

TENDER NO. CTICC 002/2026

TENDER

FOR THE

PROVISION OF STATIC SECURITY SERVICES

(RETURNABLE DOCUMENT)

NAME OF TENDERER:	
TOTAL BID PRICE (INCL. VAT) <i>(Refer to page 69):</i>	
B-BBEE LEVEL CLAIMED:	

APPROVED AND ISSUED BY:

ZANDA VAN ROOYEN

SUPPLY CHAIN MANAGER: CAPE TOWN INTERNATIONAL CONVENTION CENTRE COMPANY(RF) SOC (LTD)

FEBRUARY 2026

PHYSICAL ADDRESS – CTICC 1:

1 LOWER LONG STREET, CONVENTION SQUARE, FORESHORE,
CAPE TOWN

PHYSICAL ADDRESS – CTICC 2:

CORNER OF HEERENGRACHT AND RUA BARTHOLOMEU DIAS,
CONVENTION SQUARE, FORESHORE, CAPE TOWN

POSTAL ADDRESS:

PO BOX 8120, ROGGEBAAI, 8012

CONTEXTUALISING THE CTICC

The CTICC is a leading convention centre in South Africa and on the African continent that hosts international, national and regional conferences, exhibitions, trade fairs, banquets, special events, film and photo shoots and other events. As a knowledge hub where people meet, collaborate, innovate and find solutions, the CTICC's commitment to client centricity, service excellence and sustainability has ensured the retention of its 5-star tourism rating, along with seven recent coveted industry awards.

Since opening its doors 21 years ago, the Centre has impacted lives by creating economic opportunities. It is a catalyst for social change, stimulates significant economic growth and job creation in the province and is recognised as an invaluable contributor to the sustainable development of the City of Cape Town, the Western Cape and South Africa.

The CTICC's business success is sustained through consistent service standards and effective cost management, underpinned by its commitment to tangible and measurable Environmental Social Governance (ESG) principles, while creating extraordinary client and guest experiences.

The CTICC's revised purpose, vision and mission include:

- Accelerating economic prosperity, opportunity, inclusivity, creativity, and innovation
- Contributing to enabling Africa's smartest community of creativity, opportunity, sustainability, and excellence
- Establishing an integrated smart hub model that unlocks innovation, collaboration, and transformation, creating opportunity for all.

The CTICC's new value proposition drives the progress and future of the Centre and can be summarised as follows: "The long-term sustainability of the CTICC will be in providing consistent quality services and being socially relevant by intentionally facilitating, supporting or managing programmes, projects or activities that benefit society."

During the 2023/2024 financial year, the CTICC contributed positively to the national and provincial economies. Its contribution to the South African Gross Domestic Product (GDP) was R6.9bn, while the Western Cape Gross Geographic Product (GGP) was R6.5bn. Since the CTICC opened its doors in 2003, it has contributed R66.9bn to the GDP and almost R58bn to the GGP. On top of this, the CTICC created or sustained nearly 13 000 jobs nationally in the 2024 financial year. During the same period, 97.7% of total procurement was spent on locally based service providers, of which 54% were women-owned enterprises.

As a municipal entity, the CTICC is also committed to implementing procurement policies and the awarding of bids that promote the advancement of persons or categories of persons disadvantaged by unfair discrimination and for that purpose, specific preference points are allocated as prescribed. All companies need to meet the Municipal Finance Management Act (MFMA) requirements, as well as the relevant Supply Chain Management Regulations to work with the CTICC.

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THE TENDER

Part T1: Tendering procedures

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Part T2 : Returnable Documents

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T1.1 Tender Notice and Invitation to Tender

THE CAPE TOWN INTERNATIONAL CONVENTION CENTRE INVITES TENDERS FOR TENDER NO. CTICC 002/2026: PROVISION OF STATIC SECURITY SERVICES

Suitably qualified, experienced, and registered companies are hereby invited to submit proposals to the Cape Town International Convention Centre (CTICC) for the following tender:

BID NUMBER	SCORING MECHANISM	TENDER COLLECTION DETAILS			COMPULSORY BRIEFING SESSION		
		DATE	TIME	VENUE	DATE	TIME	VENUE
CTICC 002/2026: Provision of Static Security Services	90/10 90 = PRICE 8 = B-BBEE STATUS 2 = LOCALITY	AS OF 02 FEBRUARY 2026,	10H00	PLEASE REQUEST A COPY OF THE DOCUMENT VIA E-MAIL.	19 FEBRUARY 2026	10H00	CTICC 1: MEETING ROOM AUDITORIUM 2

The tenders will be evaluated on the functionality criteria as stated in the tender document. The minimum qualification score for functionality is **70**.

The following personnel may be contacted only in writing in respect of enquiries with the subject line:

- **“TENDER NO. CTICC 002/2026 – Enquiries”**
 - General Enquiries: Please contact the Tenders Department at tender2@cticc.co.za for further information.

Bidders not registered on the CTICC Database, or the Central Supplier Database are not precluded from submitting tenders but must be registered prior to the adjudication date of the offers to be responsive.

Physical tender documents can be purchased in cash, at a non-refundable fee of R200 per document and can be collected directly from the supply chain office as of the dates indicated above. Please reserve yourself a set of tender documents, by sending an email to the above-mentioned department. Preferably, tender documents must be requested electronically, free of charge, by sending a request to the above email address. Additionally tender documents can be downloaded from the CTICC website: www.cticc.co.za.

To ensure that bids are not invalidated, bid documents must be completed in accordance with the terms and conditions stated on them. The completed original bid documents must be placed in a sealed A4 envelope – clearly stating the bid number and name of tender. The sealed bids must be deposited into **Tender box 2** situated at the reception area on the ground floor of the Cape Town International Convention Centre 1 (No. 1 Lower Long Street, Convention Square, Foreshore, Cape Town).

CLOSING DATE AND TIME FOR BID: FRIDAY, 06 MARCH 2026 AT 12:00

All bids received will be opened in public, late proposals and proposals submitted by e-mail or fax will under no circumstances be accepted. The CTICC reserves the right to withdraw any proposal, invitation and/or to re-advertise or to reject any proposals or to accept any part of it. The CTICC does not bind itself to accepting the lowest bid or to award a contract to the bidder who scores the highest number of points.

Requirements for sealing, addressing, delivery, opening and assessment of tenders are stated in the Tender Data.

T1.2 Tender Data – refer to the CTICC Standard Conditions of Tender

Clause Num.									
General	The conditions of tender are the CTICC Standard Conditions of Tender as contained on the CTICC's website and as amended from time to time (see https://www.cticc.co.za/supplier/cticc-tenders-rfqs/) The Standard Conditions of Tender make several references to the Tender Data for details that apply specifically to this tender. The Tender Data shall have precedence in the interpretation of any ambiguity or inconsistency between it and the Standard Conditions of the Tender. Each item of data given below is cross-referenced to the relevant clause in the above-mentioned Standard Conditions of Tender.								
General	The CTICC is the Cape Town International Convention Centre Company (RF) SOC Ltd.								
General	For this contract the three-volume approach is adopted. The three volume procurement documents issued by the CTICC comprises the following: <u>Volume 1: Tendering procedures</u> T1.1 – Notice and invitation to tender. T1.2 – Tender data <u>Volume 2: Returnable documents</u> T2.1 – List of returnable documents T2.2 – Returnable schedules <u>Volume 3: Contract</u> Part C1: Agreement and contract data C1.1 – Contract Form – Rendering of Services C1.2 – Contract Data (including Conditions of Contract) <u>Part C2: Pricing data</u> C2.1 – Pricing instructions C2.2 – Pricing Schedule <u>Part C3: Scope of work</u> C3.1 – Scope of work C3.2 – Annexures and/or Drawings C3.3 – Performance Evaluation Checklist								
1.4.	The CTICC's representative/agent: <table border="1"> <tr> <td>Name</td><td>Gertrude Smith</td></tr> <tr> <td>Capacity</td><td>SCM Practitioner</td></tr> <tr> <td>Tel.</td><td>021 410 5193</td></tr> <tr> <td>Email</td><td>Tender2@cticc.co.za</td></tr> </table> Attention is drawn to the fact that verbal information given by the CTICC's representative prior to the close of tenders will not be regarded as binding on the CTICC. Only information issued formally by the CTICC in writing to tenderers will be regarded as binding.	Name	Gertrude Smith	Capacity	SCM Practitioner	Tel.	021 410 5193	Email	Tender2@cticc.co.za
Name	Gertrude Smith								
Capacity	SCM Practitioner								
Tel.	021 410 5193								
Email	Tender2@cticc.co.za								
1.5.1.	The CTICC may, prior to the award of the tender, cancel a tender if- - due to changed circumstances, there is no longer a need for the goods or services specified in the invitation. - funds are no longer available to cover the total envisaged expenditure; or - no acceptable tenders are received. - there is a material irregularity in the tender process.								

Clause Num.	
2.1.2.	Subject to section 2(1)(f) of the Preferential Procurement Policy Framework Act (PPPFA), a tender will be awarded to the tenderer who is the highest ranked or the tenderer scoring the highest number of points in terms of the preference points system, as relevant, based on the tender submissions that are received at the closing time for the tenders.
2.2.	The two-stage tender process is not applicable.
3.1.	Only those tenderers who satisfy the following eligibility criteria are eligible to submit tenders: a) Only those tenderers who are registered on the CTICC - and CSD Supplier Databases as a service provider, prior to the adjudication of tenders are eligible to have their tender evaluated. The CTICC will only enter into a formal contract with a tenderer who is registered on both Supplier Databases. In the case of Joint Venture partnerships this requirement will apply individually to each party of the Joint Venture. b) Due to the nature of the service, the proximity of the tenderer is imperative to the CTICC and in terms of the CTICC's Cost Containment Policy, in order to limit disbursement costs related to travel and subsistence costs, the successful service providers must operate from an established operational office situated within a 50km radius from the CTICC, from where all communication with the CTICC will flow, and where the majority of work in terms of this tender will be carried out.
3.2	The cost of the tender documents charged by the CTICC shall be R200. Alternatively, the tender document can be made available electronically at no cost to the tenderer, by contacting the representative listed in the Invitation to Tender T1.1.
3.5.1.	The tenderer must obtain, as necessary for submitting a tender offer, copies of the latest versions of standards, specifications, conditions of tender, conditions of contract and other publications, which are not attached but which are incorporated into the tender document by reference.
3.7	The date, time and venue of the clarification meeting / briefing session are as per the Invitation to Tender T1.1. Where the clarification meeting / briefing session is indicated as compulsory, tenders will only be considered by entities who have attended the meeting and whose names appear on the attendance list. Should a tenderer be 15 minutes late to the compulsory meeting, the tenderer will be regarded as not having attended.
3.8	Tenderers may request clarification of the tender documents, if necessary, by notifying the CTICC up to two (2) working days before the closing date and time stated in the Invitation to Tender T1.1.
3.9.	The following insurance, guarantees, securities, bonds, and/or policies will be applicable to this tender: a) Public Liability R10 000 000 b) Professional Indemnity R10 000 000 The necessary proof of insurance must be submitted with the tender offer prior to the evaluation of the tender. For further details please refer to Schedule 9.
3.9.3.	It is recorded that, unless explicitly provided otherwise in the tender document, by accepting a bid for the rendering of goods and services to the CTICC, the CTICC is under no obligation to enter into

Clause Num.	
	any credit arrangement or offer any security in the form of a guarantee or surety for payment of goods and services within 30 days as prescribed by MFMA, section 99(2)(b).
3.9.4.	Should a bidder wish to enforce, after the award of a bid, that the CTICC enter into a credit arrangement and/or obtain a security for payment, and it was not a condition of the bid, the CTICC may regard such action as an abuse of its SCM system as contemplated by SCM Regulation 38 and appropriate consequence management actions may be instituted.
3.13.2.	The tenderer must return all returnable documents to the CTICC after completing them in their entirety, either electronically (if they were issued in electronic format) or by writing legibly in non-erasable ink.
3.13.3.	Parts of each tender offer communicated on paper shall be submitted as an original, plus 0 (nil) copies.
3.13.4.	The tenderer must sign the original and all copies of the tender offer where required in terms of the tender data. The CTICC will hold all authorized signatories liable on behalf of the tenderer. Signatories for tenderers proposing to contract as joint ventures shall state which of the signatories is the lead partner whom the CTICC shall hold liable for the purpose of the tender offer.
3.13.7.	Offers submitted by e-mail will not be accepted by the CTICC.
3.13.8.	The Tender Document (which includes the Contract Form – Rendering of Services), completed in all respects, plus any additional supporting documentation required, must be submitted in a sealed envelope with the name and address of the tenderer, the tender no. and title, the tender box no. and the closing date indicated on the envelope.
3.13.9.	<u>Tender Box No. and Location:</u> Tender Box No. 2 CTICC 1 Reception (No.1 Lower Long Street, Convention Square, Foreshore, Cape Town). <i>The onus remains with the tenderer to ensure that the tender is placed in the correct tender box.</i>
3.13.10.	The sealed envelope must be inserted into the appropriate official tender box before the closing time. If the tender offer is too large to fit into the abovementioned box or the box is full, please enquire at reception adjacent to the tender box.
3.13.11.	The tenderer must accept that the CTICC will not assume any responsibility for the misplacement or premature opening of the tender offer if the outer package is not sealed and marked as stated or is submitted in the incorrect tender box.
3.14.	The tenderer must accept that tender offers, which do not provide all the data or information requested completely and, in the form, required, may be regarded by the CTICC as non-responsive.
3.15.	The closing date and time is: 06 March 2026 at 12:00pm.
3.16.1.	The tender offer(s) will be valid for acceptance for a period of 120 days after the closing time.
3.16.2.	The tender must remain valid for acceptance for a period of six (6) months after the expiry of the original validity period unless the CTICC is notified in writing to the contrary by the bidder.

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3.17.4.	A tender may be rejected as non-responsive if the tenderer fails to provide any clarification requested by the CTICC within the time for submission stated in the CTICC's written request for such clarification.
3.18.1.	The tenderer must provide, on request by the CTICC, any other material that has a bearing on the tender offer, the tenderer's commercial position (including notarized joint venture agreements), preferencing arrangements, or samples of materials, considered necessary by the CTICC for the purpose of a full and fair risk assessment.
3.18.2.	Should the tenderer not provide the other material as may be required, or a satisfactory reason as to why it cannot be provided, by the time for submission stated in the CTICC's request, the CTICC may regard the tender offer as non-responsive.
4.6.1.	The CTICC will not disclose to tenderers, or to any other person not officially concerned with such processes, information relating to the evaluation and comparison of tender offers, the final evaluation price, and recommendations for the award of a contract, until after the award of the contract to the successful tenderer and if legally requested and mandated.
4.7.	Additional to the grounds stipulated in SCM Regulation 38 and the CTICC's Policy on Combatting Abuse of the SCM System, the CTICC will determine whether there has been any effort by a tenderer to influence the processing of tender offers and instantly disqualify a tenderer (and its tender offer) if it is established that it engaged in corrupt or fraudulent practices.
4.8.1.	A responsive tender is one that conforms to all the terms, conditions, and specifications of the tender documents without material deviation or qualification. A material deviation or qualification is one which, in the CTICC's opinion, would: a) detrimentally affect the scope, quality, or performance of the works, services or supply identified in the Scope of Work, b) significantly change the CTICC's or the tenderer's risks and responsibilities under the contract, or c) affect the competitive position of other tenderers presenting responsive tenders if it were to be rectified.
4.8.2.	The CTICC will determine, after opening and before detailed evaluation, whether each tender offer was properly received: a) complies with the requirements of these Conditions of Tender, b) has been properly and fully completed and signed, and c) is responsive to the other requirements of the tender data and relevant documents.

