**GUIDELINE FOR THE TECHNICAL EVALUATION IN RESPECT OF ARMED RESPONSE AND ALARM MONITORING 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’s armed response and alarm monitoring services in the past three (3) years, including the contract value per year, the contract duration and the number of security personnel employed to render the services for each contract. | **10** | Less than 3 references | 0 | Three (3) references from business organisations that have used the Bidder’s armed response and alarm monitoring services in the past three (3) years that set out the contract value per year, the contract duration and the number of personnel employed to render the services for each contract. |
| 3 or more references | 10 |
| **2.0** | **Infrastructure and Capability** | **50** |  |  |  |
| 2.1 | The Bidder must demonstrate that it has a presence in the region it intends to deliver the Services. | **9** | 0 offices in the region tendered for. | 0 | Proof of ownership of the office building(s) or a rental agreement for the leasing of the office(s) by the Bidder and/or the subcontractor, in the region tendered for. |
| 1 or more offices in the region tendered for. | 9 |
| 2.2 | The Bidder must indicate how many Armed Response Officers are available for the execution of the Services, in the region the Bidder intends to deliver the Services. | **5** | Less than 5 Armed Response Security Officers in the region tendered for. | 0 | List of Armed Response Officers registered under the Bidder and/or the subcontractor’s name at PSIRA, in the region tendered for. |
| 5 or more Armed Response Security Officers in the region tendered for. | 5 |
| 2.3 | The Bidder must indicate how many Armed Response vehicles are available for the execution of the Services, in the region the Bidder intends to deliver the Services. | **8** | Less than 5 Armed Response vehicles in the region tendered for. | 0 | List of Armed Response vehicles owned by the Bidder and/or the subcontractor. |
| 5 or more Armed Response vehicles in the region tendered for. | 8 |
| 2.4 | The Bidder must demonstrate that it or its subcontractor has a control room in the region it intends to deliver the Services. | **8** | 0 control rooms in the region tendered for. | 0 | Proof of ownership of the building where the control room is situated or a rental agreement, the address of the control room, pictures demonstrating the capability (systems, personnel manning the control room, procedures) of the control room, which must be registered under the Bidder or the subcontractor’s name by PSIRA, in the region in the region tendered for. |
| 1 or more control rooms in the region tendered for. | 8 |
| 2.5 | The Bidder must detail the communication tools that demonstrate its ability to communicate with SARS, its employees and its control room. | **5** | 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 control room. |
| Submitted a description that details the communication tools utilised. | 5 |
| 2.6 | The Bidder must provide a detailed plan that indicates how they will respond to SARS Sites within fifteen (15) minutes after an alarm has triggered or there is a Security Incident. | **10** | Not submitted a detailed plan that indicates how the Bidder will respond to SARS Sites within 15 minutes after an alarm has triggered or there is a Security Incident. | 0 | A detailed plan indicating how the Bidder will meet the fifteen (15) minutes response threshold after an alarm has triggered or there is a Security Incident. |
| Submitted a detailed plan that indicates how the Bidder will respond to SARS Sites within 15 minutes after an alarm has triggered or there is a Security Incident. | 10 |
| 2.6 | The Bidder must detail its process for tracking, tracing and communication between the Bidder’s control room and its Armed Response vehicles. | **5** | Document detailing the process of tracking, tracing and communication between the Bidder’s control room and its Armed Response vehicles, as well as a tracking report, not submitted. | 0 | A document detailing the process of tracking, tracing and communication between the Bidder’s control room and its Armed Response vehicles, as well as an example of a tracking report. |
| Document detailing the process of tracking, tracing and communication between the Bidder’s control room and its Armed Response vehicles, as well as a tracking report, submitted. | 5 |
| **3.0** | **Services’ Offering** | **40** |  |  |  |
| 3.1 | The Bidder must submit a service delivery methodology that defines in detail the ten (10) areas stated in the scope of work in paragraph 9.1.1of the RFP document. | **5** | Submitted detail of less than 10 areas as stated in the scope of work in the RFP document. | 0 | A document detailing the service delivery methodology in line with the scope of work in the RFP document. |
| Submitted detail in all 10 areas as stated in the scope of work in the RFP document. | 5 |
| 3.2 | The Bidder mustprovidea proposal and specifications for a Business Contingency Plan (BCP) for the Bidder’s control room, including UPS for the control room, generator backup and network backup. | **5** | Not submitted a proposal and specifications for a BCP for the Bidder’s control room, including UPS, generator backup and network backup. | 0 | A detailed proposal and specifications for a BCP for mobile CCTV and the alarm system. |
| Submitted a proposal and specifications for a BCP for the Bidder’s control room, including UPS, generator backup and network backup. | 5 |
