The bidder must note that this scope is basic and can elaborate more in the proposal.

5.6 Security Officers (Competency, Educational Level and Experience)

- | |
|---|
| a. The security officers must be registered in terms of the Private Security Industry Regulation Act 56 of 2001 and accredited by the Security Industry Regulatory Authority. |
| b. The security officers must have a minimum of Grade 12 (Matric) and applicable security certificates. |
| c. Security officers must be able to speak, read and write in English and be able to speak any other official languages. |
| d. Security officers must have a minimum of two (2) years security services experience. |

NB: The bidder can further propose/or enhance in terms of the education and level of experience.

5.7 Security Uniform and Identification

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|--|
| a) The security officers will at all times while on duty be dressed in a neat, clean and clearly identifiable corporate (not combat) uniform, which will include raincoats/ jackets to suit weather conditions. The NCR requires that all consumer/staff facing security officers are clothed in corporate clothing to portray a corporate image |
| b) A clear identification card of the service provider or issued by PSIRA with the member's photo shall be worn noticeably on his outer garment at all times. |

- c) It is the duty of the service provider as an employer to provide security officers stationed at the site with the necessary PPE and workwear as per the Occupational Health & Safety Act 85 of 1993. The service provider must note that the allocation of work wear/PPE is role based.

NB: The bidder can further propose/or enhance in the proposal in terms of the uniform and identification.

5.8 General Requirements for Security Officers

- a. Security officers must always present an acceptable image and appearance, which implies *inter alia* that they may not smoke, eat, drink or be under the influence of drugs, substances or alcohol while attending to clients.
- b. They must at all-time present a professional and dedicated attitude/ approach, which shall imply, *inter alia* that there shall be no argument with visitors / staff or discourteous behavior towards them.
- c. They must be physically fit and mentally capable of executing their security duties.
- d. Security officers must be 21 years and older in age.
- e. The service provider or its security officers will under no circumstance divulge, furnish or disclose any sensitive information concerning the NCR or any other Stakeholders' activities to the public or news media.
- f. The security officers will be properly trained by the Bidder to use equipment identified in the bid, including any replacements.

NB: The bidder can further propose/or enhance in the proposal in terms of the General Requirements for Security personnel.

5.9 Number of Security Officers at the NCR premises

Site	Address	Quantity		Grade	Days
		Day	Night		
National Credit Regulator	127-15th Road Randjespark Midrand	1		B	Monday to Friday
		2 (one male and one female)		C	Monday to Friday
		2		C	Saturday & Sunday
			2	C	Monday to Sunday

NB: The service provider can propose more personnel but provide reasons for the increase in numbers.					

5.10 Shifts

Day shift	06:00 to 18:00 (Monday to Sunday, weekends and Public Holidays included)
Night shift	18:00 to 06:00 (Monday to Sunday, weekends and Public Holidays included)

5.11 Inspections by Supervisors/ Management Staff

Supervisory / Managerial staff of the service provider must inspect the security officers at least twice a day i.e. one inspection during dayshift and one inspection during nightshift.
NB: The service provider is not limited to the above, please propose an inspection schedule.

5.12 Security Aids and Facilities

a) Occurrence Books
b) Pocket Books (notebooks)
c) Access Control Registers
d) Have a fully equipped 24/7 security control room for constant communication with security officers on site, i.e. reporting on duty, hourly / two-hourly security status report, emergency situations, etc.
e) CCTV Offsite monitoring
NB: The service provider is not limited to the above; please propose more aids and facilities if any.

5.13 Security Equipment

Equipment and Services	Quantity
Guard monitoring check point system	1 (Patrol reports to be emailed to the NCR on a weekly basis.)
Two way radios	3
Radio base station	1

Equipment and Services	Quantity
24/7 Armed response	Make provision for a 24-hour armed response service.
Batons	3
Hand held metal detector	1
Portable operational torch	2
Hand cuffs	2
Cellular phone	1
Mobile panic buttons linked to the security company control room or the 3rd party armed response service provider.	7
Fixed panic buttons to be mounted in all departments including the reception area and guardhouse. These panic buttons must be linked to the security company control room or the 3rd party armed response service provider.	15
Garden maintenance around the electric fence.	The area around the electric fence must be kept free of weeds, grass, branches and any other objects that may cause the electric fence to malfunction. Cleaning must be done once a month.
Additional Security equipment	
NB: Please indicate which equipment will not be charged, i.e. part of the package / services.	