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4.8.3.	Tenders may be considered non-responsive if, inter alia: - the tenderer does not comply with the eligibility criteria. - the tenderer, or any of its directors or shareholders are in the service of the state. - the tenderer's tax matters are not in order. - the tenderer or any of its directors is listed on the Register of Tender Defaulters in terms of the Prevention and Combating of Corrupt Activities Act of 2004 as a person prohibited from doing business with the public sector. - the tenderer has: - failed to pay municipal rates and taxes or service charges and such rates, taxes and charges are not in arrears for more than three months (this also applies to any of the company's directors); - been found to be in the service of the state; or any of its directors, managers, principal shareholders or stakeholders. - the tenderer has completed the Compulsory Declaration and there are conflicts of interest which may impact on the tenderer's ability to perform the contract in the best interests of the CTICC or potentially compromise the tender process. - the tenderer has failed to clarify or submit any supporting documentation within the time for submission stated in the employer's written request. - the tenderer tenders the incorrect pricing information. - if the Pricing Schedule has not been signed. - the tenderer has failed to achieve the minimum score for functionality. - the tenderer has failed to complete, sign and return all the returnable schedules. - if the tender offer is not submitted on the Pricing Schedule bound into this tender document (or in a similar format). - if the tender is not completed in non-erasable ink. - all schedules are not duly completed as such, and proof handed in as required. - the tenderer has failed, during the last five years, to perform satisfactorily on a previous contract with the CTICC or any other organ of state. - the tenderer has abused the supply chain management system of the CTICC or has committed any improper conduct in relation to this system). - any other responsiveness criteria as stipulated in the tender data.
4.8.4.	The CTICC may reject a non-responsive tender offer and not allow it to be subsequently made responsive by correction or withdrawal of the non-conforming deviation or reservation.
4.9.2.	Where there is a discrepancy between the amounts in words and amounts in figures, the arithmetic sum of the line items shall govern.
4.9.3.	- If pricing schedules apply and there is an error in the line-item total resulting from the product of the unit rate and the quantity, the unit rate shall govern, and the line item shall be corrected. - Only where there is an <i>obviously</i> gross misplacement of the decimal point in the unit rate, the line-item total as quoted shall govern. - Where there is an error in the total of the prices either as a result of other corrections required by this checking process or in the tenderer's addition of prices, the product of the unit rates and quantities shall govern, and the tenderer will be asked to revise the tendered total of the prices.
4.9.5.	<u>B-BBEE Certificate/Affidavit</u> Failure on the part of a bidder to submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System (SANAS) or sector-specific sworn affidavit confirming annual turnover and level of black ownership in case of an EME and QSE together with

Clause Num.																			
	the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.																		
4.10.	The CTICC will obtain clarification from a tenderer on any matter that could give rise to ambiguity in a contract arising from the tender offer.																		
4.11.1.	The tender will be evaluated in terms of their responsiveness to the tender specifications and requirements as well as such additional criteria as set out in the tender data and relevant documents.																		
4.11.2.	The activities associated with evaluating tender offers are as follows: a) Open and record tender offers received. b) SCM compliance evaluation c) Compliance to the minimum requirements (if applicable) d) Functionality evaluation e) Compliance to specifications f) Price and Preference scoring, as per the CTICC Preferential Procurement Policy g) Consideration of additional objective criteria as per section 2(1)(f) of the PPPFA, read with the CTICC Preferential Procurement Policy. h) Once the preferred service provider is identified, a notification will be sent to the preferred Service Provider(s) and the allowance of a 14-day complaint, enquiries, dispute process as contemplated by SCM Regulation 49 and 50. i) A final award will be made when no valid objections were received.																		
4.13.	In order to be considered for a contract in terms of this tender, tenderers must achieve the minimum score for functionality. The minimum score for functionality is 70. Tenderers that fail to achieve the minimum score for functionality will be regarded as non-responsive. The functionality evaluation shall be done independently by more than one evaluator in accordance with the following criteria and points: <table><tr><th colspan="2">CRITERIA</th><th>MAXIMUM POINTS</th></tr><tr><td>1</td><td>Tenderer's Experience</td><td>60</td></tr><tr><td>2</td><td>Experience of Key Staff</td><td>20</td></tr><tr><td>3</td><td>Methodology / Project Plan</td><td>10</td></tr><tr><td>4</td><td>Quality Control Procedures and Practices</td><td>10</td></tr><tr><td colspan="2">TOTAL</td><td>100</td></tr></table> Each evaluation criteria will be assessed in terms of five indicators – non-compliant, poor, satisfactory, good and very good. Scores of 0, 40, 70, 90 or 100 will be allocated to non-compliant, poor, satisfactory, good and very good respectively. The scores of each of the evaluators will be averaged, weighted and then totalled to obtain the final score for functionality. Further details will be contained in the relevant schedules of each scoring criteria.	CRITERIA		MAXIMUM POINTS	1	Tenderer's Experience	60	2	Experience of Key Staff	20	3	Methodology / Project Plan	10	4	Quality Control Procedures and Practices	10	TOTAL		100
CRITERIA		MAXIMUM POINTS																	
1	Tenderer's Experience	60																	
2	Experience of Key Staff	20																	
3	Methodology / Project Plan	10																	
4	Quality Control Procedures and Practices	10																	
TOTAL		100																	
4.14.	Risk analysis and other objective criteria. The CTICC may perform a risk analysis in respect of the following: a) reasonableness of the financial offer, b) reasonableness of unit rates and prices, c) the tenderer's ability to fulfil its obligations in terms of the tender document.																		

Clause Num.	
4.15.	Acceptance of tender offer The CTICC will, subject to the relevant prescripts and after completion of the eligibility and responsiveness tests and risk analysis, accept the tender offer if in the opinion of the CTICC, it does not present any risk and only if the tenderer: i) Is eligible and responsive. ii) is not under restrictions, or has principals who are under restrictions, preventing participating in the CTICC's procurement; iii) can, as necessary and in relation to the proposed contract, demonstrate that he or she possesses the professional and technical qualifications, professional and technical competence, financial resources, equipment and other physical facilities, managerial capability, reliability, experience and reputation, expertise and the personnel, to perform the contract. iv) has the legal capacity to enter into the contract. v) is not insolvent, in receivership, under Business Rescue as provided for in chapter 6 of the Companies Act No. 2008, bankrupt or being wound up, has his/her affairs administered by a court or a judicial officer, has suspended his/her business activities or is subject to legal proceedings in respect of any of the foregoing. vi) complies with the legal requirements, if any, stated in the tender data; and vii) is able, in the opinion of the CTICC, to perform the contract free of conflicts of interest.
4.15.3.	Irrespective of the procurement process followed, the CTICC reserves its rights not to make an award, revoke an award already made or cancel a contract where the implementation of the contract may result in reputational risk or harm to the CTICC as a result of (inter alia): a) reports of poor governance and/or unethical behaviour. b) association with known family of notorious individuals. c) poor performance issues, known to the CTICC. d) negative social media reports; and/or e) adverse assurance (e.g., due diligence) report outcomes.
4.15.4.	Where any of the above risks are identified, the CTICC will provide the supplier with an opportunity to submit representation.
4.16.	Imbalance in tendered rates 1. In the event of tendered rates or lump sums being declared by the CTICC to be unacceptable to it because they are either excessively low or high or not in proper balance with other rates or lump sums, the tenderer may be required to produce evidence and advance arguments in support of the tendered rates or lump sums objected to. If, after submission of such evidence and any further evidence requested, the CTICC is still not satisfied with the tendered rates or lump sums objected to, it may request the Tenderer to amend these rates and lump sums along the lines indicated by it. 2. The Tenderer will then have the option to alter and/or amend the rates and lump sums objected to and such other related amounts as are agreed on by the CTICC, but this shall be done without altering the Contract Price. 3. Should the Tenderer fail to amend his Tender in a manner acceptable to the CTICC, the CTICC may reject the Tender.
4.17	Notification of award 1. The CTICC will notify the successful tenderer of the CTICC's acceptance of his tender offer by issuing of a Successful Letter before the expiry of the validity period stated in the tender data or agreed additional period.

Clause Num.	
	2. After the successful tenderer has been notified of the CTICC' s acceptance of the tender, notify other tenderers that their offers have not been accepted, subject to an objection or complaint period of 14-days as stipulated in SCM Regulation 49. 3. As stipulated in SCM Regulation 24, the CTICC may negotiate the final terms of the contract, subject to the relevant prescripts.
4.18.	Prepare contract documents. The CTICC may, if necessary, revise documents that shall form part of the contract and that were issued by the CTICC as part of the tender documents to take account of: - addenda issued during the tender period, - inclusion of some of the returnable documents and - other revisions agreed between the CTICC and the successful tenderer.
4.19.	Registration of the award The CTICC will, after completion of the objections or complaints period as per SCM Regulation 49, and once the award was made final, within the prescribed period, register and publish the award on the appropriate media.
4.20.	Provide written reasons for actions taken. The CTICC will provide upon request and subject to legislative requirements, written reasons to tenderers for any action that is taken in applying these conditions of tender but withhold information which is not in the public interest to be divulged, which is considered to prejudice the legitimate commercial interests of tenderers or might prejudice fair competition between tenderers.
4.21.	Data Protection in terms of the Protection of Personal Information Act (POPIA) - The CTICC will only collect personal information of the supplier/bidder consistent with the purpose for which it is required. The specific purpose for which the information is collected will be apparent from the context in which the information is requested. - The nature of the personal information which will be collected relates to contact details (such as name, address, telephone number and e-mail address), company registration details, VAT registration numbers, details of Directors/Owners/Members and any other information required in terms of the CTICC Supply Chain Management Policy. - In providing the personal information to the CTICC, the supplier/bidder acknowledges that the information has been collected directly from it and that it has consented to its processing by the CTICC. Where the supplier/bidder is providing another person's personal information to the CTICC, the supplier/bidder acknowledges and warrants that it has obtained such person's consent to the processing of their personal information for the purposes of the CTICC in terms of the supplier/bidder's intention to submit offers/quotations to render services/goods to the CTICC. - Provision of personal information to the CTICC is voluntary, however, in the event that the requested information is not provided, the bidder/supplier may be precluded from being registered as a supplier with, and providing services/goods to, the CTICC. - The personal information shall only be used for the purpose for which it was collected, unless the supplier/bidder has agreed to an alternative purpose in writing or as allowed by any applicable law. The CTICC will only process personal information in a manner that is adequate, relevant and not excessive in the context of the purpose for which it is processed. The CTICC will take such steps as may be required to ensure that it complies with any law in respect of transfer, storage, security, use and disposal of the personal information.

Clause Num.	
	6. The supplier/bidder may contact the CTICC at any time to review, update or correct personal information stored by the CTICC in terms of this clause.
4.22	The CTICC has set a zero-tolerance level for the following risk categories: a. Financial – Fraud, Corruption and theft b. Cyber security c. Loss of life d. Occupational health and safety.

List of Returnable Documents

The tenderer must complete the following Returnable Documents in **black ink**:

T2.1.1. Returnable Schedules required for tender evaluation purposes.

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T2.2 Returnable Schedules

SCHEDULE 1: BID SUBMISSION CHECKLIST

Bidders are required to complete the schedule below indicating that all requested information has been submitted with their offer.

Failure by the bidder to complete, sign and submit all of the returnable schedules will result in the bid being disqualified.

Schedule No.	Document	Please tick if enclosed
2	Compulsory declaration	
3	Certificate of independent tender determination (MBD 9)	
4	Declaration for Procurement above R10 million (MBD 5)	
5	Confirmation of CTICC and Central Supplier Database registration	
6	Preference Points Claim Form	
7	Record of addenda to tender documents	
8	Proposed amendments and qualifications by tenderer	
9	Insurance	
10	Minimum Requirements	
11	Tenderer's Experience	
12	Experience of Key Staff	
13	Methodology / Project Implementation Plan	
14	Quality Control Procedures and Practices	
C1.1	Contract Form – Rendering of Services	
C2.2	Pricing Schedule	
C3.3	Performance evaluation checklist	

SCHEDULE 2: COMPULSORY DECLARATION

The following particulars must be furnished. In the case of a joint venture, separate enterprise questionnaires in respect of each partner must be completed and submitted.

SECTION 1: ENTERPRISE DETAILS

Name of enterprise	
Contact person	
Email	
Telephone	
Cell	
Fax	
Physical address	
Municipal Acc. number	
Postal address	

SECTION 2: PARTICULARS OF COMPANY REPRESENTATIVE

Full name and surname	
Identification number	
Position occupied in the company	
Email address of representative	

Signatory(ies) for companies, close corporations, partnerships shall confirm their authority to sign this tender and to enter in any resulting contract, where applicable.

Authority to participate in this tender and any contract that may result from it may be in the form of a resolution taken by the board (in the case of a company), a resolution taken by the members (in the case of a close corporation), or a resolution taken by the partners (in the case of a partnership). Alternatively, the person(s) authorised to sign this tender or any contract which may result from it, must confirm their authority to do so as delegated or sub-delegated as the case may be, by the board, members, or partners. **Where a resolution has been taken, a copy of such resolution must be submitted with this bid.**

The entity submits a tender to CTICC, in respect of this tender.

I, Mr/Mrs/Ms.....

in my capacity as:(position)

of.....(entity name)
confirm that I am hereby authorised to sign the tender and all other documents and/or correspondence in connection with and relating to it, as well as to sign any contract, and any and all documentation, resulting from the award of this tender to the entity mentioned above.

SECTION 3: TAX COMPLIANCE REQUIREMENTS

Bidders must ensure compliance with their tax obligations, and it is a condition of bid that the taxes of the successful bidder must be in order, or that satisfactory arrangements have been made with the South African Revenue Services (SARS) to meet the bidder's tax obligations.

Bidders are required to submit their unique personal identification number (PIN) issued by SARS to enable the CTICC to view the taxpayer's profile and tax status by doing the following:

1. Bidders must complete in full the TCC 0001 form, "Application for a Tax Clearance Certificate" and submit it to any SARS branch office nationally. The Tax Clearance Certificate Requirements are also applicable to foreign bidders/individuals who wish to submit bids. Copies of the TCC 001 "Application for a Tax Clearance Certificate" form are available from any SARS branch office nationally or on the website www.sars.gov.za. Applications for the Tax Clearance Certificates may also be made via e-Filing. In order to use this provision, taxpayers will need to register with SARS as e-Fileers through the website www.sars.gov.za.
2. SARS will then furnish the bidder with a Tax Clearance Certificate that will be valid for a period of 1 (one) year from the date of approval.
3. The Tax Clearance Certificate must be submitted together with the bid. Failure to submit a valid Tax Clearance Certificate may result in the invalidation of the bid.
4. Alternatively, in terms of the new Tax Compliance Status (TCS) System implemented by SARS on 18 April 2016, taxpayers are now able to issue the CTICC with a TCS Pin which can be used to verify a bidder's tax status online. As a result, bidders who are not in possession of a Tax Clearance Certificate must issue the CTICC with the following:

1) Tax Clearance Certificated printed for SARS E-filing

2) Tax Compliance Status Pin:

5. By completing the above the tenderer grants consent that SARS may disclose to the CTICC its tax compliance status, on an on-going basis during the term of the contract, when called upon to do so.
6. Foreign suppliers must complete the pre-award questionnaire in **Section 12**.
7. In bids where consortia/ Joint Ventures/ Sub-contractors are involved; each party must submit a separate TCS certificate/ PIN/ CSD number.
8. Bidders may also submit a printed TCS certificate together with the bid.
9. Where no TCS is available, but the bidder is registered on the CSD, a CSD number must be provided.

SECTION 4: PARTICULARS OF COMPANIES AND CLOSE CORPORATIONS

Company / Close Corporation registration number

SECTION 5: SARS INFORMATION

Tax reference number

VAT registration number

(State Not Registered if not registered for VAT)

SECTION 6: PARTICULARS OF PRINCIPALS

Principal: means a natural person who is a partner in a partnership, a sole proprietor, a director of a company established in terms of the Companies Act of 2008 (Act No.71 of 2008), a trustee, shareholder² or a member of a close corporation registered in terms of Close Corporations Act, 1984, (Act No.69 of 1984).

Full name of principal	Identity number	Residential Address	Municipal Acc. Number

Full name of principal	Identity number	Residential Address	Municipal Number	Acc.

*(insert separate page if necessary)

NB: Please attach certified copy(ies) of ID document(s) and municipal accounts.

If the entity or any of its Directors/Shareholders/Partners, etc. rents/leases premises, a copy of the rental/lease agreement must be submitted with this tender. Alternatively, if property is neither owned nor rented, then an affidavit must be submitted confirming this and that the relevant person has no municipal accounts owing.

SECTION 7: RECORD OF SERVICE TO THE STATE

Are you or any of the company's principals presently in the service of the state¹, or been in the service of the state in the past twelve months?

