

REQUEST FOR QUOTATION AND TERMS OF REFERENCE FOR THE PROCUREMENT SECURITY SERVICES FOR THE LITTLE MOWBRAY ROSEBANK IMPROVEMENT DISTRICT (“LMRID”)

DEADLINE FOR SUBMISSION OF QUOTATIONS & PROPOSALS: 12 NOON FRIDAY 22 JULY 2016

**QUOTATIONS & PROPOSALS: BOTH IN HARD COPY & ELECTRONIC (CD OR FLASHDRIVE) TO BE DELIVERED TO:
MR M GAMMON, ACTING CHAIRMAN, LMRID STEERING COMMITTEE, 10 VREDENBURG AVENUE, ROSEBANK.**

1. PURPOSE

- 1.1 LMRID wishes to appoint a Security Service Provider (“SSP”)** for the provision of security services from 1 September 2016 to 30 June 2017 (with the option to renew the contract thereafter) to reduce if not eliminate crime levels and maximise safety for the Little Mowbray Rosebank Area (see Annexure A for a map of the area and the boundaries thereof). The area comprises just under 900 properties- the majority of which are private residential and approximately 60 are commercial properties (most of which are located along Durban / Klipfontein Road).
- 1.2 LMRID requests quotations and proposals from security service providers (“SSP”)** for the provision of security services which are coordinated and aligned with existing safety organisations and initiatives already operating in the area, including bordering areas, the South African Police Services, the Rosebank Neighbourhood Watch and the Little Mowbray Neighbourhood Watch, City of Cape Town safety officers and other private sector security providers.

2.1 BACKGROUND

- 2.1 LMRID is a Special Rating Area as approved by the City of Cape Town in terms of the specific by-law on Special Rating Areas - see <https://www.capetown.gov.za/en/Budget/Budget%20201213/Annexure%204%20-%20Special%20Rating%20Areas%20By-law.pdf>
- 2.2 LMRID has developed a business plan and an implementation plan to provide top-up services to improve levels of safety, cleansing, and social development - see <http://lmid.capetown/wp-content/uploads/2015/06/LMRID-SRA-Business-Plan-July-1.pdf>

2.3 LMRID also intends to negotiate reduced wholesale rates for the provision of armed response services to the private properties of residents, businesses and other organisations in the LMRID area. In this light, it is desirable that the LMRID successful service provider also be a provider of armed response services. Any such services provided will be private contractual arrangements between residents/businesses and the SSP, and LMRID will have no liability whatsoever in respect thereof.

3. SCOPE AND NATURE OF SERVICES TO BE RENDERED

The successful Security Service Provider will be required to provide the following services which will be material aspects of any appointment:

- 3.1 To provide the services of a dedicated **control room** facility 24 hours a day, seven days a week:
- to be in contact with patrollers at all times.
 - to work closely with SAPS.
 - to take calls from LMRID residents and businesses & act appropriately thereupon.
 - access only available to authorised personnel.
- 3.2 To provide **two patrol vehicles**:
- manned by (PSIRA) Grade B certified staff to operate 24 hours a day, seven days a week, one patrolling the demarcated Rosebank area and the other to patrol the Little Mowbray area. All roads to be randomly patrolled at least once in every hour.
 - to be in continuous radio contact with the control room & be required to respond without delay to any instructions from the control room.
 - to be GPS tracked and all GPS tracking data to be available to LMRID on request.
- 3.3 To provide a **mobile kiosk** to be on site 24 hours a day, seven days a week:
- to be staffed for 8 ten hour shifts each week (4 day shifts & 4 night shifts).
 - to be in regular contact with the dedicated control room.
 - to be relocated at different locations within the LMRID area for erratic intervals, as may be agreed upon with LMRID.

- 3.4 Maintain an accurate and detailed log (**Data Log**) on behalf of LMRID:
- of all incidents, suspicious sightings or any other safety issues
 - Data Log format and analysis to be fixed with the agreement of LMRID
 - such Data Log must be updated on a daily basis, if not contemporaneously
 - data to be recorded electronically with regular back-ups
 - LMRID to have instant/live access to the Data Log and has the right to download whenever so required.
 - LMRID shall own all such data as compiled by the SSP on behalf of LMRID.