5.14. Technical Services

Assist the NCR with supply, installation, support and maintenance of electronic devices comprising:

5.14.1 Electronic Security System	Service Requirement
Alarm system	Supply, install, configure, test, support and maintain the system, including alarms, sensors, panels, communication links and integration with armed response.
Electric fence and energizer	Maintain the electric fence, energiser, zoning, alarms and associated warning devices; test performance and rectify faults.
CCTV system	Support and maintain internal and external cameras, monitors, recording equipment, storage, connectivity and retrieval of footage.
Biometric and access-control systems	Maintain biometric readers, databases, backups, access-control gates, doors, magnetic locks, receivers and remote controls.
Perimeter and vehicle-access systems	Maintain external beams, perimeter lighting, automated boom gates, spikes and associated remote-control equipment.
Emergency and life-safety systems	Maintain fixed and mobile panic buttons, break-glass units, fire detection and suppression systems, and the public-address system.
Screening and visitor-management equipment	Maintain X-ray machines and UPS units, metal detectors and identity scanners, including software, licences, updates and reporting functionality.
General technical support	Provide preventive and corrective maintenance, fault logging, call-outs, testing, repair quotations, replacement recommendations, service reports and user support for all electronic security systems.

5.15. Technical Services

5.15.1. Any spare parts required must be quoted to the NCR in writing and the bidder should only proceed with the work after NCR approval in writing has been given.

5.15.2. The service provider will include a preventative maintenance agreement for all security related systems.

5.15.3. The service provider will have an in-house technical team for installation and maintenance services of security systems.

5.15.4. Twelve months' warranty on all new installations must be included as part of the costs.

5.15.5. The NCR reserve the right to approach the market if the service provider has not met aforementioned requirements.

5.15.6. NCR Security Systems and frequency of services will be made available at the compulsory briefing session.

5.16. Deliverables

- 5.16.1.** Armed response must respond in at least 5 minutes from the time of activating the panic button.
- 5.16.2.** The successful bidder should take responsibility for 3rd party sub-contractors.
- 5.16.3.** Make provision to retrieve of CCTV footage and biometric reports as & when required.
- 5.16.4.** Make provision for the Security Area Manager and Technical Manager to meet with the NCR on a monthly basis, and as and when required.
- 5.16.5.** Provide quarterly reports.
- 5.16.6.** Provide the NCR with custom designed visitor registers. The service provider quote for an estimated ten books at a time.
- 5.16.7.** When the visitors register is used, the guards must ensure all visitors sign in at the boom gate before entering the NCR premises. All visitors to be issued with a visitor slip which must be signed by the person being visited and thereafter returned to the guard at the gate upon exiting the NCR site.
- 5.16.8.** All staff entering the NCR site during the weekend must also sign a staff weekend entry register. (Register to be provided by the successful bidder).
- 5.15.9.** A vehicle search of may be conducted at the main entrance gate.
- 5.15.10.** Additional security guards should be provided on the request of the NCR as and when required. A quotation for these services must be approved by NCR before implementation.

5.17. The bidders' costing must include but not limited to the following:

No.	Costing Item
1	Costing for the security guards as indicated in the scope of work
2	Costs for occurrence books
3	Identity scanner
4	Costs for the visitors' registers
5	Uniforms for the security guards
6	Guard monitoring checkpoint system
7	Armed response services
8	Radio communication services
9	Reporting to management as required by the NCR
10	Panic buttons
11	Support and preventative maintenance for security systems
12	Off-site monitoring of CCTV cameras and related systems
13	Response to the alarm system
14	Attendance at monthly meetings
15	Garden maintenance around the electric fence, including monthly removal of grass, weeds and branches

5.18. EVALUATION CRITERIA AND METHODOLOGY**5.18.1. Technical mandatory requirement**

All Bidders who do not meet functional mandatory requirements will be disqualified and will not be considered for further evaluation on the functional requirements.