YES	
-----	--

NO	
----	--

(Tick appropriate box)

If YES, indicate by marking the relevant boxes with a cross:

- | | |
|---|--|
| ☐ a member of any municipal council | ☐ an employee of any department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act 1 of 1999) |
| ☐ a member of any provincial legislature | ☐ a member of an accounting authority of any national or provincial public entity |
| ☐ a member of the National Assembly or the National Council of Provinces | ☐ an employee of Parliament or a provincial legislature |
| ☐ a member of the board of directors of any municipal entity | |
| ☐ an official of any municipality or municipal entity | |

If any of the above boxes are marked, disclose the following:

Name of principal in the service of the state	Name of relevant organ of state	Position held at the relevant organ of state	Status of service (Tick appropriate column)	
			Current	Within last 12 months

*(insert separate page if necessary)

Please note: No bid may be accepted from persons employed in the service of the state (this does not include being a contractor in the service of the state), unless such person (who is presently employed by the state) has the necessary permission to undertake remunerative work outside of such employment (attach permission to this declaration).

SECTION 8: RECORD OF FAMILY MEMBER IN THE SERVICE OF THE STATE

Family member: a person's spouse, whether in a marriage or in a customary union according to indigenous law, domestic partner in a civil union, or child, parent, brother, sister, whether such a relationship results from birth, marriage, or adoption.

Is any family member of the company's principals in the service of the state? (Tick appropriate box)

YES	
-----	--

NO	
----	--

If YES, indicate by marking the relevant boxes with a cross:

- | | |
|--|---|
| ☐ a member of any municipal council | ☐ an employee of any provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act 1 of 1999) |
| ☐ a member of any provincial legislature | ☐ a member of an accounting authority of any national or provincial public entity |
| ☐ a member of the National Assembly or the National Council of Province | ☐ an employee of Parliament or a provincial legislature |
| ☐ a member of the board of directors of any municipal entity | |
| ☐ an official of any municipality or municipal entity | |

Name of Principal	Name of Family Member of Principal in the service of the state <u>and</u> relation	Name of the relevant organ of state <u>and</u> position held there	Status of service (Tick appropriate column)	
			Current	Within last 12 months

*(insert separate page if necessary)

Please note:

Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority.

SECTION 9: RECORD OF OTHER INTERESTS

9.1. Do you have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and or adjudication of this bid? (Tick appropriate box)

YES	
-----	--

NO	
----	--

If YES, furnish particulars.....

.....

.....

*(insert separate page if necessary)

9.2. Are you aware of any relationship (family, friend, other) between a bidder and any persons in the service of the state who may be involved with the evaluation and or adjudication of this bid? *(Tick appropriate box)*

YES	
-----	--

NO	
----	--

If YES, furnish particulars.....

.....

*(insert separate page if necessary)

9.3. Do you or any of the directors, trustees, managers, principal shareholders, or stakeholders of this company have any interest in any other related companies or businesses whether or not they are bidding for this contract? *(Tick appropriate box)*

YES	
-----	--

NO	
----	--

If YES, furnish particulars:

Name of the Principal	Name of other company	Central Supplier Database registration number (if registered)

*(insert separate page if necessary)

SECTION 10: RECORD OF TERMINATION OF PREVIOUS CONTRACTS WITH AN ORGAN OF STATE

Was any contract between the tendering entity, including any of its joint venture partners, terminated during the past five years for reasons other than the employer no longer requiring such works or the employer failing to make payment in terms of the contract? *(Tick appropriate box)*

YES	
-----	--

NO	
----	--

If YES, furnish particulars.....

.....

*(insert separate page if necessary)

SECTION 11: RECORD IN TERMS OF THE MFMA (NO. 56 OF 2003)

11.1. Is the bidder or any of its principals listed on the National Treasury's database as a company or person prohibited from doing business with the public sector? *(Tick appropriate box)*
(Companies or persons who are listed on this database were informed in writing of this restriction by the National Treasury after the audi alteram partem rule was applied).

YES	
-----	--

NO	
----	--

If YES, furnish particulars.....

.....

*(insert separate page if necessary)

11.2. Is the bidder or any of its principals listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? *(Tick appropriate box)*

(To access this Register, enter the National Treasury's website, www.treasury.gov.za, click on the icon "Register for Tender Defaulters" or submit your written request for a hard copy of the Register to facsimile number (012) 3265445).

YES	
-----	--

NO	
----	--

If YES, furnish particulars.....

.....

**(insert separate page if necessary)*

11.3. Was the bidder or any of its principals convicted by a court of law (including a court of law outside the Republic of South Africa) for fraud or corruption during the past five years? *(Tick appropriate box)*

YES	
-----	--

NO	
----	--

If YES, furnish particulars.....

.....

**(insert separate page if necessary)*

11.4. Does the bidder or any of its directors owe any municipal rates and taxes or municipal charges to the municipality / municipal entity, or to any other municipality / municipal entity, that is in arrears for more than three months? *(Tick appropriate box)*

(Tick appropriate box)

YES	
-----	--

NO	
----	--

If YES, furnish particulars.....

.....

**(insert separate page if necessary)*

SECTION 12: QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS (ONLY)

12.1. Is the entity a resident of the Republic of South Africa (RSA)? *(Tick appropriate box)*

YES	
-----	--

NO	
----	--

If NO, furnish particulars.....

.....

**(insert separate page if necessary)*

12.2. Does the entity have a branch in the RSA? *(Tick appropriate box)*

YES	
-----	--

NO	
----	--

If YES, furnish particulars.....

.....

**(insert separate page if necessary)*

12.3. Does the entity have a permanent establishment in the RSA? *(Tick appropriate box)*

YES

NO

12.4. Does the entity have any source of income in the RSA? (Tick appropriate box)

YES

NO

12.5. In the entity liable in the RSA for any form of taxation? (Tick appropriate box)

YES

NO

SECTION 13: DECLARATION

The undersigned, who warrants that he/she is duly authorised to do so on behalf of the tendering entity, confirms that the contents of this Declaration are within my personal knowledge, save where stated otherwise in an attachment hereto, and to the best of my belief is both true and correct, and that:

- i) the tendering entity is not associated, linked or involved with any other tendering entities submitting tender offers.
- ii) the tendering entity has not engaged in any prohibited restrictive horizontal practices, including consultation, communication, agreement, or arrangement with any competing or potential tendering entity regarding prices, geographical areas in which goods and services will be rendered, approaches to determining prices or pricing parameters, intentions to submit a tender or not, the content of the submission (specification, timing, conditions of contract, etc.) or intention to not win a tender;
- iii) the tendering entity has no other relationship with any of the tenderers or those responsible for compiling the scope of work that could cause or be interpreted as a conflict of interest.

Note:

- 1) MSCM Regulations: "in the service of the state" means to be –
 - (a) member of –
 - (i) any municipal council.
 - (ii) any provincial legislature; or
 - (iii) the national Assembly or the national Council of provinces.
 - (b) a member of the board of directors of any municipal entity.
 - (c) an official of any municipality or municipal entity.
 - (d) an employee of any national or provincial department, national or provincial public entity or constitution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999)
 - (d) a member of the accounting authority of any national or provincial public entity; or
 - (e) an employee of Parliament or provincial legislature.
- 2) ² "Shareholder" means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.
- 3) ³ "National or provincial public entity" shall bear the meaning as defined in the PFMA. Major public entities are listed in schedule 2 of the PFMA and other public entities are listed in schedule 3 of the PFMA.
- 4) ⁴ "Accounting authority" means the board or other controlling body of a public entity, or if the public entity does not have a controlling body, the chief executive officer or other person in charge of the public entity unless specific legislation applicable to that public entity designates another person.

SIGNED ON BEHALF OF TENDERER:

FULL NAME AND SURNAME:

DATE:

Please note:

1. The CTICC complies with the Protection of Personal Information Act, Act 4 of 2013 (POPIA) and bidders hereby agree that their personal information may be recorded and processed by the CTICC for purposes of the evaluation of this tender.
2. This declaration will be valid for twelve (12) months from the signed date and must be updated and renewed accordingly.

SCHEDULE 3: CERTIFICATE OF INDEPENDENT TENDER DETERMINATION (MBD 9)

I, the undersigned, in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

1. I have read and I understand the contents of this Certificate.
2. I understand that this tender will be disqualified if this Certificate is found not to be true and complete in every respect.
3. I am authorized by the tenderer to sign this Certificate, and to submit this tender on behalf of the tenderer.
4. Each person whose signature appears on this tender has been authorized by the tenderer to determine the terms of, and to sign, the tender, on behalf of the tenderer.
5. For the purposes of this Certificate and this tender, I understand that the word "competitor" shall include any individual or organization, other than the tenderer whether or not affiliated with the tenderer, who:
 - (a) has been requested to submit a tender in response to this invitation to tender.
 - (b) could potentially submit a tender in response to this invitation to tender, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the tenderer and/or is in the same line of business as the tenderer.
6. The tenderer has arrived at this tender independently from, and without consultation, communication, agreement, or arrangement with any competitor. However, communication between partners in a joint venture or consortium will not be construed as collusive tendering.
7. In particular, without limiting the generality of paragraph 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices.
 - (b) geographical area where product or service will be rendered (market allocation).
 - (c) methods, factors, or formulas used to calculate prices.
 - (d) the intention or decision to submit or not to submit a tender.
 - (e) the submission of a tender which does not meet the specifications and conditions of the tender; or
 - (f) tendering with the intention not to win the tender.
8. In addition, there have been no consultations, communications, agreements, or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this invitation to tender relates.
9. The terms of this tender have not been, and will not be, disclosed by the tenderer, directly or indirectly, to any competitor, prior to the date and time of the official tender opening or of the awarding of the contract.
10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to tenders and contracts, tenders that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No. 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No. 12 of 2004 or any other applicable legislation.

SIGNED ON BEHALF OF TENDERER:

I, THE UNDERSIGNED CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM ARE TRUE AND CORRECT.

I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

SCHEDULE 4: DECLARATION FOR PROCUREMENT ABOVE R10 MILLION (MBD 5)

For all procurement expected to exceed R10 million (all applicable taxes included), bidders must complete the following questionnaire:

- 1 Are you by law required to prepare annual financial statements for auditing?

YES		NO	
-----	--	----	--

- 1.1 If yes, please submit audited annual financial statements for the past three years or since the date of establishment if established during the past three years.

.....

- 2 Do you have any outstanding undisputed commitments for municipal services towards any municipality for more than three months or any other service provider in respect of which payment is overdue for more than 30 days?

YES		NO	
-----	--	----	--

- 2.1 If no, this serves to certify that the bidder has no undisputed commitments for municipal services towards any municipality for more than three months or other service provider in respect of which payment is overdue for more than 30 days.

- 2.2 If yes, please provide particulars.

.....

.....

- 3 Has any contract been awarded to you by an organ of state during the past five years, including particulars of any material non-compliance or dispute concerning the execution of such contract?

YES		NO	
-----	--	----	--

- 3.1 If yes, please furnish particulars.

.....

.....

- 4 Will any portion of goods or services be sourced from outside the Republic, and, if so, what portion and whether any portion of payment from the municipality / municipal entity is expected to be transferred out of the Republic?

YES		NO	
-----	--	----	--

- 4.1 If yes, furnish particulars.

.....

.....

SIGNED ON BEHALF OF TENDERER:

I, THE UNDERSIGNED CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM TRUE AND CORRECT.

I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

SCHEDULE 5: CONFIRMATION OF CTICC AND CENTRAL SUPPLIER DATABASE REGISTRATION

Company Name					
CTICC Supplier Database	Registered	YES		NO	
		(Tick appropriate box)			
	Supplier Code				
Central Supplier Database (a copy of the CSD summary report must be attached to this schedule)	Registered	YES		NO	
		(Tick appropriate box)			
	Supplier Code	MAAA.....			
	Unique 36 Character Registration Code				

Bidders who are not registered on the CTICC and/or Central Supplier Databases are not precluded from submitting tenders but must however be registered prior to the adjudication of tenders in order for their tenders to be responsive.

In this regard it is the sole responsibility of bidders to ensure that this requirement is complied with. In the case of Joint Venture Partnerships this requirement will apply to each party to the Joint Venture.

<u>SIGNED ON BEHALF OF TENDERER:</u>	
---	--

*** CTICC and Central Supplier Database Registration:**

Only those bidders who are registered on the CTICC Supplier Database and the Central Supplier Database as a service provider prior to the adjudication of this bid are eligible to have their tenders evaluated. The employer will only enter into a formal contract with a bidder who is registered on both databases. In the case of Joint Venture partnerships this requirement will apply individually to each party of the Joint Venture.

Bidders who wish to register on the CTICC Supplier Database may download the supplier application form from the website at www.cticc.co.za under the SUPPLIER tab.

Bidders who wish to register on the Central Supplier Database may do so online on www.csd.gov.za and click on the REGISTER A NEW CSD ACCOUNT tab.

SCHEDULE 6: PREFERENCING POINTS CLAIM FORM

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE AND OTHER PREFERENCE, AS PRESCRIBED IN THE CTICC PREFERENTIAL PROCUREMENT POLICY.

1. GENERAL CONDITIONS

- 1.1 The following preference points systems are applicable to all invitations to bid:
- the 80/20 system for acquisition of goods or services with a Rand value equal to or above R30 000 and up to R50 000 000 (all applicable taxes included); and
 - the 90/10 system for acquisition of goods or services with a Rand value above R50 000 000 (all applicable taxes included).
 - the 80/20 system for income-generating contracts with a Rand value equal to or below R50 000 000 (all applicable taxes included); and
 - the 90/10 system for income-generating contracts with a Rand value above R50 000 000 (all applicable taxes included).
- 1.2 The purpose of this bid is for the acquisition of goods or services, and the following preference points system shall be applicable for this bid:
- a) The 90/10 preference points system.
- 1.3 Points for this bid shall be awarded for:
- (a) Price; and
- (b) Specific Goals, as follows:
- i) B-BBEE Status Level of Contributor.
 - ii) Locality: Western Cape
- 1.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	90
B-BBEE STATUS LEVEL OF CONTRIBUTOR	8
LOCALITY: WESTERN CAPE PROVINCE	2
TOTAL POINTS FOR PRICE AND SPECIFIC GOALS MUST NOT EXCEED	100

- 1.5 Failure on the part of a bidder to submit proof of the necessary documentation (required in terms of this bid in order to claim points for specific goals) together with the bid, will be interpreted to mean that preference points for the specific goals listed in this bid are not claimed.
- 1.6 The CTICC reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the CTICC.

2. DEFINITIONS

- (a) **"Acceptable tender"** means any tender which, in all respects, complies with the specifications and conditions of tender as set out in the tender document.
- (b) **"All applicable taxes"** includes Value-Added Tax, Pay-as-you-Earn, Income Tax, Unemployment Insurance Fund Contributions and Skills Development Levies.
- (c) **"B-BBEE"** means Broad-Based Black Economic Empowerment as defined in Section 1 of the Broad-Based Black Economic Empowerment Act.
- (d) **"B-BBEE Status Level of Contributor"** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of Section 9(1) of the Broad-Based

Black Economic Empowerment Act.