4. CONFIRMATION OF CAPACITY & EXPERIENCE

The successful Security Service Provider is required to provide evidence of experience and demonstrate their ability to:

- 4.1 make effective use of management and operational data to adapt new solutions to provide optimum service. This ability needs be objectively assessed by LMRID.
- 4.2 demonstrate their ability and capacity to co-operate with other security service providers operating
- in the LMRID area (considered a material requirement)
 - in bordering neighbourhoods
 - including any past experience with other SRA's.
- 4.3 demonstrate their ability and willingness to co-operate with the LMRD's authorised representative/s.
- 4.4 to work effectively with the City of Cape Town's Chrysalis programme and demonstrate that it has the capacity to adequately supervise and develop appointed Chrysalis Academy students.
- 4.5 supply a schedule of staff available for a LMRID contract and their security with PSIRA qualifications.
- 4.6 supply an adequately experienced and qualified security manager to be assigned for the proposed contract, confirming his availability and accessibility as set out herein.

5. ADDITIONAL REQUIREMENTS FOR CONSIDERATION

The following criteria will be positively viewed by LMRID:

- 5.1 The ability of the dedicated control room to be connected to alarm services of private residences within the LMRID area.
- 5.2 Courtesy to all residents and good public relations in the LMRID area will be key to a successful relationship in the short and long term.
- 5.3 Attendance by senior representatives of the SSP at relevant public meetings dealing with security matters will be important.

6. CONFIDENTIALITY OF SAFETY DATA & RECORDS

All safety incident data, information & related records arising from the proposed SLA contract will be the property of LMRID and will be made available on a weekly basis to LMRID representatives in a mutually agreed format. This information may not be released to any third parties without the written authority of LMRID duly appointed representative.

7. DURATION OF CONTRACT ("SLA") AND OTHER CONDITIONS

- 7.1 LMRID proposes to appoint the successful SSP during August 2016 with the provision of services expected to commence with effect from 1 September 2016.
- 7.2 The SSP's contract (or SLA) will be valid for the period 1 September 2016 until 30 June 2017, or any other period to be agreed upon.
- 7.3 The SLA will include conditions for contract termination before June 2017 in the event of service delivery not meeting specific service standards amongst other reasons (to be specified in the contract).
- 7.4 The SLA will include an option in favour of LMRID to renew the contract on an annual basis beyond 30 June 2017.
- 7.5 The SSP will be paid on a monthly basis in arrear (ie at the end of each month of service).

- 7.6 The SSP will be required to meet with the duly authorised LMRID representative at least on a weekly basis in order to review monitoring and progress reports and discuss and agree actions to address any identified challenges or opportunities to improving service delivery to meet the stated objectives, as may be reviewed from time to time.

8. QUOTATION & PROPOSAL SUBMISSION REQUIREMENTS

Service providers submitting a Quotation & Proposal are required to submit the below mentioned documents/proof in addition to the documents outlined under the heading "Minimum requirements for a valid application", clause 10 below.

- 8.1 Company profile.
- 8.2 Detailed overview of experience in providing security services to other SRAs. This to include any evidence of success in reducing crime levels as well as recommended good practices to ensure SRAs provide effective security services.
- 8.3 CV's of key staff to be involved in the provision of security services including what accredited training has been received.
- 8.4 Detailed specifications for all equipment to be provided.
- 8.5 Detailed proposed service levels to be provided.
- 8.6 A proposed monitoring & reporting plan for the services as set out in clauses 3, 4 & 5.
- 8.7 Detailed quotation (inclusive of VAT) of all costs and charges proposed for the period 1 October 2016 to 30 June 2017.
- 8.8 A proposed armed response discount schedule (as set out in clause 2.3) indicating service provider current prices for armed response monitoring to individual private properties as well as a discounted wholesale price if the different total numbers of properties for armed response contracts be signed up before 31 December 2016 and again by 31 December 2017. Or any other basis than may prove practical & acceptable to LMRID.