5.18.1.1. Mandatory

Private Security Industry Regulatory Authority (PSIRA) Certificate	Comply	Not Comply
Service Provider must attach a valid Private Security Industry Regulatory Authority (PSIRA) Certificate. Failure to submit certified copy will lead to disqualification. Please attach valid accreditation.		
Substantiate / Comments		

5.18.1.2. Mandatory

COIDA certificate/ Valid certificate of good standing	Comply	Not Comply
The Service Provider must attach a valid Certificate of Good standing from the Compensation Commissioner to comply with the Compensation for Occupational Injuries and Disease Act, Act 130 of 1993 (COIDA). The successful bidder will be required to comply with the requirements of the Occupational Health and Safety Act, 1993 (Act No. 85 of 1993). Note: COIDA certificate must NOT be older than twelve (12) months. Failure to submit a certified copy will lead to disqualification.		
Substantiate / Comments		

5.18.1.3. Mandatory

PUBLIC LIABILITY	Comply	Not Comply
The service provider must provide valid proof of public liability insurance.		

Substantiate / Comments

5.19. FUNCTIONAL REQUIREMENTS

With reference to the technical / functionality requirements, the following criteria shall be applicable and the maximum points of each criterion in the table below. Minimum threshold of **80 points** should be obtained to qualify for the second phase. The functionality criteria will be evaluated based on the following:

Values: No submission = 0; poor response = 1; requirements not met = 2; requirements partially met = 3; requirements met = 4; requirements exceeded = 5.

5.19.1. Functional Requirements

Sub-Criteria	Description	Weightings
Proposal The service provider must provide the NCR with a proposal with the following headings:		
Who is the service provider?	<p>The bidder must submit a comprehensive company profile demonstrating its suitability to provide integrated guarding and electronic security services. The profile must include:</p> <ul style="list-style-type: none">• Company identity and business particulars, including registered name, registration number, physical and postal addresses, contact details, ownership and management structure.• Company background and track record in guarding and electronic security services, including years of operation, relevant contracts, client sectors, service locations and experience with comparable assignments.• Regulatory standing and governance framework, including valid PSIRA registration, COIDA good standing, public liability insurance, quality-control arrangements, risk management, occupational health and safety, POPIA controls, employee vetting and compliance monitoring.• Operational capacity to deliver the required service, including a 24/7 control room, armed response capability, supervisors and response vehicles, guard-monitoring and communication systems, contingency arrangements,	5

Sub-Criteria	Description	Weightings
	<p>service continuity, geographic coverage and capacity to provide ad hoc services.</p> <ul style="list-style-type: none">Human-resource and technical capability, including the organisational structure, number and grades of security officers, qualifications and experience of key personnel, training arrangements, relief capacity, an in-house electronic-security technical team, maintenance capability, uniforms, PPE and required security equipment. <p>Point allocation:</p> <p>The bidder did not submit a company profile = 0</p> <p>The bidder submitted a company profile that does not meet any of the stated requirements = 1</p> <p>The bidder submitted a company profile which meets one of the requirements = 2</p> <p>The bidder submitted a company profile which meets three of the requirements = 3</p> <p>The bidder submitted a company profile which meets four of the requirements = 4</p> <p>The bidder submitted a company profile which meets all the requirements = 5</p>	
Track record and experience (detailed company profile).	<p>The bidder must demonstrate relevant organisational experience in delivering integrated guarding and electronic security services comparable to the NCR scope of work. Experience must cover the deployment and supervision of graded security officers; 24-hour access control and patrol services; guard-monitoring and incident-reporting systems; armed response; provision of uniforms, PPE, registers, communication devices and security aids; off-site CCTV monitoring; and the supply, installation, preventive and corrective maintenance, testing and support of electronic security systems, including alarms, electric fencing, CCTV, biometric and access-control systems, panic buttons, screening equipment and associated reporting. The bidder must substantiate this experience through its company profile and evidence of completed or current contracts.</p>	20