- (e) **“Bid”** means a written offer in a prescribed or stipulated form in response to an invitation by the CTICC for the provision of goods or services, or income-generating contracts, through price quotations, advertised competitive bidding processes or proposals.
- (f) **“Broad-based Black Economic Empowerment Act (B-BBEEA)”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003).
- (g) **“Comparative”** means the price after the factors of non-firm price and all unconditional discounts that can be utilised have been taken into consideration.
- (h) **“Conditions of Tender”** means a document of the procedures, the manner in which those engaged in the procurement process are to behave, the obligations of the tenderer and the undertakings of the CTICC. The Conditions of Tender are included in the tender document and distinct from the General Conditions of Contract and the Special Conditions of Contract.
- (i) **“Consortium of Joint Venture”** means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.
- (j) **“Contract”** means the agreement that results from the acceptance of a tender.
- (k) **“EME”** means an Exempted Micro Enterprise in terms of a Code of Good Practice on Black Economic Empowerment issued in terms of Section 9(1) of the Broad-Based Black Economic Empowerment Act.
- (l) **“Functionality”** means the measurement according to predetermined norms, as set out in the tender documents, of a service or commodity that is designed to be practical and useful, working or operating, taking into account, among other factors, the quality, reliability, viability and durability of a service and the technical capacity and ability of a bidder.
- (m) **“Highest acceptable tender”** means a tender that complies with all specifications and conditions of tender and that has the highest price compared to other tenders.
- (n) **“Locality”** means the local suppliers and/or service providers that resides within the provincial boundaries.
- (o) **“Lowest acceptable tender”** means a tender that complies with all specifications and conditions to tender and that has the lowest price compared to other tenders.
- (p) **“Person”** includes reference to a juristic person.
- (q) **“Price”** includes all applicable taxes less all unconditional discounts.
- (r) **“Proof of B-BBEE status level of contributor”** means-
 - 1) The B-BBEE Status level certificate issued by an authorised body or person.
 - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice; or
 - 3) Any other requirement prescribed in terms of the Broad-Based Black Economic Empowerment Act.
- (s) **“QSE”** means a Qualifying Small Business Enterprise in terms of a Code of Good Practice on Black Economic Empowerment issued in terms of Section 9(1) of the Broad-Based Black Economic Empowerment Act.
- (t) **“Rand value”** means the total estimated value of a contract in Rand, calculated at the time of the bid invitation, and includes all applicable taxes.
- (u) **“SMME”** means Small, Medium and Micro Enterprises namely an eligible Exempted Micro Enterprise (EME) and Qualifying Small Enterprise (QSE) as defined within the Broad-Based Black Economic Empowerment Act and applicable Sector Codes.
- (v) **“Special Goals”** means specific goals as contemplated in section 2(1)(d) of the Act which may include contracting with persons, or categories of persons, historically disadvantaged by unfair discrimination on the basis of race, gender and disability as well as implementation of programmes of the Reconstruction and Development Program as published in Government Gazette No. 16085 dated 23 November 1994.
- (w) **“Sub-contract”** means the primary contractor's assigning or leasing or making out work to, or employing, another person to support such primary contractor in the execution of part of a project in terms of the contract.

- (x) **"Tender"** means a written offer in a prescribed or stipulated form in response to an invitation by the CTICC for the provision of services, work or goods, through price quotations, advertised competitive tender processes or proposals.
- (y) **"Tender for income-generating contracts"** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions;
- (z) **"The Act"** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000);
- (aa) **"Total revenue"** bears the same meaning assigned to this expression as in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act, 2003 and promulgated in the Government Gazette on 9 February 2007.

3. FORMULAE FOR APPLYING THE PREFERENCE POINTS SYSTEM

3.1. POINTS AWARDED FOR PRICE

3.1.1. THE 90/10 PREFERENCE POINT SYSTEMS FOR THE ACQUISITION OF GOODS OR SERVICES

A maximum of 80 or 90 points is allocated for price on the following basis:

90/10

$$P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = Points scored for price of bid under consideration

P_t = Price of bid under consideration

$P_{\min}$ = Price of lowest acceptable bid

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1.** In terms of clause 9(4) of the CTICC Preferential Procurement Policy, preference points will be allocated to promote this goal, and points will be allocated to bidders in terms of the BBEE status level of contribution in accordance with the table below:

B-BBEE SCORECARD	8
B-BBEE Status Level of Contributor	Number of points (90/10 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0
LOCALITY: WESTERN CAPE PROVINCE	2
TOTAL SPECIAL GOALS	10

4.2. In cases where it is unclear whether the 80/20 or 90/10 preference points system applies, the CTICC will, in terms of clause 3.1(b) of the CTICC Preferential Procurement Policy, stipulate in the bid documents, in the case of-

- a) an invitation to bid for income-generating contracts, that either the 80/20 or 90/10 preference points system will apply and that the highest acceptable tender will be used to determine the applicable preference point system: or
- b) any other invitation to bid, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system.

5. ADJUDICATION BY USING THE PREFERENCE POINTS SYSTEM

- 5.1.** Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.
- 5.2.** Preference points shall be calculated after prices have been brought to a comparative basis.
- 5.3.** Points scored will be rounded off to 2 decimal places.
- 5.4.** If two or more tenderers score an equal total number of points, the contract must be awarded to the tenderer that scored the highest points for B-BBEE.
- 5.5.** If functionality is part of the evaluation process and two or more tenderers score equal total points and equal preference points for B-BBEE, the contract must be awarded to the tenderer that scored the highest points for functionality.
- 5.6.** If two or more tenderers score equal total points in all respects, the award must be decided by the drawing of lots.

6. DECLARATIONS

Bidders who claim points in respect of B-BBEE and Locality must complete the following:

6.1. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

B-BBEE Status Level of Contributor: = (Maximum of 8 points) *(Points claimed in respect of paragraph 6.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.)*

6.2. LOCALITY CLAIMED IN TERMS OF PARAGRAPH 1.4 AND 4.1

Locality: _____ (maximum of 5 points)

7. SUB-CONTRACTING

7.1. Will any portion of the contract be sub-contracted?

(Tick applicable box)

YES		NO	
-----	--	----	--

7.1.1. If yes, indicate:

- i) What percentage of the contract will be subcontracted..... %
- ii) The name of the sub-contractor.....
.....
- iii) The B-BBEE status level of the sub-contractor.....
- iv) Whether the sub-contractor is an EME or QSE:

(Tick applicable box)

EME		QSE		N/A	
-----	--	-----	--	-----	--

8. DECLARATION WITH REGARDS TO COMPANY/FIRM THAT IS TENDERING

- 8.1. Name of company/firm:
- 8.2. VAT registration number: s.....
- 8.3. Company registration number:
- 8.4. TYPE OF COMPANY/ FIRM
- ☐ Partnership/Joint Venture / Consortium
 - ☐ One person business/sole propriety
 - ☐ Close corporation
 - ☐ Public Company
 - ☐ Personal Liability company
 - ☐ (Pty) Limited
 - ☐ Non-Profit Company
 - ☐ State Owned Company

[TICK APPLICABLE BOX]

8.5. DESCRIBE PRINCIPAL BUSINESS ACTIVITIES AND THE APPLICABLE SECTOR CODE IN WHICH THE BUSINESS OPERATES

.....

.....

.....

- ☐ Generic
- ☐ Financial
- ☐ Agri-BEE
- ☐ Construction
- ☐ Property
- ☐ Forest
- ☐ Information and Communication Technology
- ☐ Marketing, Advertising and Communication
- ☐ Tourism
- ☐ Defence
- ☐ Mining

[TICK APPLICABLE BOX]

8.6. COMPANY CLASSIFICATION

- ☐ Manufacturer
- ☐ Supplier
- ☐ Professional service provider
- ☐ Other service providers, e.g., transporter, etc.

[TICK APPLICABLE BOX]

8.7. MUNICIPAL INFORMATION

Municipality where business is situated:

Registered Account Number:

Stand Number:

8.8. Total number of years the company/firm has been in business:

8.9. I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advertised for this tender and indicated in paragraph 1.4, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- i) The information furnished is true and correct.
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this schedule.
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraph 1.4, the contractor may be required to furnish documentary proof to the satisfaction of the CTICC that the claims are correct.
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the CTICC may, in addition to any other remedy it may have –
 - (a) disqualify the person from the bidding process.
 - (b) recover costs, losses, or damages it has incurred or suffered as a result of that person's conduct.
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation.
 - (d) recommend that the bidder or contractor, its shareholders, and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

<u>SIGNED ON BEHALF OF TENDERER:</u>			
WITNESS 1:		WITNESS 2:	

SCHEDULE 7: RECORD OF ADDENDA TO TENDER DOCUMENTS

We confirm that the following communications received from the CTICC before the submission of this tender offer, amending the tender document, have been taken into account in this tender offer:

	Date	Title or Details
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

*Attach additional pages if more space is required.

SIGNED ON BEHALF OF TENDERER:

SCHEDULE 8: PROPOSED AMENDMENTS AND QUALIFICATIONS BY TENDERER

The Tenderer should record any **proposed** deviations or qualifications it may wish to make to the tender documents in this Returnable Schedule. Alternatively, a tenderer may state such proposed deviations and qualifications in a covering letter attached to his tender and reference such letter in this schedule.

The Tenderer's attention is drawn to clause 3.11 of the Standard Conditions of Tender referenced in the Tender Data regarding the Employer's handling of material deviations and qualifications.

If no deviations or modifications are desired, the schedule hereunder is to be marked NIL and signed by the Tenderer.

PAGE	CLAUSE OR ITEM	PROPOSAL

Number of sheets, appended by the tenderer to this Schedule (If nil, enter NIL).

<u>SIGNED ON BEHALF OF TENDERER:</u>	
---	--

SCHEDULE 9: INSURANCE

The tenderer is referred to clause 3.9 of the Tender Data and shall state below the details of the insurance held by the tenderer. Where the tenderer is a joint venture, each party to the joint venture must submit details of their insurance. Proof of insurance or confirmation from a reputable Insurance Broker that the tenderer is eligible for the prescribed **public liability** insurance cover **of at least R10 million and professional indemnity** insurance cover **of R10 million** should he/she be awarded the contract, **must** be appended to this schedule.

INSURANCE		
NAME OF THE INSURED	NAME OF INSURER	LIMIT OF INDEMNITY IN RESPECT OF EACH CLAIM

SIGNED ON BEHALF OF TENDERER:

SCHEDULE 10: MINIMUM REQUIREMENTS

Minimum Requirements:		Please indicate with an "X" whether the offer complies with the requirements.			Supporting Evidence to be Attached
		YES	NO	Comment	
1.	Bidders must have a fully operational local office within a 50km radius from the CTICC, through which all communication with the employer will flow, and from where most of the work in terms of this tender will be carried out. Please indicate the address in Table 1 and attach a copy of the municipal account or lease agreement as proof thereof. Important Note: Virtual offices, shared hot-desk facilities, or any arrangement that does not constitute a dedicated, fully functional physical office will not be accepted.				Table 1: To be completed. + Proof of address to be submitted: Municipal Account / Copy of Lease Agreement
2.	The Company must have a valid PSIRA certificate and must comply with the Private Security Industry Regulatory Authority's Circular dated 10th March 2015.				Copy of valid Company PSIRA Certificate
3.	The manager and assistant managers identified as assigned to work on this contract must be Grade A operatives and provide valid PSIRA registration certificates for each person. Please refer to the attached Table 2: Assigned Key Staff to be completed, along with relevant supporting documents.				Complete Table 2: Assigned Key Staff + Provide copies of valid Grade A PSIRA Certificates
4.	Managers and assistant managers identified as assigned to work on this contract must have a safety qualification of not less than NQF level 5 (e.g., SAMTRAC) and a minimum of 3 years' experience. It will, however, be a condition of the contract that all assistant managers have at least a NQF level 5 qualification. The following will not form part of the evaluation but will be required of the managers in terms of this contract:				Complete Table 2: Assigned Key Staff + CVs of all managers and assistant managers + Proof of at least three years relevant experience for each

Minimum Requirements:		Please indicate with an "X" whether the offer complies with the requirements.			Supporting Evidence to be Attached
		YES	NO	Comment	
	It will be required that the managers be registered as a Technical Member with the South African Institute of Occupational Safety and Health (Tech SAIOSH). Where the managers are not so registered, the successful bidder will be given a grace period of 3 months from signing the contract to get the managers to registered. Please refer to the attached Table 2: Assigned Key Staff to be completed, along with relevant supporting documents.				+ Copies of NQF level 5 qualifications (or higher) for at least the manager and 2 assistant managers
5.	CCTV operators assigned to work on this contract must submit their CV's (indicating at least Grade B with three years relevant experience) and qualifications relevant to working in a Control Room environment. Please refer to the attached Table 2: Assigned Key Staff to be completed, along with relevant supporting documents.				CVs of Control Room Operators + Proof of at least three years previous experience + Copies of CCTV related qualifications
6.	Bidders must provide a valid Letter of Good Standing from the Workman's Compensation Commissioner.				Valid Letter of Good Standing

Please note: All management staff must preferably be in the employ of the company. Should some or all the staff be sub-contracted, then proof of an official agreement or commitment to the company (and this contract) must be provided to be considered for evaluation.

SIGNED ON BEHALF OF TENDERER:

TABLE 1: PROOF OF LOCAL OFFICE

PROOF OF LOCAL OFFICE	
Company Name:	
Address: (Within 50km radius from the CTICC)	
Municipal Account Number: (if applicable)	
Proof:	Proof Attached (Please mark off which is applicable and if attached)
Lease agreement (if property is being rented)	
Municipal account (if property is owned by the company)	

SIGNED ON BEHALF OF TENDERER:	
--------------------------------------	--

TABLE 2: ASSIGNED KEY STAFF

TABLE OF ASSIGNED KEY STAFF		
NO.	ASSIGNED STAFF	
1.	SECURITY MANAGER #1	
	Name & Surname	
	PSIRA Registration #	
	Grade	
	Qualifications	
	Years of experience in the relevant role	
2.	ASSISTANT SECURITY MANAGER #1	
	Name & Surname	
	PSIRA Registration #	
	Grade	
	Qualifications	
	Years of experience in the relevant role	
3.	ASSISTANT SECURITY MANAGER #2	
	Name & Surname	
	PSIRA Registration #	
	Grade	
	Qualifications	
	Years of experience in the relevant role	
4.	ASSISTANT SECURITY MANAGER #3	
	Name & Surname	
	PSIRA Registration #	
	Grade	
	Qualifications	
	Years of experience in the relevant role	

TABLE OF ASSIGNED KEY STAFF

NO.	ASSIGNED STAFF	
5.	ASSISTANT SECURITY MANAGER #4	
	Name & Surname	
	PSIRA Registration #	
	Grade	
	Qualifications	
	Years of experience in the relevant role	
6.	CCTV OPERATOR #1	
	Name & Surname	
	PSIRA Registration #	
	Grade	
	Qualifications	
	Years of experience in the relevant role	
7.	CCTV OPERATOR #2	
	Name & Surname	
	PSIRA Registration #	
	Grade	
	Qualifications	
	Years of experience in the relevant role	
8.	CCTV OPERATOR #3	
	Name & Surname	
	PSIRA Registration #	
	Grade	
	Qualifications	
	Years of experience in the relevant role	
9.	CCTV OPERATOR #4	
	Name & Surname	

TABLE OF ASSIGNED KEY STAFF		
NO.	ASSIGNED STAFF	
	PSIRA Registration #	
	Grade	
	Qualifications	
	Years of experience in the relevant role	

Please attach the following proof to this schedule:

1. CVs of all listed staff.
2. Certified copies of IDs.
3. Copies of PSIRA Certificates.
4. Copies of qualifications for all staff

SIGNED ON BEHALF OF TENDERER:

SCHEDULE 11: TENDERER'S EXPERIENCE

The following criteria will be used to calculate points for functionality in terms of the Tenderer's Experience, and bidders must ensure that they submit all the necessary information and required evidence to be evaluated in terms of this functionality criteria, as mentioned in the table below:

Description of functionality criteria		Maximum possible score
TENDERER'S EXPERIENCE	Description: Bidders' experience with reference to similar projects over the past 5 years will be evaluated where the bidder has been the primary security service provider of ongoing day-to-day security services, for at least 12 months. This experience must have been in a *corporate hospitality environment and the venue be situated in the confines of South Africa. The venue must be able to host at least 5000 pax simultaneously for an event. The total venue size must equal or exceed 45000m². *Bidders should note that the term 'Corporate Hospitality' refers to experience gained working at Convention Centres, Airports, Resorts, Casinos, Stadiums, 4-5 Star Hotels, Theatres, and shopping malls. The evaluation will be based on: a) Value of Comprehensive Portfolio – (25 Points) b) Number of Contracts – (15 Points) Bidders will be evaluated in terms of the number of contracts the bidder has with reference to the above criteria, to a minimum value of R8 million per individual contract per year.	40
	Contactable References: Bidders shall set out in the attached Contactable Reference sheets the details of a minimum of three (3) contactable references listed in the Tenderer's Experience. The contactable references must be willing to answer the stated questions and score the bidder accordingly in terms of their performance. The CTICC will liaise with the stated referees to verify the authenticity of the submitted scoring. Only those reference sheets of an average score of "Satisfactory" (i.e. scoring 70% or more) will be considered.	20

The following is important to note:

- 1) This section counts **60** points towards the total score out of 100 for functionality. Bidders need to obtain a minimum average score of 70 out of 100 points for functionality in order to be considered for further evaluation. Bidders that obtain a total average score of less than 70 points will be regarded as having submitted a non-responsive offer.
- 2) Bidders must therefore ensure that all the information requested is provided in detail. Failure on the part of the bidder to provide the evidence required to award points will result in no points being awarded for those criteria.
- 3) Unclear or incomplete information provided will result in no points being allocated.
- 4) Bidders must submit applicable information for this tender. Reference to any attached documentation must be clearly indicated.
- 5) Points will be allocated in terms of the evidence provided by the bidder. If the information provided during the evaluation of the tender are known to be false, the CTICC will reserve the right not to award points and/or cancel the tender and/or execute any other remedy allowed by law.