| 3.3 | The Bidder must submit a plan detailing how it will respond with armed response to Security Incidents at SARS Sites. | **5** | Did not submit a plan detailing how the Bidder will respond with armed response to Security Incidents at SARS Sites. | 0 | A plan detailing the Bidder’s armed response to Security Incidents at SARS Sites. |
| Submitted a plan detailing how the Bidder will respond with armed response to Security Incidents at SARS Sites. | 5 |
| 3.4 | The Bidder must provide its detailed process and procedure to acquire, issue and re-issue uniforms to its personnel. | **2** | Not submitted detailed process and procedures to acquire, issue and re-issue uniforms to its personnel. | 0 | A documented process and procedure to acquire, issue and re-issue uniforms to its personnel. |
| Submitted detailed process and procedures to acquire issue and re-issue uniforms to its personnel. | 2 |
| 3.5 | The Bidder must submit procedures pertaining to the issuing and re-issuing of Personnel Protection Equipment (PPE), including but not limited to bullet resistant jackets and firearm holsters. | **2** | Not submitted procedures pertaining to issuing and re-issuing ofPPE, including but not limited to bullet resistant jackets and firearm holsters. | 0 | Documented procedures pertaining to the issuing and re-issuing of PPE, including but not limited to bullet resistant jackets and firearm holsters. |
| Submitted procedures pertaining to issuing and re-issuing ofPPE, including but not limited to bullet resistant jackets and firearm holsters. | 2 |
| 3.6 | The Bidder must demonstrate that it has access to a certified shooting range approved in line with SABS and the Firearms Control Act, 2000 (Act No. 60 of 2000). | **2** | Not submitted a Memorandum of Understanding or contract which indicates access to a certified shooting range approved in line with SABS and the Firearms Control Act, 2000 (Act No. 60 of 2000). | 0 | A Memorandum of Understanding or contract, as proof of access to a certified shooting range approved in line with SABS and the Firearms Control Act, 2000 (Act No. 60 of 2000). |
| Submitted a Memorandum of Understanding or contract which indicates access to a certified shooting range approved in line with SABS and the Firearms Control Act, 2000 (Act No. 60 of 2000). | 2 |
| 3.7 | The Bidder must submit a training plan or procedure to qualify and re-qualify its Armed Response Officers in terms of the Firearms Control Act, 2000 (Act No. 60 of 2000). | **3** | Not submitted a training plan and certificate(s) of trainers, who are qualified in terms of the Firearms Control Act, 2000 (Act No. 60 of 2000). | 0 | An approved training plan and/or procedure to qualify and re-qualify its Armed Response Officers, as well as certificates of qualified firearm trainers. |
| Submitted a training plan and certificate(s) of trainers, who are qualified in terms of the Firearms Control Act, 2000 (Act No. 60 of 2000). | 3 |
| 3.8 | The Bidder must detail its disciplinary procedures (disciplinary, appeal and dismissal processes) to address unacceptable behaviour of its personnel. | **2** | Not submitted disciplinary procedures (disciplinary, appeal and dismissal processes) that address unacceptable behaviour of its personnel. | 0 | A disciplinary procedure (disciplinary, appeal and dismissal processes) to address unacceptable behaviour of its personnel. |
| Submitted disciplinary procedures (disciplinary, appeal and dismissal processes) that address unacceptable behaviour of its personnel. | 2 |
| 3.9 | The Bidder must describe the management structure to support the Services provided to SARS. | **2** | 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. | 2 |
| 3.10 | The Bidder must indicate a clear escalation procedure between SARS, its employees, its control room and management, including reporting of Security Incidents. | **2** | Not submitted clear escalation procedure between SARS, its employees, its control room and management, including reporting of Security Incidents. | 0 | A clear escalation procedure between SARS, its employees, its Control Room and management, including reporting of Security Incidents. |
| Submitted a clear escalation procedure between SARS, its employees, its control room and management, including reporting of Security Incidents. | 2 |
| 3.11 | The Bidder must provide the documented layout (including certificate and photos) of the control room including monitoring of CCTV, alarm system, Certificate of Compliance (COC) and a Safety File. | **5** | Did not submit a documented layout (including certificate and photos) of the control room including CCTV, alarm system, Certificate of Compliance and a Safety File. | 0 | A documented layout (including certificate and photos) of the control room including monitoring of CCTV, alarm system, Certificate of Compliance and a Safety File. |
| Submitted a documented layout (including certificate and photos) of the control room including CCTV, alarm system, Certificate of Compliance and a Safety File. | 5 |
| 3.12 | The Bidder must provide the procedure and explain how access to the control room is limited to authorised personnel. | **5** | Did not submit the procedure and explain how access to the control room is restricted to authorised personnel. | 0 | Documentary proof of the procedure and an explanation of how access to the control room is limited to authorised personnel. |
| Submitted the procedure and explained how access to the control room is restricted to authorised personnel. | 5 |