Sub-Criteria	Description	Weightings
	<p>Point allocation:</p> <p>The bidder has no relevant experience = 0</p> <p>The bidder has one to three years' experience = 2</p> <p>The bidder has four to six years' experience = 3</p> <p>The bidder has seven years' experience = 4</p> <p>The bidder has more than 7 years' experience = 5</p>	
<p>Compliance to regulations and standards</p>	<ul style="list-style-type: none"> • Submitted a Standard Employment Contract • Submitted a Standard Operating Procedure • Confirmation confirming that all employees of the Bidder have validated PSIRA certificate. <p>Point allocation:</p> <p>The bidder did not submit the required compliance documents = 0</p> <p>The bidder submitted compliance documentation, but it does not meet any of the stated requirements = 1</p> <p>The bidder complies with one of the requirements. = 2</p> <p>The bidder complies with two of the requirements. = 3</p> <p>The bidder complies with three of the requirements. = 4</p> <p>The bidder complies with all of the requirements. = 5</p>	<p>15</p>
<p>References</p>	<p>The bidder must submit at least three (3) valid reference letters from different clients for comparable services completed or currently performed within the five (5) years preceding the bid closing date.</p> <p>To enable the bidder to submit a valid letter, each reference letter must be issued and signed by the client on its official letterhead and must clearly state:</p> <p>(a) the bidder's registered name;</p> <p>(b) the client's name;</p> <p>(c) the contract or project name and service location;</p> <p>(d) the type and scope of services rendered, covering guarding services and at least one relevant electronic-security service;</p>	<p>10</p>

Sub-Criteria	Description	Weightings														
	<p>(e) the contract commencement date, completion date or current status, and duration;</p> <p>(f) confirmation that the services were performed satisfactorily; and</p> <p>(g) the referee’s full name, designation, telephone number and email address for verification.</p> <p>Appointment letters, contracts, purchase orders, invoices, completion certificates, bidder-prepared testimonials, unsigned letters, duplicate letters for the same contract, letters without verifiable contact details and letters that omit any mandatory information above will not be accepted as valid reference letters.</p> <ul style="list-style-type: none">▪ Types of services rendered relevant to this Bid▪ Date of service▪ Duration of the service▪ If the company delivered the services as required▪ Signed letter▪ Must be on a company letterhead▪ Contact details (e.g. Company name, contact person, telephone number and email address.) <table><tr><th>Description</th><th>Point allocation</th></tr><tr><td>4 reference letters and more</td><td>5</td></tr><tr><td>3 reference letters</td><td>4</td></tr><tr><td>2 reference letters</td><td>3</td></tr><tr><td>1 reference letter</td><td>2</td></tr><tr><td>Submitted reference letters that do not meet the criteria</td><td>1</td></tr><tr><td>0 reference letters</td><td>0</td></tr></table>	Description	Point allocation	4 reference letters and more	5	3 reference letters	4	2 reference letters	3	1 reference letter	2	Submitted reference letters that do not meet the criteria	1	0 reference letters	0	
Description	Point allocation															
4 reference letters and more	5															
3 reference letters	4															
2 reference letters	3															
1 reference letter	2															
Submitted reference letters that do not meet the criteria	1															
0 reference letters	0															

Sub-Criteria	Description	Weightings
Implementation Plan: Guarding services maintenance.	<p>The bidder must submit an implementation plan that includes the following requirements:</p> <ul style="list-style-type: none">a) Staffing structure.b) Guarding services plan and security operations procedures.c) Control measures in the implementation of the contract and provide contingency plan in case of labour unrests (Service Provider, NCR and general public)..d) A security-equipment deployment, commissioning and management plan aligned to section 5.13 of the scope of work. The plan must include the guard-monitoring checkpoint system, two-way radios, radio base station, 24/7 armed-response service, batons, handheld metal detector, portable operational torches, handcuffs, cellular phone, mobile panic buttons, fixed panic buttons and garden maintenance around the electric fence.e) For each item, the bidder must state the required quantity, intended location and use, whether the item is included in the monthly service price or separately charged, the responsible custodian, inspection and testing frequency, maintenance and replacement arrangements, availability of backup equipment, and the process for recording and reporting faults. The bidder must also provide a complete inventory of any additional security facilities, aids and vehicles proposed for the contract. <p>Point allocation:</p> <p>The bidder did not submit an implementation plan = 0</p> <p>The bidder submitted an implementation plan, but it does not address any of the five requirements = 1</p> <p>The bidder submitted an implementation plan which included only one of the five requirements = 2</p> <p>The bidder submitted an implementation plan which included only two to three of the five requirements= 3</p>	20