Bidders are referred to the attached table and contactable reference sheets for the necessary evidence to be provided in order to score this schedule.

a) Value of Comprehensive Portfolio (25 Points)

Non-compliant (Score 0%)	No information to determine the scoring.
Poor (Score 40%)	The value of the bidder's portfolio (of relevant projects as described in the quality criteria), over the past 5 years, is less than R18 Million.
Satisfactory (Score 70%)	The value of the bidder's portfolio (of relevant projects as described in the quality criteria), over the past 5 years, is R18 Million.
Good (Score 90%)	The value of the bidder's portfolio (of relevant projects as described in the quality criteria), over the past 5 years, is more than R18 Million but less than R30 Million.
Very good (Score 100%)	The value of the bidder's portfolio (of relevant projects as described in the quality criteria), over the past 5 years, is R30 Million or more.

b) Number of Contracts (15 Points)

Non-compliant (Score 0%)	No information to determine the scoring.
Poor (Score 40%)	The bidder has less than 2 contracts of a similar scope of work, which comply with all the listed criteria and is at least R8 million per individual contract per year.
Satisfactory (Score 70%)	The bidder has 2 contracts of a similar scope of work, which comply with all the listed criteria and is at least R8 million per individual contract per year.
Good (Score 90%)	The bidder has 3 contracts of a similar scope of work, which comply with all the listed criteria and is at least R8 million per individual contract per year.
Very good (Score 100%)	The bidder has 4 or more contracts of a similar scope of work, which comply with all the listed criteria and is at least R8 million per individual contract per year.

c) Contactable References (20 Points)

Non-complaint (Score 0%)	The bidder submitted no (0) satisfactory contactable references.
Poor (Score 40%)	The bidder submitted less than 3 satisfactory contactable reference(s) scoring an average of at least 70 points.
Satisfactory (Score 70%)	The bidder submitted 3 satisfactory contactable references scoring an average of at least 70 points.
Good (Score 90%)	The bidder submitted 4 satisfactory contactable references scoring an average of at least 70 points.
Very good (Score 100%)	The bidder submitted 5 or more satisfactory contactable references scoring an average of at least 70 points.

Bidders are referred to the attached table and contactable reference sheets for the necessary evidence to be provided in order to score this schedule.

LIST OF CURRENT AND COMPLETED CONTRACTS (COMPREHENSIVE PORTFOLIO)

1.	Company Name (Employer / Contracting Site)	
	Contact Person	
	Tel:	
	Cell:	
	Email:	
	Description of Work	
	Size of the Venue: (Must have been more than 45000m ²)	 m ²
	Venue Capacity – Number of Pax: (Must be at least 5000 pax)	
	Value of Work (Incl. VAT): (Must be at least 12 months)	R..... PER CONTRACT
	Duration of Contract: (Must be at least 12 months)	
	Contract Start Date: (Only contracts from 2018 to current)	
Contract End Date		
2.	Company Name (Employer / Contracting Site)	
	Contact Person	
	Tel:	
	Cell:	
	Email:	
	Description of Work	
	Size of the Venue: (Must have been more than 45000m ²)	 m ²
	Venue Capacity – Number of Pax: (Must be at least 5000 pax)	
	Value of Work (Incl. VAT): (Must be at least 12 months)	R..... PER CONTRACT
	Duration of Contract: (Must be at least 12 months)	
	Contract Start Date: (Only contracts from 2018 to current)	
Contract End Date		
3.	Company Name (Employer / Contracting Site)	
	Contact Person	
	Tel:	
	Cell:	
	Email:	
	Description of Work	
	Size of the Venue: (Must have been more than 45000m ²)	 m ²
	Venue Capacity – Number of Pax:	

LIST OF CURRENT AND COMPLETED CONTRACTS (COMPREHENSIVE PORTFOLIO)

	(Must be at least 5000 pax)	
	Value of Work (Incl. VAT): (Must be at least 12 months)	R..... PER CONTRACT
	Duration of Contract: (Must be at least 12 months)	
	Contract Start Date: (Only contracts from 2018 to current)	
	Contract End Date	
4	Company Name (Employer / Contracting Site)	
	Contact Person	
	Tel:	
	Cell:	
	Email:	
	Description of Work	
	Size of the Venue: (Must have been more than 45000m ²)	 m ²
	Venue Capacity – Number of Pax: (Must be at least 5000 pax)	
	Value of Work (Incl. VAT): (Must be at least 12 months)	R..... PER CONTRACT
	Duration of Contract: (Must be at least 12 months)	
	Contract Start Date: (Only contracts from 2018 to current)	
	Contract End Date	
5	Company Name (Employer / Contracting Site)	
	Contact Person	
	Tel:	
	Cell:	
	Email:	
	Description of Work	
	Size of the Venue: (Must have been more than 45000m ²)	 m ²
	Venue Capacity – Number of Pax: (Must be at least 5000 pax)	
	Value of Work (Incl. VAT): (Must be at least 12 months)	R..... PER CONTRACT
	Duration of Contract: (Must be at least 12 months)	
	Contract Start Date: (Only contracts from 2018 to current)	
	Contract End Date	
6	Company Name (Employer / Contracting Site)	
	Contact Person	
	Tel:	

LIST OF CURRENT AND COMPLETED CONTRACTS (COMPREHENSIVE PORTFOLIO)

	Cell:	
	Email:	
	Description of Work	
	Size of the Venue: (Must have been more than 45000m ²)	 m ²
	Venue Capacity – Number of Pax: (Must be at least 5000 pax)	
	Value of Work (Incl. VAT): (Must be at least 12 months)	R..... PER CONTRACT
	Duration of Contract: (Must be at least 12 months)	
	Contract Start Date: (Only contracts from 2018 to current)	
	Contract End Date	
7	Company Name (Employer / Contracting Site)	
	Contact Person	
	Tel:	
	Cell:	
	Email:	
	Description of Work	
	Size of the Venue: (Must have been more than 45000m ²)	 m ²
	Venue Capacity – Number of Pax: (Must be at least 5000 pax)	
	Value of Work (Incl. VAT): (Must be at least 12 months)	R..... PER CONTRACT
	Duration of Contract: (Must be at least 12 months)	
	Contract Start Date: (Only contracts from 2018 to current)	
	Contract End Date	
8	Company Name (Employer / Contracting Site)	
	Contact Person	
	Tel:	
	Cell:	
	Email:	
	Description of Work	
	Size of the Venue: (Must have been more than 45000m ²)	 m ²
	Venue Capacity – Number of Pax: (Must be at least 5000 pax)	
	Value of Work (Incl. VAT): (Must be at least 12 months)	R..... PER CONTRACT
	Duration of Contract: (Must be at least 12 months)	

LIST OF CURRENT AND COMPLETED CONTRACTS (COMPREHENSIVE PORTFOLIO)

	Contract Start Date: (Only contracts from 2018 to current)	
	Contract End Date	
9	Company Name (Employer / Contracting Site)	
	Contact Person	
	Tel:	
	Cell:	
	Email:	
	Description of Work	
	Size of the Venue: (Must have been more than 45000m ²)	 m ²
	Venue Capacity – Number of Pax: (Must be at least 5000 pax)	
	Value of Work (Incl. VAT): (Must be at least 12 months)	R..... PER CONTRACT
	Duration of Contract: (Must be at least 12 months)	
	Contract Start Date: (Only contracts from 2018 to current)	
	Contract End Date	

Number of sheets, appended by the tenderer to this Schedule..... (If nil, enter NIL).

SIGNED ON BEHALF OF TENDERER:

CONTACTABLE REFERENCE NUMBER 1

SECTION 1: TO BE COMPLETED BY THE BIDDER

NAME.....

CONTACT PERSON.....

DESIGNATION/ POSITION.....

CONTACT DETAILS

TELEPHONE..... CELLULAR NUMBER.....

DESCRIPTION OF SERVICE RENDERED

VALUE OF CONTRACT (INCL. VAT)

SECTION 2: TO BE COMPLETED BY CONTACTABLE REFERENCE NUMBER 1:

ASSESS THE PERFORMANCE OF THE BIDDER BY ANSWERING THE STATED QUESTIONS.
SCORES MUST ALSO BE ASSESSED IN TERMS OF FOUR INDICATORS.

0 = VERY POOR

40 = POOR

70 = SATISFACTORY

90 = GOOD

100 = VERY GOOD

QUESTIONSANSWERSSCORING

1. Did the company meet the stipulated urgent response timeframes? YES/NO.

2. In terms of quality, were there any call backs on tasks completed? YES/NO.

3. Did their conduct reflect high levels of professionalism? YES/NO.

4. Was the level of service rendered by the bidder satisfactory for the duration of the period under review? YES/NO.

TOTAL SCORE

TOTAL AVERAGE SCORE

(TOTAL SCORE/4)

The undersigned, who warrants that he / she is duly authorised to do so on behalf of the enterprise, confirms that the contents of this schedule are within my personal knowledge and are to the best of my belief both true and correct.

SIGNATURE.....

DATE.....

COMPANY STAMP OF
CONTACTABLE REFERENCE

CONTACTABLE REFERENCE NUMBER 2

SECTION 1: TO BE COMPLETED BY THE BIDDER

NAME.....

CONTACT PERSON.....

DESIGNATION/ POSITION.....

CONTACT DETAILS

TELEPHONE..... CELLULAR NUMBER.....

DESCRIPTION OF SERVICE RENDERED

VALUE OF CONTRACT (INCL. VAT)

SECTION 2: TO BE COMPLETED BY CONTACTABLE REFERENCE NUMBER 2:

ASSESS THE PERFORMANCE OF THE BIDDER BY ANSWERING THE STATED QUESTIONS.
 SCORES MUST ALSO BE ASSESSED IN TERMS OF FOUR INDICATORS.

0 = VERY POOR

40 = POOR

70 = SATISFACTORY

90 = GOOD

100 = VERY GOOD

QUESTIONSANSWERSSCORING

1. Did the company meet the stipulated urgent response timeframes? YES/NO.

2. In terms of quality, were there any call backs on tasks completed? YES/NO.

3. Did their conduct reflect high levels of professionalism? YES/NO.

4. Was the level of service rendered by the bidder satisfactory for the duration of the period under review? YES/NO.

TOTAL SCORE

TOTAL AVERAGE SCORE

(TOTAL SCORE/4)

The undersigned, who warrants that he / she is duly authorised to do so on behalf of the enterprise, confirms that the contents of this schedule are within my personal knowledge and are to the best of my belief both true and correct.

SIGNATURE.....

DATE.....

COMPANY STAMP OF
CONTACTABLE REFERENCE

CONTACTABLE REFERENCE NUMBER 3

SECTION 1: TO BE COMPLETED BY THE BIDDER

NAME.....

CONTACT PERSON.....

DESIGNATION/ POSITION.....

CONTACT DETAILS

TELEPHONE..... CELLULAR NUMBER.....

DESCRIPTION OF SERVICE RENDERED

VALUE OF CONTRACT (INCL. VAT)

SECTION 2: TO BE COMPLETED BY CONTACTABLE REFERENCE NUMBER 3:

ASSESS THE PERFORMANCE OF THE BIDDER BY ANSWERING THE STATED QUESTIONS.
SCORES MUST ALSO BE ASSESSED IN TERMS OF FOUR INDICATORS.

0 = VERY POOR

40 = POOR

70 = SATISFACTORY

90 = GOOD

100 = VERY GOOD

QUESTIONSANSWERSSCORING

1. Did the company meet the stipulated urgent response timeframes? YES/NO.

2. In terms of quality, were there any call backs on tasks completed? YES/NO.

3. Did their conduct reflect high levels of professionalism? YES/NO.

4. Was the level of service rendered by the bidder satisfactory for the duration of the period under review? YES/NO.

TOTAL SCORE

TOTAL AVERAGE SCORE

(TOTAL SCORE/4)

The undersigned, who warrants that he / she is duly authorised to do so on behalf of the enterprise, confirms that the contents of this schedule are within my personal knowledge and are to the best of my belief both true and correct.

SIGNATURE.....

DATE.....

COMPANY STAMP OF
CONTACTABLE REFERENCE

CONTACTABLE REFERENCE NUMBER 4

SECTION 1: TO BE COMPLETED BY THE BIDDER

NAME.....

CONTACT PERSON.....

DESIGNATION/ POSITION.....

CONTACT DETAILS

TELEPHONE..... CELLULAR NUMBER.....

DESCRIPTION OF SERVICE RENDERED

VALUE OF CONTRACT (INCL. VAT)

SECTION 2: TO BE COMPLETED BY CONTACTABLE REFERENCE NUMBER 4:

ASSESS THE PERFORMANCE OF THE BIDDER BY ANSWERING THE STATED QUESTIONS.
SCORES MUST ALSO BE ASSESSED IN TERMS OF FOUR INDICATORS.

0 = VERY POOR

40 = POOR

70 = SATISFACTORY

90 = GOOD

100 = VERY GOOD

QUESTIONSANSWERSSCORING

1. Did the company meet the stipulated urgent response timeframes? YES/NO.

2. In terms of quality, were there any call backs on tasks completed? YES/NO.

3. Did their conduct reflect high levels of professionalism? YES/NO.

4. Was the level of service rendered by the bidder satisfactory for the duration of the period under review? YES/NO.

TOTAL SCORE

TOTAL AVERAGE SCORE

(TOTAL SCORE/4)

The undersigned, who warrants that he / she is duly authorised to do so on behalf of the enterprise, confirms that the contents of this schedule are within my personal knowledge and are to the best of my belief both true and correct.

SIGNATURE.....

DATE.....

COMPANY STAMP OF
CONTACTABLE REFERENCE

SCHEDULE 12: EXPERIENCE OF KEY STAFF

The following criteria will be used to calculate points for functionality in terms of the Experience of Key Staff, and bidders must ensure that they submit all the necessary information and required evidence to be evaluated in terms of this functionality criteria, as mentioned in the table below:

Description of functionality criteria		Maximum possible score
Experience of Key Staff	Years of Experience: Bidders must indicate and provide CVs of the managers and assistant managers who will be assigned to this contract and who have experience in a corporate hospitality environment and venues capable of hosting at least 5000 Pax simultaneously in a venue size no smaller than 45000m ² .	10
Manager & Assistant Managers	Training / Qualifications: Training/Qualifications of the managers and assistant managers assigned to this contract will be evaluated with regards to Fall Rescue Co-ordination, Fire Marshalling, Fire Fighter, First Aid & Emergency Co-ordinator training.	10

Please note: All staff must preferably be in the employ of the company. Should some of the staff be sub-contracted, then proof of an official agreement or commitment to the company (and this contract) must be provided in order to be considered for evaluation.

The maximum points awarded in this section for key staff experience 20 over the two sections below:

The manager will receive a total score of 5 points and assistant managers 5 points, which will be split over the two sections below:

1. **Security experience:** the total duration of professional activity in a corporate hospitality environment and venue capable of hosting at least 5000 Pax simultaneously in a venue size no smaller than 45000m².
2. The key staff members' **knowledge and training in respect of Emergency Management.**

The CV's and proof of necessary qualifications of the key personnel **must** be attached to this schedule.

The following is important to note:

- 1) This section counts **20** points towards the total score out of 100 for functionality. Bidders need to obtain a minimum average score of 70 out of 100 points for functionality to be considered for further evaluation. Bidders that obtain a total average score of less than 70 points will be regarded as having submitted a non-responsive offer.
- 2) Bidders must therefore ensure that all the information requested is provided in detail. Failure on the part of the bidder to provide the evidence required to award points will result in no points being awarded for those criteria.
- 3) Unclear or incomplete information provided will result in no points being allocated.
- 4) Bidders must submit applicable information for this tender. Reference to any attached documentation must be clearly indicated.
- 5) Points will be allocated in terms of the evidence provided by the bidder. If the information provided during the evaluation of the tender are known to be false, the CTICC will reserve the right not to award points and/or cancel the tender and/or execute any other remedy allowed by law.

