**ASSET IN TRANSIT TECHNICAL RESPONSE TEMPLATE - ANNEXURE A**

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| **1.** | **Experience in providing the Services** | **Bidders Response Referencing** |
| 1.1 | State the number of businesses organisations (entities) that have used the Bidder to provide asset in transit services to the ones covered in this RFP document. |  |
| 1.2 | How large were organisations /entities? List the number of offices per organisation that were or are being covered /serviced nationally |  |
| 1.3 | State the contract value of contract(s) awarded by business organisations/entities |  |
| 1.4 | State the total number of personnel who were employed to deliver the Services |  |
| 1.5 | State the duration of the contract with business organisations/entities |  |
| **2.** | **Infrastructure** |  |
| 2.1 | Presence of the prospective bidder/s in each of the SARS regions (Refer to Annexure C).  Provide proof of address for each region (eg, rates and taxes and or lease agreements) |  |
| 2.2 | How big is the bidders’ presence in terms of infrastructural and architectural requirements such as equipment, office buildings and other required resources such control rooms.  Bidders’ response must be comprehensive and also indicate the numbers of control rooms, office buildings and armoured vehicles. |  |
| **3.** | **Services Offering** |  |
| 3.1 | Describe service delivery methodology taking into account the integrated nature of the Services with emphasis on the following items: |  |
| 3.1.1 Description of how the service requirements will be met by the proposed solution |  |
| 3.1.2 List of tasks to be performed |  |
| 3.1.3 The manner in which the tasks will be performed |  |
| 3.1.4 The training of human resources to be deployed to provide the service |  |
| 3.1.5 Availability of resources (human and physical) in rendering the service firearms ,armoured vehicles and backup vehicles |  |
| 3.2 | Response turnaround times in cases of vehicle breakdowns and or any other incidents. The bidder must be able to do a pick after an incident had occurred. Bidders must motivate and indicate the turnaround times |  |
| **4.** | **Account Management** |  |
| 4.1 | Qualified personnel to render the service |  |
| 4.1.1 Does the prospective bidder have its own qualified personnel to provide the whole spectrum of the Services? Provide information, evidence and proof of such ability. |  |
| 4.2 | Insurance |  |
| 4.2.1 Does the prospective bidder have third party insurance? Proof of same to be attached |
| 4.2.2 Does the prospective bidder have liability insurance? Proof of the liability insurance for assets in transit must be provided |  |
| 4.3 | Confirmation of adherence to response times  [Please supply references from previously serviced clients] |  |