Sub-Criteria	Description	Weightings
	<p>The bidder submitted an implementation plan which included only four of the five requirements = 4</p> <p>The bidder submitted an implementation plan which included all the requirements = 5</p>	
Technical services maintenance methodology:	<p>The bidder must submit a detailed methodology for supplying, installing, configuring, testing, supporting and maintaining the electronic security systems listed in section 5.14.1. The methodology must address the alarm system; electric fence and energiser; CCTV system; biometric and access-control systems; perimeter and vehicle-access systems; emergency and life-safety systems; screening and visitor-management equipment; preventive and corrective maintenance; fault logging; call-outs; testing; repairs; replacement recommendations; service reporting; in-house technical capacity; and the twelve-month warranty for new installations.</p> <p>Point allocation:</p> <p>The bidder did not submit a technical-services methodology = 0</p> <p>The methodology is poor and does not adequately address the requirements = 1</p> <p>The methodology does not meet the material requirements = 2</p> <p>The methodology partially meets the requirements = 3</p> <p>The methodology meets all the requirements = 4</p> <p>The methodology exceeds the requirements and provides clear value-adding measures = 5</p>	15

Armed response	<p>The bidder must provide an armed response plan indicating a response time of five (5) minutes.</p> <p>Point allocation:</p> <p>The bidder did not submit an armed response plan = 0</p> <p>The bidder submitted an armed response plan, but it is materially incomplete and does not address response time = 1</p> <p>The bidder submitted an armed response plan without indicating the response time = 2</p> <p>The bidder submitted an armed response plan indicating more than five (5) minutes' response time = 3</p> <p>The bidder submitted an armed response plan indicating a five (5)-minute response time = 4</p> <p>The bidder submitted an armed response plan indicating less than five (5) minutes' response time = 5</p>	15
Grand Total score		100

Bid participants are required to score a minimum of 80% on functionality to qualify for the site-visit phase. Only bidders that meet the site-visit threshold will proceed to evaluation on price and specific goals.

5.19.2. Functional Requirements (Site Visit).

Sub-Criteria	Description	Weightings
Site Visit	<p>Inspection will be conducted at the bidder's offices to verify operational capacity for guarding services and electronic-security support against the following requirements:</p> <ul style="list-style-type: none">a) Access control measures (such as registers, biometric systems etc. are implemented on site).b) Has an existing control room and operations of the control room operation for 24 hours/ 7 days a week was demonstrated.c) Demonstrated the use and reporting of the guard monitoring check point system.d) Showed the motor vehicle used by the roaming Supervisor and demonstrated the use of communication equipment.	100

	<p>e) Presented the type of uniform that will be worn by security officers.</p> <p>NB: Control Room must be within Gauteng Province.</p> <p>Point allocation:</p> <p>The bidder did not demonstrate compliance with any of the requirements = 0</p> <p>The bidder provided limited or inadequate evidence that does not satisfy any complete requirement = 1</p> <p>The bidder comply with one to two of the requirements = 2</p> <p>The bidder comply with three of the requirements = 3</p> <p>The bidder comply with four of the requirements = 4</p> <p>The bidder comply with all of the requirements = 5</p>	
Total		100

Bid participants are required to score a minimum of 80% on site visit evaluation to qualify to be evaluated in the next phase: Price and specific goals. Bid participants that do not score the minimum of 80% will be disqualified and not be evaluated in the next phase (Price and specific goals).

6. Terms of the RFP

- All NCR bids and all contracts emanating there from will be subject to General Conditions of Contract issued in accordance with Treasury Regulation 16A published in terms of the Public Finance Management Act, 1999 (Act 1 of 1999) as well as the Preferential Procurement Policy Framework Act 2000 (PPPFA) with its latest 2017 Regulations. The Special Conditions of Contract (SCC) are supplementary to that of General Conditions of Contract. However, where the Special Conditions of Contract are in conflict with the General Conditions of Contract, the Special Conditions of Contract prevail.
- This bid and/or contract is subject to all applicable industry related legislation, particularly the legislation stated below. Contravention of any provision of the below mentioned legislation as well as the following legislation may result in disqualification of this bid or termination of Contract in the event that the contravention occurs after the contract award: -
 - a. Broad -Based Black Economic Empowerment Act 53 of 2003;
 - b. Sector Codes of Good Practice;