Bidders are referred to the attached table for the necessary evidence to be provided in order to score this schedule.

KEY STAFF MEMBER 1 – SECURITY MANAGER – 5 POINTS	
Service Provider or Sub-contracted Service	
Name and Surname:	
Current Job Title	
Qualifications (Relevant Certificates to be Provided)	
No. of Years Specified Experience	
Previous Experience in a Corporate Hospitality Environment and Venue Capable of Hosting at least 5 000 pax.	
Name of Venue:	
Size of Venue:	m ²
Capacity of Venue: (Must be at least 5000 pax)	pax
KEY STAFF MEMBER 2 – ASSISTANT MANAGER – 2,5 POINTS EACH	
Service Provider or Sub-contracted Service	
Name and Surname:	
Current Job Title	
Qualifications (Relevant Certificates to be Provided)	
No. of Years Specified Experience	
Previous Experience in a Corporate Hospitality Environment and Venue Capable of Hosting at least 5 000 pax.	
Name of Venue:	
Size of Venue:	m ²
Capacity of Venue: (Must be at least 5000 pax)	pax
KEY STAFF MEMBER 3 – ASSISTANT MANAGER – 2,5 POINTS EACH	
Service Provider or Sub-contracted Service	
Name and Surname:	
Current Job Title	
Qualifications (Relevant Certificates to be Provided)	
Previous Experience in a Corporate Hospitality Environment and Venue Capable of Hosting at least 5 000 pax.	
Name of Venue:	
Size of Venue:	m ²
Capacity of Venue: (Must be at least 5000 pax)	pax

KEY STAFF MEMBER4 – ASSISTANT MANAGER – 2,5 POINTS EACH	
Service Provider or Sub-contracted Service	
Name and Surname:	
Current Job Title	
Qualifications (Relevant Certificates to be Provided)	
Previous Experience in a Corporate Hospitality Environment and Venue Capable of Hosting at least 5 000 pax.	
Name of Venue:	
Size of Venue:	m ²
Capacity of Venue: (Must be at least 5000 pax)	pax
KEY STAFF MEMBER 5 – ASSISTANT MANAGER – 2,5 POINTS EACH	
Service Provider or Sub-contracted Service	
Name and Surname:	
Current Job Title	
Qualifications (Relevant Certificates to be Provided)	
Previous Experience in a Corporate Hospitality Environment and Venue Capable of Hosting at least 5 000 pax.	
Name of Venue:	
Size of Venue:	m ²
Capacity of Venue: (Must be at least 5000 pax)	pax

SECTION B: TRAINING COMPLETED BY MANAGERS AND ASSISTANT MANAGERS: (15 POINTS)

SCORE: On-site Manager – 1 Point will be awarded for every "Yes" accompanied with evidence.
 Assistant Managers – 1 Point will be awarded for every "Yes" accompanied with evidence.

RELEVANT TRAINING PERTAINING TO EMERGENCY MANAGEMENT		Please mark off whether training has been completed / not			Supporting Evidence Attached
SECURITY MANAGER (5 POINTS)					
1.	Fall Rescue Co-ordination Training	YES		NO	
2.	Fire Marshals Training	YES		NO	
3.	First Aid Training	YES		NO	
4.	Emergency Co-ordinator Training	YES		NO	
5.	Fire Fighter Training	YES		NO	
ASSISTANT MANAGER 1 (2.5 POINTS)					
1.	Fall Rescue Co-ordination Training	YES		NO	
2.	Fire Marshals Training	YES		NO	
3.	First Aid Training	YES		NO	
4.	Emergency Co-ordinator Training	YES		NO	
5.	Fire Fighter Training	YES		NO	
ASSISTANT MANAGER 2 (2.5 POINTS)					
1.	Fall Rescue Co-ordination Training	YES		NO	
2.	Fire Marshals Training	YES		NO	
3.	First Aid Training	YES		NO	
4.	Emergency Co-ordinator Training	YES		NO	
5.	Fire Fighter Training	YES		NO	
ASSISTANT MANAGER 3 (2.5 POINTS)					
1.	Fall Rescue Co-ordination Training	YES		NO	
2.	Fire Marshals Training	YES		NO	
3.	First Aid Training	YES		NO	
4.	Emergency Co-ordinator Training	YES		NO	

RELEVANT TRAINING PERTAINING TO EMERGENCY MANAGEMENT		Please mark off whether training has been completed / not				Supporting Evidence Attached
5.	Fire Fighter Training	YES		NO		
ASSISTANT MANAGER 4 (2.5 POINTS)						
1.	Fall Rescue Co-ordination Training	YES		NO		
2.	Fire Marshals Training	YES		NO		
3.	First Aid Training	YES		NO		
4.	Emergency Co-ordinator Training	YES		NO		
5.	Fire Fighter Training	YES		NO		

1) The scoring of the experience of key staff (Section A) will be as follows:

Non-compliant (Score 0%)	No information to determine the scoring.
Poor (Score 40%)	The key staff member has less than 5 years' relevant experience as required by the scope of works.
Satisfactory (Score 70%)	The key staff member has 5 but less than 7 years' relevant experience as required by the scope of works.
Good (Score 90%)	The key staff member has more than 7 but less than 9 years' relevant experience as required by the scope of works.
Very good (Score 100%)	The key staff member has 9 or more years' relevant experience as required by the scope of works.

Number of sheets, appended by the tenderer to this Schedule (If nil, enter NIL).

SIGNED ON BEHALF OF TENDERER:	
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SCHEDULE 13: METHODOLOGY / PROJECT PLAN

The following criteria will be used to calculate points for functionality in terms of the Methodology / Project Plan, and bidders must ensure that they submit all the necessary information and required evidence to be evaluated in terms of this functionality criteria, as mentioned in the table below:

Description of functionality criteria		Maximum possible score
ADEQUACY OF PROPOSED WORK PLAN AND PROPOSED METHODOLOGY	Description: Bidders must provide an approach plan (methodology & project implementation plan) that must be tailored to cover all aspects of the scope of works and describe how the following aspects will be addressed: 1. Property Security Assessment (GAP Analysis) proposals and time frames 2. Recruitment policy 3. Project roll out plan (Gantt Chart) 4. Uniform, vetting and staffing policy specific to this tender The approach plan must outline the proposed methodology to be used in the assessment, recruitment, roll out, and implementation of this contract. The approach plan should articulate what value-adds the bidder will provide in achieving the stated objectives and scope of works. The approach plan should not be longer than 8 pages; be SMART (Specific, Measurable, Achievable, Relevant and Timely) and describe how all the areas will be addressed.	10

The following is important to note:

- 1) This section counts **10** points towards the total score out of 100 for functionality. Bidders need to obtain a minimum average score of 70 out of 100 points for functionality in order to be considered for further evaluation. Bidders that obtain a total average score of less than 70 points will be regarded as having submitted a non-responsive offer.
- 2) Bidders must ensure that all the information requested below is provided in detail and in the format required. The information listed in the schedule will be subject to evaluation based on the scoring table provided herewith. It is imperative for bidders to be cognizant of the specified scores outlined in the evaluation criteria. Failure on the part of the bidder to provide the evidence required to award points will result in no points being awarded for those criteria and will be considered as responsive.
- 3) Points will be allocated in terms of the evidence provided by the bidder. If the information provided during the evaluation of the tender are known to be false, the CTICC will reserve the right not to award points and/or cancel the tender and/or execute any other remedy allowed by law.
- 4) It is the responsibility of each bidder to familiarize themselves with the evaluation process and scoring table, thereby ensuring the competitiveness and responsiveness of their submitted proposals. Any inquiries or requests for clarification regarding the evaluation process should be directed to the designated contact person, as specified in the bid documentation.
- 5) Bidders are encouraged to thoroughly review and align their submitted information with the specified scoring parameters to ensure compliance with the responsiveness criteria.

Bidders must attach the necessary evidence in order to score this schedule.

The scoring of the work plan and methodology will be as follows:

Non- compliant (Score 0%)	No approach paper is attached
Poor (Score 40%)	The approach plan is limited, not SMART and does not cover all the four listed areas.
Satisfactory (Score 70%)	The approach plan is adequate, SMART and covers all four of the listed areas.
Good (Score 90%)	The approach plan is detailed, SMART and covers all four of the listed areas. The plan is tailored to address the specific objectives and is sufficiently flexible to accommodate changes that may occur during execution.
Very good (Score 100%)	Besides meeting the "good" rating, the important issues are approached in an innovative and efficient way, indicating that the bidder has outstanding knowledge of handover and implementation of new acquisitions. A secure and smooth transition can be envisaged.

Number of sheets, appended by the tenderer to this Schedule (If nil, enter NIL).

SIGNED ON BEHALF OF TENDERER:

SCHEDULE 14: QUALITY CONTROL PROCEDURES AND PRACTICES

The following criteria will be used to calculate points for functionality in terms of the Quality Control Procedures and Practices, and bidders must ensure that they submit all the necessary information and required evidence to be evaluated in terms of this functionality criteria, as mentioned in the table below:

Description of functionality criteria		Maximum possible score
QUALITY CONTROL PROCEDURES & PRACTICES	Description: The bidder should provide plans, policies, and procedures in respect of Quality Control management or ISO 9001 certification, Company Health and Safety management and/or ISO 45001 certification. The bidder should include their company quality control practices and procedures, which ensure compliance with the requirements of this tender in respect of customer service and dealing with non-conformances. The quality control policy and/or an ISO 9001 QMS Certification should be included. Bidders should include their Safety Management Systems procedures and Company Safety Policy and /or valid ISO certificates as proof of certification and compliance with Health and Safety (ISO 45001). Bidders should attach the necessary evidence to score this schedule. The scoring of the quality control procedures & practices will be as follow:	10

The following is important to note:

- 1) This section counts **10** points towards the total score out of 100 for functionality. Bidders need to obtain a minimum average score of 70 out of 100 points for functionality in order to be considered for further evaluation. Bidders that obtain a total average score of less than 70 points will be regarded as having submitted a non-responsive offer.
- 2) Bidders must ensure that all the information requested below is provided in detail and in the format required. The information listed in the schedule will be subject to evaluation based on the scoring table provided herewith. It is imperative for bidders to be cognizant of the specified scores outlined in the evaluation criteria. Failure on the part of the bidder to provide the evidence required to award points will result in no points being awarded for those criteria and will be considered as responsive.
- 3) Points will be allocated in terms of the evidence provided by the bidder. If the information provided during the evaluation of the tender are known to be false, the CTICC will reserve the right not to award points and/or cancel the tender and/or execute any other remedy allowed by law.
- 4) It is the responsibility of each bidder to familiarize themselves with the evaluation process and scoring table, thereby ensuring the competitiveness and responsiveness of their submitted proposals. Any inquiries or requests for clarification regarding the evaluation process should be directed to the designated contact person, as specified in the bid documentation.
- 5) Bidders are encouraged to thoroughly review and align their submitted information with the specified scoring parameters to ensure compliance with the responsiveness criteria.

Bidders must attach the necessary evidence in order to score this schedule.

The scoring of the quality control procedures & practices will be as follows:

Non-compliant (Score 0%)	No quality management plan or quality control procedure was submitted.
Poor (Score 40%)	A Quality Management Plan or Company Health or Safety Management Plan and control procedures was submitted, but there is little to no alignment with the CTICC's and/or ISO requirements.
Satisfactory (Score 70%)	A Quality Management Plan and Safety Management Plan was submitted with a hand full of elements aligned with the CTICC's requirements.
Good (Score 90%)	A Quality Management Plan and Safety Management Plan was submitted with enough requirements met and one of the two ISO certifications obtained.
Very good (Score 100%)	A Quality Management Plan and Safety Management Plan was submitted with enough requirements met with both ISO 9001 and ISO 45001 certifications obtained.

Number of sheets, appended by the tenderer to this Schedule (If nil, enter NIL).

SIGNED ON BEHALF OF TENDERER:

THE CONTRACT

Part C1: Agreements and Contract Data

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Part C2: Pricing Data

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Part C3: Scope of Works

	Pages
C3.1 Scope of Work	73
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C1.1 Contract Form – Rendering of Services

MBD 7.2

CONTRACT FORM - RENDERING OF SERVICES

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE CTICC (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE CTICC WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

PART 1 (TO BE FILLED IN BY THE BIDDER)

1. I hereby undertake to render services described in the attached bidding documents to (name of the institution) in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number..... at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the CTICC during the validity period indicated and calculated from the closing date of the bid.
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
 - (i) Bidding documents, viz
 - Invitation to bid.
 - Tax clearance certificate.
 - Pricing schedule(s).
 - Filled in task directive/proposal.
 - Preference claims for Specific Goals in terms of the CTICC Preferential Procurement Policy.
 - Compulsory Declaration.
 - Certificate of Independent Bid Determination.
 - Special Conditions of Contract.
 - (ii) General Conditions of Contract; and
 - (iii) Other (specify)
3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfilment of this contract.
5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
6. I confirm that I am duly authorised to sign this contract.

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

WITNESSES

1

2.

DATE:

DATE

MBD 7.2

CONTRACT FORM - RENDERING OF SERVICES**PART 2 (TO BE FILLED IN BY THE CTICC)**

1. I..... in my capacity as.....
accept your bid under reference numberdated.....for the rendering of
services indicated hereunder and/or further specified in the annexure(s).
2. An official order indicating service delivery instructions is forthcoming.
3. I undertake to make payment for the services rendered in accordance with the terms and conditions.
of the contract, within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	PRICE (ALL APPLICABLE TAXES INCLUDED)	COMPLETION DATE	B-BBEE STATUS LEVEL OF CONTRIBUTION

4. I confirm that I am duly authorised to sign this contract.

SIGNED ATON.....

NAME (PRINT)

SIGNATURE

OFFICIAL STAMP

WITNESSES

1.

2.

DATE

C1.2 Contract Data

C1.2.1 Contract Data relevant to the CTICC

C1.2.1.1 General Conditions of Contract

The General Conditions of Contract are the National Treasury General Conditions of Contract. The General Conditions of Contract shall be read in conjunction with the variations, amendments and additions set out in the Contract Specific Data below and the Special Conditions of Contract.

The General Conditions of Contract is obtainable from:
<http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/>

C1.2.1.2 Special Conditions of Contract

The Special Conditions of Contract [SCC] support the Standard Conditions of Tender, the Tender Data and the General Conditions of Contract [GCC] and will apply as being an integral part of the contract. In the event of any inconsistency between the GCC and the SCC, the latter will prevail.

The Special Conditions of Contract is obtainable from: <http://www.cticc.co.za/supplier>

C1.2.1.3 Contract Specific Data

The following reflects contract data unique to this tender:

C1.2.1.3.1. Start Date

The start date is the date indicated on the letter of award.

C1.2.1.3.2. Location

The location for the performance of this contract will be the **LOCAL OFFICE** of the service provider together with the location of both CTICC 1 and CTICC 2, where the services will be required. Key personnel will be expected to work out of the local office as the exigencies of this contract require.

C1.2.1.3.3. Project timeline

The service provider is to commence the performance of the services on the date indicated on the letter of award. The contract shall also become effective on this date.

C1.2.1.3.4. Data provided by the Service Provider

This shall be the information as stipulated on the Compulsory Declaration, Schedule 2.

C1.2.1.3.5. Duration

This contract shall be for a period as stated in section C3.1 Scope of Works, unless otherwise negotiated and agreed upon by all parties.

C1.2.1.3.6. Insurance

The service provider is required to take out and maintain, for the full duration of the performance of this contract, the insurance cover as required and set out in **Schedule 9**.

C1.2.1.3.7. Replacement of key personnel

The service provider is required to obtain the CTICC's prior approval in writing before replacing any of the key personnel listed at the time of tender.

C1.2.1.3.8. Copyright

Copyright in any document produced, and the patent rights or ownership in any plant, machinery, thing, system or process designed or devised by the service provider during the course of this contract is vested with the Cape Town International Convention Centre Company (RF) SOC (LTD).