- 8.9 Certified proof of required security industry registrations and certifications, (as set out in clause 4.6).
- 8.10 Certified proof of cover over the period of the proposed contract specifying detail of relevant insurance covering third party liabilities and/or damages arising directly or indirectly from the execution of the SSP of it duties in terms of the SLA contract, specifying:
 - definition of risks covered, & detail of all exclusions (ie risks not covered),
 - the sums insured,
 - first sums payable (portion of claim to be borne by the insured).
- 8.11 Valid SARS Tax Clearance Certificate.
- 8.12 Company registration certificate issued by CIPC (or certified copy of CK1/CK2 for a Close Corporation).
- 8.13 Any additional information which the service provider believes will assist the LMRID Board to adjudicate and compare the security services to be provided.

9. EVALUATION METHODOLOGY

- 9.1 Please note that submissions will initially be assessed as meeting the requirements of LMRID as set out herein.
- 9.2 Applications and quotations will, thereupon, be evaluated against the criteria and weights for functionality including, but not limited to: reputation as a security service provider, established organisation, management structure (specially the proposed dedicated manager), security staff qualifications, response times, related facilities, financial charges and also the proposed discounted armed response rates to be offered to the private property owners in the LMRID area.

10. MINIMUM REQUIREMENTS

- 10.1 Applicants must comply with the provision of documentation as set out in clause 4 hereof.
- 10.2 Failure to submit the required documents or comply with LMRID specifications may render an applicant's quote non-compliant.

- 10.3 Applicants must submit all information outlined in clause 4 and quotations inclusive of VAT (if applicable) with their proposal before the deadline date. Proposals received after the deadline may not be considered.
- 10.4 The successful service provider will need to enter into a SLA ("Service Level Agreement") with LMRID for all services to be rendered. This SLA will detail, amongst other issues, the required service levels, systems and processes for monitoring service levels and the effective delivery of services, conditions of payment, and processes for contract review and/or termination.
- 10.5 The successful SSP will not have the right to assign their obligations to any other organisation or third party the written approval of the LMRID Board.

11. DISCLAIMER

- 11.1 Applicants must make and rely on their own investigations and satisfy themselves as to the correctness of any and all aspects of the proposed SLA. LMRID will not be liable for any incorrect or potentially misleading information in relation to any part of this document and any related documentation.
- 11.2 LMRID reserves the right to not contract with any applicant and also the right to vary the requirements for appointing a SSP before any SLA is entered into. LMRID furthermore reserves the right to reject any application at its sole and unfettered discretion, which reasons need not be disclosed.
- 11.3 Applicants shall have no claim against LMRID for any expense incurred in the production of their application, proposal and quotations. All applications are at the risk of the respective applicants and all costs incurred are for their own account.

12. ABSENCE OF OBLIGATION

No legal or other obligation shall arise between any applicant and the LMRID unless and until an agreed and signed formal SLA appointment shall exist.

13. INDEMNITY

The successful SSP will indemnify, protect, defend and hold harmless LMRID from and against any and all claims, demands, actions and proceedings whatsoever including all fees, costs and expenses incurred in respect thereof arising out of:

- 13.1 Any claim for any taxes payable by the SSP.
- 13.2 Any claim for Workmen's Compensation Insurance or for any loss for which the SSP is liable.
- 13.2 Any claim by a third party including any employees of LMRID or of the SSP for any loss resulting from any bodily injury and or damages to property by any act or omission of the SSP or any of its employees, servants or agents.

14 DEADLINE FOR SUBMISSIONS

Submissions will be accepted not later than 12:00 noon on Friday 22 July 2016; however, applicants are encouraged to submit their quotations and proposals as soon as possible.

All submissions need be submitted in hard copy AND electronically by way of a CD or on a flash drive.

All submissions need be delivered to:

Mr M Gammon
Acting Chairman
LMRID Steering Committee
10 Vredenburg Avenue
ROSEBANK
7700

15 Enquiries may be directed as follows:

Requests for clarification must be submitted before 8 July 2016 and must be submitted in writing to: info@lmid.capetown.

A record of all questions submitted by applicants and the respective answers by LMRID will be shared with all applicants prior to the submission deadline.

SB/03.07.2017