- c. Preferential Procurement Policy Framework Act, (No.5 of 2000);
 - d. Broad-Based Black Economic Empowerment Amendment Act, (No.46 of 2013);
 - e. Broad-Based Black Economic Empowerment Regulations 2016.
-
- The NCR's objective is to appoint strictly South African service providers, companies or entities as well as to promote and advance the employment of South African citizens.
 - The NCR's objective is to promote transformation in the economy through the procurement of goods and services from companies and businesses owned by women.

ANNEXURE A
PRICING SCHEDLUE

GUARDING

Site	Address	Quantity		Grade	Days	Monthly Rate	12 MONTHS	06 MONTHS
National Credit Regulator	127-15 th Road, Randjespark, Midrand	Day shift	Night shift					
		1		B	Monday to Friday	R	R	R
		2		C	Monday to Friday	R	R	R
		2		C	Saturday and Sunday	R	R	R
			2	C	Monday to Sunday	R	R	R
Sub-total excluding VAT						R	R	R
15% VAT						R	R	R
Total including VAT						R	R	R

- ❖ The Bidder must include all items relating to guarding under this section. e.g. armed response.
- ❖ Possible annual increases of security guards salaries must be considered in the pricing.

GUARDING; TOTAL PRICING INCLUSIVE OF VAT OVER A PERIOD OF 18 MONTHS.	R
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PREVENTATIVE MAINTENANCE OF SECURITY SYSTEMS

Item	Description	Monthly Rate	12 MONTHS	06 MONTHS
Preventative Maintenance	Preventative maintenance of security systems	R	R	R
Sub-total excluding VAT		R	R	R
15% VAT		R	R	R
Total including VAT		R	R	R

PREVENTATIVE MAINTENANCE OF SECURITY SYSTEMS: TOTAL PRICING INCLUSIVE OF VAT OVER A PERIOD OF 18 MONTHS.	R
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CCTV OFFSITE MONITORING

Item	Description	Monthly Rate	12 MONTHS	06 MONTHS
CCTV offsite monitoring	Provide monitoring of CCTV cameras from the control room.	R	R	R
Sub-total excluding VAT		R	R	R
15% VAT		R	R	R
Total including VAT		R	R	R

CCTV OFFSITE MONITORING: TOTAL PRICING INCLUSIVE OF VAT OVER A PERIOD OF 18 MONTHS.	R
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IDENTITY SCANNER

Item	Description	Monthly Rate	12 MONTHS	06 MONTHS
Identity Scanner	Use of the identity scanner at the entry gate.	R	R	R
Sub-total excluding VAT		R	R	R
15% VAT		R	R	R
Total including VAT		R	R	R

IDENTITY SCANNER: TOTAL PRICING INCLUSIVE OF VAT OVER A PERIOD OF 18 MONTHS.	R
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GARDEN MAINTENANCE AROUND THE ELECTRIC FENCE

Item	Description	Monthly Rate	12 MONTHS	06 MONTHS
Garden maintenance around the electric fence	The area around the electric fence must be kept free of weeds, grass, branches and any other objects, that may cause the electric fence to malfunction. Cleaning must be done once a month.	R	R	R
Sub-total excluding VAT		R	R	R
15% VAT		R	R	R
Total including VAT		R	R	R
GARDEN MAINTENANCE AROUND THE ELECTRIC FENCE: TOTAL PRICING INCLUSIVE OF VAT OVER A PERIOD OF 18 MONTHS.		R		

PRICING SUMMARY

ITEM	12 MONTHS	06 MONTHS
GUARDING		
PREVENTATIVE MAINTENANCE OF SECURITY SYSTEMS		
CCTV OFFSITE MONITORING		
IDENTITY SCANNER		
GARDEN MAINTENANCE AROUND THE ELECTRIC FENCE		
TOTAL EXCLUDING VAT		
TOTAL INCLUSIVE OF VAT		
TOTAL CONTRACT PRICING INCLUSIVE OF VAT OVER A PERIOD OF 18 MONTHS.		R

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