C1.2.1.3.9. Tax Invoices

- 1) The service provider shall provide a tax invoice (VAT invoice) which complies with the provisions of the Value Added Tax Act of 1991 within 21 business days of the supply.

➤ **Value Added Tax**

- a) *Where the value of an intended contract will exceed R1 000 000,00 (one million rand) it is the bidder's responsibility to be registered with the South African Revenue Service (SARS) for VAT purposes in order to be able to issue tax invoices.*
 - b) *It is a requirement of this contract that the amount of Value Added Tax (VAT) must be shown clearly on each invoice.*
 - c) *The amended Value-Added Tax Act requires that a Tax Invoice for supplies in excess of R3 000 should, in addition to the other required information, also disclose the VAT registration number of the recipient, with effect from 1 March 2005.*
 - d) *The VAT registration number of the CTICC is 4500188182.*
- 2) The tax invoice referred to in (1) above shall also include the purchase order number issued to the service provider by the CTICC. Failure by the Service Provider to include the purchase order number on the invoice shall result in non-payment of the invoiced amount.
 - 3) In all instances, the invoices shall only be issued and dated when the services have been rendered in full, unless otherwise agreed to by the CTICC.
 - 4) Failure by the service provider to provide a tax invoice (VAT invoice) timeously may delay payment by the CTICC and no interest shall accrue.

C1.2.1.3.10. Statement

The service provider shall, on the last calendar day of each month, issue a statement to the CTICC in which the amount owed to the service provider is itemised at an invoice level. Notwithstanding this, the CTICC shall only pay on an invoice as envisaged in C1.2.1.3.9 above and not the statement.

C1.2.1.3.11. Payment terms

Payment terms shall strictly be done in accordance with Section 65(2)(e) of the MFMA 56 of 2003 that state: "all money owing by the municipality be paid within 30 days of receiving the relevant invoice or statement, unless prescribed otherwise for certain categories of expenditure."

C1.2.1.3.12. Assignment of Contracts

Clause 19 of the General Conditions of Contract (GCC) makes provision for assignment of contract. Clause 19 of the GCC provides that "a supplier (or service provider) shall not assign, in whole or in part, its obligations to

perform under the contract, except with the purchaser's prior written consent". However, the transfer of rights and obligation of the service provider with or without consent of an organ of state is against the principles of section 217 of the Constitution and is therefore not allowed. National Treasury is currently in the process of reviewing the GCC.

C1.2.1.3.13. Cession of Contracts

1. Cession is permissible within the SCM legal prescripts. However, it is important that the application of cession in public procurement is carefully regulated to limit possible instances of abuse through fronting arrangements and similar processes. It is for this reason that the application of cession be limited only to those cession agreements in favour of registered Financial Services Providers (FSP) and state institutions established for the express purpose of providing funding to businesses and entities (State Institution).
2. Therefore, cession shall only be applicable as follows:
 - a) Cession must only be applicable to the transfer of right to payment for services rendered by a service provider to an FSP or State Institutions.
 - b) The written request for cession must be by the service provider and not a third party; and
 - c) The written request by the service provider must be accompanied by the cession agreement.

<u>SIGNED ON BEHALF OF TENDERER:</u>	
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C2.1 Pricing Instructions

Pricing Instructions mean the criteria as set out below, read together with all Parts of this contract document, which it will be assumed in the contract that the tenderer has taken into account when developing its prices.

- C2.1.1 The short descriptions given in the pricing schedule below are brief descriptions used to identify the activities for which prices are required. Detailed descriptions of the activities to be paid are provided in the Scope of Work.
- C2.1.2 While it is entirely at the tenderer's discretion as regards pricing the pricing schedule below, guideline tariffs of fees or indicative time-based fee rates are gazetted annually, which are useful documents that will give tenderers some idea of industry norms against which they may compare their rates, sums, percentage fees and/or prices as applicable.
- C2.1.3 For the purpose of the pricing schedule, the following words shall have the meanings hereby assigned to them:
- | | |
|-----------|--|
| Unit: | The unit of measurement for each item of work. |
| Quantity: | The number of units of work for each item. |
| Rate: | The agreed payment per unit of measurement. |
| Amount: | The product quantity and the agreed rate for an item. |
| Sum: | An agreed lump sum payment amount for an item, the extent of which is described in the Scope of Work, but the quantity of work which is not measured in any units. |
- C2.1.4 A rate, sum, percentage fee and/or price as applicable, is to be entered against each item in the pricing schedule. An item against which no price is entered will deem the offer non-responsive.
- C2.1.5 The rates, sums, percentage fees and prices in the pricing schedule are to be fully inclusive prices for the work described under the several items. Such prices and rates are to cover all costs and expenses that may be required in and for the execution of the work described in accordance with the provisions of the Scope of Work, and shall cover the cost of all general risks, liabilities, and obligations set forth or implied in the Contract Data, as well as overhead charges and profit.
- C2.1.6 Where quantities are given in the pricing schedule, these are provisional and do not necessarily represent the actual amount of work to be done. The quantities of work accepted and certified for payment will be used for determining payments due and not the quantities given in the pricing schedule. In respect of time-based services, the allocation of staff must be agreed with the CTICC before such services are rendered.
- C2.1.7 All rates, sum, percentage fees or prices (as applicable) tendered in the pricing schedule shall be final and binding and shall not be subject to any variation throughout the period of the contract.
- C2.1.8 It will not be acceptable to merely refer to an attached pricing schedule; this will deem the offer non-responsive.
- C2.1.9 Only firm prices will be accepted. Non-firm prices will not be considered.

C2.2 Pricing Schedule

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED)

Name of Bidder:

Tender number: CTICC 002/2026: PROVISION OF STATIC SECURITY SERVICES

Closing time: 12:00

Closing date: 06 March 2026

OFFER WILL BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF THE BID. THEREAFTER THE BID WILL REMAIN VALID FOR AN ADDITIONAL 6 MONTHS, UNLESS THE BIDDER WITHDRAWS THE BID IN WRITING.

C2.2.1 Bidders shall, when pricing for this tender, consider the terms and conditions of the wage determination agreements concluded for the Private Security Sector.

Offers will be evaluated in terms of price and preference based on the total tender amount of **PART A – MAIN OFFER.**

C2.2.1.1 non-VAT vendors requirements if they are found to be the preferred supplier. The final amount as awarded will be final and binding and the CTICC will not allow an additional 15% increase when the bidder becomes VAT registered.

C2.2.1.2 **The annual security industry statutory labour rate escalation must already be taken into consideration when completing the below schedules. No additional increase will be allowed throughout the contract period; except: Should it happen that the statutory increases are above expected margins, the CTICC will consider increases in rates for the shortfall in pricing. For this considered, the service provider will have to provide written motivation to the CTICC which may be considered for approval.**

C2.2.1.3 Please verify by indicating yes, that your offer complies with the stipulated specifications.

YES		NO	
-----	--	----	--

C2.2.1.4 The bidder acknowledges that, due to COVID 19, all services that are required is dependent on the CTICC's business levels. Should the CTICC's operations be subjected to a further impact of the pandemic and government regulations, bidders must be mindful of this when submitting pricing. Pricing will therefore not be made subject to any specific quantities and must be submitted in line with the Pricing Instructions. The quantities in the Pricing Schedule are based on the actual required posting of staff.

PART A: MAIN OFFER FOR STATIC SECURITY SERVICES

SCHEDULE 1: PERSONNEL COSTS					
Section A - Year 1: 01 July 2026 – 30 June 2027					
Dayshift - 07h00 to 19h00					
No.	Staff Type	Grade	Quantity	Unit Rate Per Post Per Month (Excl. VAT)	Total Cost (Excl. VAT)
1.	On-site Manager	A	1		
2.	Assistant Manager	A	2		
3.	Shift Supervisor	B	2		
4.	Security Officers incl. Reliever	C	21		

5.	External Perimeter	C	1		
6.	CCTV Operators	B	2		
Total per month (Day Shift) (Excl. VAT)			29		
Nightshift 19h00 to 07h00					
7.	Assistant Manager	A	1		
8.	Shift Supervisor	B	2		
9.	Security Officers (incl. reliever)	C	21		
10.	External Perimeter/ Dog Handler with Canine	C	1		
11.	CCTV Operators	B	2		
Total per month (Night Shift) (Excl. VAT)			27		
Year 1 Total per month (Night and Day Shifts) (Excl. VAT)					

NB: the above quantities only reflect the actual required postings of staff

Section B - Year 2: 01 July 2027 – 30 June 2028

Dayshift - 07h00 to 19h00

No.	Staff Type	Grade	Quantity	Unit Rate Per Post Per Month (Excl. VAT)	Total Cost (Excl. VAT)
1.	On-site Manager	A	1		
2.	Assistant Manager	A	2		
3.	Shift Supervisor	B	2		
4.	Security Officers incl. Reliever	C	21		
5.	External Perimeter	C	1		
6.	CCTV Operators	B	2		
Total per month (Day Shift) (Excl. VAT)			29		

Nightshift 19h00 to 07h00

7.	Assistant Manager	A	1		
8.	Shift Supervisor	B	2		
9.	Security Officers (incl. reliever)	C	21		
10.	External Perimeter/ Dog Handler with Canine	C	1		
11.	CCTV Operators	B	2		
Total per month (Night Shift) (Excl. VAT)			27		

Year 2 Total per month (Night and Day Shifts) (Excl. VAT)

NB: the above quantities only reflect the actual required postings of staff

Section C - Year 3: 01 July 2028– 30 June 2029

Dayshift - 07h00 to 19h00

No.	Staff Type	Grade	Quantity	Unit Rate Per Post Per Month (Excl. VAT)	Total Cost (Excl. VAT)
1.	On-site Manager	A	1		
2.	Assistant Manager	A	2		
3.	Shift Supervisor	B	2		
4.	Security Officers incl. Reliever	C	21		
5.	External Perimeter	C	1		
6.	CCTV Operators	B	2		

Total per month (Day Shift) (Excl. VAT)		29		
Nightshift 19h00 to 07h00				
7.	Assistant Manager	A	1	
8.	Shift Supervisor	B	2	
9.	Security Officers (incl. reliever)	C	21	
10.	External Perimeter/ Dog Handler with Canine	C	1	
11.	CCTV Operators	B	2	
Total per month (Night Shift) (Excl. VAT)		27		
Year 3 Total per month (Night and Day Shifts) (Excl. VAT)				
NB: the above quantities only reflect the actual required postings of staff				

PRICING SUMMARY: MAIN OFFER FOR STATIC SECURITY SERVICES				
Item	Description	Total per Month – Night + Day Shifts (Excl. VAT)	Months	Total per Year (Excl. VAT)
1	Provision of Static Security Services (Year 1)		12	
2	Provision of Static Security Services (Year 2)		12	
3	Provision of Static Security Services (Year 3)		12	
Total Tender Amount (Excl. VAT)				
Add VAT @ 15%				
Total Tender Amount (Incl. VAT)				
<i>Transfer total to Front page</i>				

PART B: ADDITIONAL SERVICES (AS-AND-WHEN REQUIRED)

Schedule 2 – Rates Applicable to the Supply of Additional Staff and Services Over and Above General Contract Requirements				
Item #	Job Function	Ad-hoc Rate per Hour (Excl. VAT) – Year 1		
		Weekdays	Saturdays	Sundays & Public Holidays
1.	Safety Officer			
2.	Senior Supervisor Grade A			
3.	DCP Security/ Door Security at event (MIB)			
4.	CCTV Controller			
5.	Security Officer Grade B			
6.	Security Officer Grade C			
7.	Dog Handler			
8.	Close Protection Officer			
9.	Armed Response Officers			
10.	Lie-Detection Services			
11.	Fire Marshall			

Item #	Job Function	Ad-hoc Rate per Hour (Excl. VAT) – Year 2		
		Weekdays	Saturdays	Sundays & Public Holidays
1.	Safety Officer			
2.	Senior Supervisor Grade A			
3.	DCP Security/ Door Security at event (MIB)			
4.	CCTV Controller			
5.	Security Officer Grade B			
6.	Security Officer Grade C			
7.	Dog Handler			
8.	Close Protection Officer			
9.	Armed Response Officers			
10.	Lie-Detection Services			
11.	Fire Marshall			

Schedule 2 – Rates Applicable to the Supply of Additional Staff and Services Over and Above General Contract Requirements

Item #	Job Function	Ad-hoc Rate per Hour (Excl. VAT) – Year 3		
		Weekdays	Saturdays	Sundays & Public Holidays
1.	Safety Officer			
2.	Senior Supervisor Grade A			
3.	DCP Security/ Door Security at event (MIB)			
4.	CCTV Controller			
5.	Security Officer Grade B			
6.	Security Officer Grade C			
7.	Dog Handler			
8.	Close Protection Officer			
9.	Armed Response Officers			
10.	Lie-Detection Services			
11.	Fire Marshall			

SCHEDULE 3– SECURITY EQUIPMENT

(ADDITIONAL TO MINIMUM REQUIRED EQUIPMENT IN SCOPE OF WORKS)

The rates for the security equipment depicted below will only be used where the CTICC requests additional items over and above that required in the normal execution of the contract

Item #	Equipment	YEAR 1	YEAR 2	YEAR 3
		Unit Rate Per Item (Excl. VAT)	Unit Rate Per Item (Excl. VAT)	Unit Rate Per Item (Excl. VAT)
1.	Radio			
2.	Base Station			
3.	Segway			
4.	Breathalysing equipment			
5.	Guard monitoring system			
6.	Anemometer			
7.	Earpieces			
8.	Golf Cart			
9.	Batons / handcuffs			
10.	Torches			
11.	Hi-Visibility vest / Hardhat kit			
12.	Mobile phones for the staff complement			
13.	Key Registers (as required)			

14.	Online Electronic Occurrence Books (as required)			
15.	Electronic Safe			
16.	Handheld Metal Scanners			
17.	Remote Armed Response			
18.	Accreditation solutions (Armbands or Cards)			
19.	Walk Through Metal Detector			
20.	X – Ray Belt Scanner			
21.	Polygraph Services			
22.	Suitable Temporary Guard Shelter Unit (Hut/Sentry Box) – Including Delivery and Removal			
23.	Emergency Evacuation Chair			
24.	Portable AED – (Automated Electronic Defibrillator)			
25.	Life Support First Aid Kit			
26.	Body Worn Camera (Video and Sound) 11 hr recording time,240 hr standby, Infrared night vision,1296p video recording,140-degree lens			
27.	Traffic Cones			
28.	Traffic Barrier			
29.	Vehicle Licence and Disk Scanner with upload software			

I / We the undersigned in my / our capacity as of the firm (full name of Bidder) hereby offer to the CTICC to render the goods and/or services as described, in accordance with the specifications and conditions of contract to the entire satisfaction of the CTICC and subject to the conditions of tender for the amounts indicated above.

<u>SIGNED ON BEHALF OF TENDERER:</u>	
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C3.1 Scope of Works

C3.1.1 Purpose

C3.1.1.1 The Cape Town International Convention Centre (CTICC) seeks to appoint a suitably qualified service provider to render static security services to the CTICC.

C3.1.2 Background

C3.1.2.1 The primary function of the security team is to ensure the protection, safety, and security of staff, clients, delegates, contractors, and those who are lawfully on the premises of the CTICC. This scope extends over CTICC 1 and CTICC 2, including Convention Square, Heerengracht Circle, and associated Parking lots (The CTICC Precinct).

C3.1.2.2 The current static security contract comes to an end on 30 June 2026. It is therefore required that this contract be implemented from the 1st of July 2026 or soon thereafter.

C3.1.2.3 The CTICC subscribes to the Tourism Grading Council of SA (5-Star Rating), which governs the standards that are required. It is required of the successful contractor to familiarise themselves with the requirements of these standards and to always conform to them.

C3.1.3 Scope of Work

C3.1.3.1 The CTICC requires the services of a suitably qualified and experienced contractor that can provide the following services:

C3.1.3.1.1 General Security of the CTICC and its precinct.

C3.1.3.1.2 CCTV Surveillance.

C3.1.3.1.3 Emergency Response Team.

C3.1.4 General Requirements

C3.1.4.1 The contract is expected to be implemented from 1 July 2026 and be for a period of 3 years, with the last 12 months to be implemented at the sole discretion of the CTICC.

