**RFP 04/2022B: APPOINTMENT OF SERVICE PROVIDERS FOR THE PROVISION OF UNARMED GUARDING SECURITY SERVICES**

**aNNEXURE A1: Bidder TECHNICAL Compliance Checklist**

**BIDDERS NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Example of how to complete the compliance checklist:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Section**  **No.** | **Technical Criteria** | **Compliant** | **Partially Compliant** | **Non -Compliant** | **Reference page in Proposal** | **Comments** |
| 8.3.1 | Summary of the bidder’s experience in implementation | **EXAMPLE** |  |  | Pg. |  |
| 8.3.2 | Detailed approach on how the project will be executed |  |  |  | Pg. | Bidder to state reason for partial compliance |
| 8.3.3 | Provide a 1-2 page resume and certificates of each resource |  |  |  | Pg. | Bidder to state reason for non-compliance |

**Please refer to section 9 of the RFP document to complete this form. The form must be submitted in File 1, Exhibit 2**

| **No.** | **Technical Evaluation Criterion** | **Compliant** | **Partially Compliant** | **Non-Compliant** | **Reference page in Proposal** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- |
| **1** | **Client Organisations** |  |  |  |  |  |
| 1.1 | The Bidder must provide three (3) reference letters from business organisations (entities) that have used the Bidder to provide guarding security services in the past three (3) years.   Each reference must include the following information: • Client name and industry; • The contact person, phone number and company business address; • Contract period;  • The value of the contract per year; • State the number of personnel who were employed to deliver the Services; and • Brief description of the project scope.  SARS reserves the right to validate the above information with the individual client organisations. |  |  |  |  |  |
| **2** | **Infrastructure and Capability** |  |  |  |  |  |
| 2.1 | The Bidder must demonstrate that it has a presence in each of the region(s) it intends to deliver the Services.  Bidder must submit a utility bill in the Bidders name and/or a rental agreement for the leasing of the Bidder and/or subcontractor’s office in the region bidding for. |  |  |  |  |  |
| 2.2 | The Bidder must indicate how many Security Officers, registered under their name at PSIRA, are available for the execution of the Services in each of the region(s) the Bidder is bidding for. |  |  |  |  |  |
| 2.3 | The Bidder must submit a list of vehicles belonging to them and/or their subcontractor(s) available for the execution of the Services in each of the region(s) the Bidder is bidding for. |  |  |  |  |  |
| **3** | **Services’ Offering** |  |  |  |  |  |
| 3.1 | The Bidder must submit a service delivery methodology that defines in detail how the Bidder will- - Deploy security officers in various SARS sites - Effectively respond to emergencies  - Record, Investigate and report security Incidents and recommend solutions |  |  |  |  |  |
| 3.2 | The Bidder should submit samples of daily, weekly and monthly reports outlining Incidents and Emergencies per Site. |  |  |  |  |  |
| 3.3 | The Bidder must provide 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. |  |  |  |  |  |
| 3.4 | The Bidder must submit a documented procedure containing information on how they acquire, issue and re-issue uniforms to its Security Officers. |  |  |  |  |  |
| 3.5 | The Bidder must submit an approved training plan and/or procedure to qualify and re-qualify its Security Officers, as prescribed by PSIRA. |  |  |  |  |  |
| 3.6 | The Bidder must detail its disciplinary procedures (1) disciplinary, (2) appeal and (3) dismissal processes to address unacceptable behaviour of its Security Officers. |  |  |  |  |  |
| 3.7 | The Bidder must submit a management structure to support the Services provided to SARS. The structure should include a short description of the duties of each member. The structure should include Inter-alia- - Key contact person or Contract manager - Supervisors day and night shift - Managers day and night shift - Senior Executive overseeing the services |  |  |  |  |  |
| 3.8 | The Bidder must submit a clear escalation procedure between SARS, its employees, its control room and management, including reporting of Security Incidents and Emergencies. |  |  |  |  |  |