C3.1.4.2 The tender will be valid for a period of 120 days from the closing date of the tender.

C3.1.4.3 A compulsory briefing session will be held on 19 February 2026.

C3.1.5 Technical Requirements/Terms of Reference

C3.1.5.1 Control Room

C3.1.5.1.1 The Control Room is operational 365 days of the year, 24 hours a day and must always have a full staffing compliment.

C3.1.5.1.2 The service provider must place well versed (in the English language), trained and computer literate staff members in the Control Room to man, monitor and manage it.

C3.1.5.1.3 The service provider must ensure that there is always one operator in each of the Control Rooms.

C3.1.5.1.4 An electronic incident reporting system must be in place –

C3.1.5.1.4.1 The system must be tailored to address CTICC requirements.

C3.1.5.1.4.2 The system must send emails to relevant department heads when an incident is recorded.

C3.1.5.1.4.3 An SMS must be sent to relevant parties when a "HIGH" impact event is recorded.

C3.1.5.1.4.4 Email reminders must be sent for unresolved incidents.

C3.1.5.1.4.5 When an incident is resolved, an email notification must be sent, detailing date incident was resolved, and how.

C3.1.5.1.4.6 In addition, an electronic Occurrence Book must be instituted.

C3.1.5.1.5 The primary role in terms of this contract will be the Security functions of the Control Room, which are, but will not be limited to:

A. Key Control

A1. All venue keys are stored in the Control Room. These keys can only be handed out against a signature. Certain keys can only be signed by very specific people, and some keys must be placed in sealed bags on return. The Control Room staff must not only be diligent in dealing with this, but completely trustworthy.

A2. Key registers and logs are controlled items, and the service provider must provide and maintain such serial numbered registers in line with CTICC requirements. Key audits must

be carried out monthly a report submitted to CTICC Management.

B: Switchboard

- B1. The main switchboard is transferred to the Control Room after hours.
- B2. The staff in the Control Room must be professional in their manner, have a pleasant voice and be diligent in answering the phone. All calls will be answered within three rings. The Control Room operators must be confident in handling out routing calls and must take emergency calls.

C: Closed Circuit Television (CCTV) and Surveillance

- C1: The CCTV system forms an integral part of the Control room installation. The operation of the Control Room includes pro-active surveillance with the CCTV system and identifying and reporting any irregularities to the relevant parties (i.e., Management).
- C2. The CTICC reserves the right to vet and insist on suitable replacement operators based on acceptable level of telephone etiquette and ability to not only be proficient as CCTV operators, but also the ability to identify, report and document in a formal report all damages being incurred to the facility on a 24hr basis. All non-identified faults not reported within 2hrs of the conclusion of each night shift will be regarded as a non-conformance.
- C3. CCTV Operators must have an acute sense of profiling and be able to escalate suspect activities with urgency to activate a response. Operators must be able to use the CCTV software (currently Cathexis Vision) to track, trace and identify suspect behaviour and understand how to put together a CCTV report and transfer information and images to an Incident Report, burn to disc and export data with a level of quality that can be used for evidence. The Operator must understand licensing, regulations, public consultations, legal issues, i.e., laws pertaining to data protection, privacy, handling of data for evidentiary proceedings, etc.
- C4. The Control Room Operators will also be tasked with executing reviews of recorded footage during investigations and must therefore be fully proficient with operating the CCTV system and understanding their responsibilities under the POPI Act, and with respect to the Privacy Principles which determine how they operate with efficiency, impartiality, and integrity.
- C5. CCTV Operators must at least possess a PSIRA Grade B certification and have 3 years' experience.
- C6. CCTV operators are required to audit and inspect the operation of CCTV cameras, identify, and troubleshoot shortcoming and report downtime or faults daily.

D: Fire Alarm and Evacuation System

- D1. The Fire Alarm system comprises of an automatic detection system, interfaced with a BMS system, and a manual evacuation system. Should an alarm be registered, it is the Control rooms' responsibility to inform the Security personnel in charge and the Emergency response team to investigate the activated location. There is a time-delay on the fire system to allow for seek and search, report back to the control room, and take appropriate action.
- D2. The security staff must ensure that upon an alarm registering to immediately investigate and report back to the Control Centre. Only once the relevant feedback is received, and the area is confirmed as safe, may the system be deactivated, and further appropriate actions be instructed. This is done with the BMS controller.
- D3. It is the Control room operators' responsibility to ensure that all fire signals are monitored.
- D4. The security department will conduct and carry out tests on the fire systems as-and-when required by CTICC management.
- D5. Should there be a confirmed fire, the Control room operators should call the fire brigade, and security initiates the emergency procedures.

E. Security

- E1. The control room operators monitor activities pertaining to security staff on the floor, at events or roving; dispatch security staff to risk investigating alarms, etc., arrange for the

opening, and closing of doors etc., and ensure that security staff is at their posts and posted to all the required areas. Various checks are done to ensure and support the security function, which includes but is not limited to identification of safety hazards as well as utility wastage (e.g., lights left on in an unoccupied venue). The Electronic Occurrence Book must be completed for any changes, openings, alarms, closures, incidents or security related staff issues or accidents and factual data recorded.

F. Panic Alarms

- F1. The Control room might, from time to time, receive a panic alarm. This is a safety net at set locations throughout the CTICC and linked to the control room. All alarms must receive urgent attention, and a security team must be alerted and sent to investigate. Once all is clear, the panel should be reset, and the Electronic Occurrence Book updated. Weekly tests must be conducted and recorded.

G. Parking Systems

- G1. The parking system is switched over from the Parking Office to the Control Room when the building is not busy and after hours. The Control Room staff must be able to assist people who are having trouble exiting the building or who need the roller shutter door opened.

C3.1.5.2

Operation of the Control Room and Supervision thereof

C3.1.5.2.1

The technical operation of the Control Room will be the secondary responsibility of the Security Contractor. The term "Secondary Responsibility" must be interpreted as follows:

The staff in the Control Centre must be able to work together and form a competent unit, with excellent command of the English language. This would for example mean that, should a key issue be required but the security person is occupied, the technical person will assist. In reciprocation, should the technical person be busy or in need of assistance (example: testing equipment in the field and needs a response from Control Centre), the security person must assist. Personnel should be able to use email to log faults and communicate to the CTICC.

C3.1.5.2.2

This includes the following services:

A. Monitoring

- A1. Fridge & Freezer Temperatures.
- A2. Energy Trends.
- A3. Door Alarms.
- A4. Fire Alarms.
- A5. System Faults.
- A6. Equipment Statuses.
- A7. Any other systems as may be required from time to time.

B. Control

- B1. Ensure that the lights and air-conditioning in venues that are in use are switched on timeously according to the daily overview of events and such information recorded in the Electronic Occurrence Book.
- B2. Switching on and off the external lights at night and in the morning.
- B3. Program the lighting controls according to the requirements of the various clients.
- B4. Any other systems as may be required from time to time.
- B5. Security systems tests must be carried out when required and recorded as required.
- B6. Logging of all building faults on the internal Onkey system.

C. Specialist Tasks

- C1. Control and issue of ID Cards should this be required.
- C2. Safety induction of contractors and build up crew.
- C3. Record keeping.
- C4. Access control
- C5. Key management

C6. Providing expert security solutions in respect of the above listed

D. Reporting

- D1. A daily control room security report must be compiled. This must be done in conjunction with the security controller and cover incidents and aspects concerning the CTICC operations and CCTV during the past 12 hours. The primary responsibility for this report will be with the security controller, but the BMS controller will be responsible for the section under his/her control.
- D2. A monthly manager's report must be submitted with details of all activities. The full details of this report will be identified and formalised after awarding of the tender.
- D3. It is required that all incidents be reported immediately and timely to CTICC Management. The initial report will be a call or alert message followed by a full, detailed, and factual report no later than 2Hrs after the incident has been reported. The quality of the report must be of a high standard and include Statements and CCTV footage. Should this not be of a high quality, the regional office must provide support. All incidents' reports are submitted for insurance purposes.
- D4. **NOTE:** All registers, logs, electronic occurrence books, and incident investigation records are the intellectual property of the CTICC and are subject to audits and control as required by law, remaining the property of the CTICC.

C3.1.5.3

Duties and Responsibilities (Management)

C3.1.5.3.1

This encompasses all security related issues within the CTICC including but not limited to the following:

A: Conception and implementation of policies and procedures

This will include but will not be limited to:

- A1. Job descriptions
- A2. Site Instructions
- A3. Post descriptions.
- A4. Specific instructions relating to functions/ Standard Operating Procedures
- A5. Security Risk Assessment
- A6. Evacuation procedures
- A7. Inspection procedures
- A8. Control Room procedures.
- A9. Uniform codes
- A10. Code of Conduct
- A11. Reports
- A12. Training
- A13. Event Risk Management and impact on business assessments
- A14. Electronic Biometric enrolments and monitoring
- A15. ID card processing
- A16. Induction training to contractors and staff

B: Access Control- all entry points (People and Vehicles)

- B1. The effective management and monitoring of the access control to the premises of the CTICC on a 24-hour basis of all staff, visitors, guests, vehicles, deliveries and the accurate recording, review, and storage of such documentation. Response to breaches must be reported and prevented. Where gaps have been identified, put in place processes and procedures to mitigate or limit access to breaches.
- B2. As part of access control to the premises, it will be the duty of the service provider to liaise with new contracting staff, event organiser and crew to book and execute induction to the premises. An electronic system must be put into place to record and monitor contractors, suppliers and subsidiaries for validity of training and notify such persons should they be due for refresher induction training. Following this process, it may be required to produce a CTICC Contractor ID card or facilitate biometric enrolment. The service provider will be required on occasion to have the induction training materials updated. These materials could include videos, presentations, or written or digital media,

where the service provider may be requested to source the services of professional media agents to compile such.

C: Marshalling Yards / Staff Entrances/ Contractors Entrances & Parking Garages

- C1. The application of search and access control monitoring of all persons entering in line with the rules and requirements of CTICC. All staff and contractors are to be searched on entry and exit.
- C2. Accurate signing in / out logs must be maintained and managed where needed. Where declarations of goods must be recorded, this will be facilitated by Security at all entrances.
- C3. Where vehicles enter service areas, the vehicle and driver's details will be recorded electronically, and activities monitored.

D: Staff and Sub-contractor Locker Checks

- D1. Security is required to conduct nightly checks and searches of the lockers of staff and subcontractors for reasons of health and safety. Once communicated to relevant departments, Security will be required to cut locks, open, and search lockers. All lockers are to be checked daily, and security is to ensure that all non-rostered staff lockers are empty and open every night.

E: Searching of Staff and Sub-contractors

- E1. Where required, searches of all staff and sub-contractors may be requested from the CTICC. Security is appointed and required to carry out this function in line with regulations.
- E2. Search and Arrest: It is required from the successful contractor to ensure that their staff are well versed in the law and rights relating to arrest and search. Power to arrest is conferred by the Criminal Procedure Act 51 of 1977 (the Act), and security has similar power to arrest as a private person. As part of the security provision function, guards will be required to affect arrests and execute searches within the rights conferred to them in terms of the Act.

F: Staff Transport Management

- F1. It is the responsibility of the service provider to ensure that staff are deployed and present at the required shift times for commencement of their duties. The "self-posting" application is not an option, and the service provider will be required to provide transport to the staff to and from the CTICC in compliance with this agreement.

G: Front of House

- G1. The service provider is required to provide a proactive visible security function, customer service, as well as public relations functions by assisting visitors and guests and providing a warm and friendly greeting.
- G2. As part of the front of house functions, security forms an integral part in the welcoming and 'assistance of visitors and staff in the common areas outside the entrances, ensuring that these customers are informed and guided or directed to the required areas or venues without leaving the security post, unless covered by another person.
- G3. The security officer is the first person seen and must always act professionally and fully conversant in English. They must be able to do basic profiling of people entering / exiting the premises, and able to challenge suspect behaviour and gain support from control should it be required.
- G4. All front of house personnel must be well presented, in presentable suits with radios, using earpieces and will also fulfil a concierge role to the CTICC above and beyond the prescribed security duties. CTICC Management will approve all uniforms prior to the start of the contract, change in uniforms or project implementation.

H: Taxi and Bus Control (Precinct and Front of House Security)

- H1. The service provider will be required to work with the Parking department to control and monitor taxis and busses within the precinct to prevent congestion and illegal parking.
- H2. Assist the Parking department with control of permits and logistic planning for functions

by:

- a) Cordoning off and restriction of demarcated areas
- b) Clamping of vehicles as required
- c) Road closures as required.
- d) Directing vehicles as required

I: Car Park / Traffic Control

- II. The service provider will be required to perform traffic control and assist with Car Park management from time to time, and dependent on the requirements of the specific conference or event. Staff performing this function must be correctly trained and dressed in reflective vests.

J. Public Toilet Monitoring

- J1. All public toilets of the CTICC are to be visited and inspected on a continuous basis throughout the duration of the shift to monitor any unusual behaviour and inspect for damages and faults. Security must liaise with cleaners in this regard and record and report any incidents or losses to the maintenance department. Any thefts must be reported and investigated.

K. Policing / Patrols and Report

- K1. Patrols and policing of the premises of the CTICC must be conducted at the frequency as determined in the Job Description, and such patrols documented in the Electronic Occurrence Book. A minimum of 4 full premises, precinct, and building patrols should be completed in a 24-hour period. This can also be done by use of an electronic security patrol system, approved by the CTICC.

- K2. Patrol should include the following:

- a) Check enclosure/outer walls or fencing for weak points or holes.
- b) Check lights that are required to be on
- c) Check internal venues for: lights off, no food articles left out, persons sleeping, valuable or lost items. (no entry of occupied venues unless instructed)
- d) Check known hiding places, stores and back of house.
- e) Check all parked vehicles, report registration details.
- f) Be on the lookout, report, and remove vagrants and unauthorised persons in unusual areas of the premises.
- g) Check internal and external doors, which ordinarily should be locked.
- h) Check for leaks or running taps, and ensure they are closed.
- i) Check the condition of doors and windows.
- j) Turn off unnecessary lights and other electrical equipment that should not be on.
- k) Check fire-hose inlets and valves for leaks.
- l) Check fire-extinguisher seals, report defects, or missing equipment.
- m) Be on the lookout for suspicious-looking objects i.e., suspect bombs.
- n) Report any unusual incidents to the security management.
- o) Hand in any found objects immediately to the Control room and make the relevant entry into the occurrence book.
- p) Report any malfunctioning of lights or light holders.
- q) Pick up litter.
- r) Report any damages to roads, construction, or fencing.
- s) Report tenant alarms that were activated
- t) Report any holes in security fencing and the malfunction of such security fence if linked with alarm system.
- u) Make notes on patrol in own notebook.
- v) Report broken windows.
- w) Provide effective deterrent patrols within the building at all times.

L: Understanding of Simultaneous Events and Locations

- L1. CTICC holds numerous events daily, and it is critical that the security officers are aware

of these events and their locations. This information is available through the Confex Department, and a copy is issued to the control room for information.

M: Flags Procedures

- M1. The service provider will be responsible for the raising and lowering of flags at the Bullnose, Auditorium 1, Heerengracht Circle, Convention Square, and CTICC 2. All flags must be managed in line with the CTICCs standard operating procedure regarding flags. The service provider must monitor the weather conditions and take appropriate actions when required.

N: Groups and Crowd Management

- N1. The following procedures are to be applied in the instance of any event that may draw large crowds and Unruly/Disorderly/Disruptive Crowds or Protests:
- a) When such behaviour occurs inside or in proximity to the premises, security must immediately notify the Control Room, which must contain the following information.
 1. An estimated size of the crowd.
 2. The nature of their behaviour and actions.
 3. Identification of the leader/spokesperson
 - b) The manager or supervisor will then immediately proceed to the area.
 - c) Assess the situation and take appropriate immediate action.
 - d) Notify CTICC Management
 - e) Notify SAPS, Metro, and or CCID (Central City Improvement District)
 - f) CCTV Controller will place the camera on and monitor the area and actively communicate with the security deployment.
 - g) Make an entry in the occurrence book, recording all details as the event unfolds.
 - h) The manager or supervisor will liaise with the leader of the group, or the person identified as the organizer.
 - i) Initiate lockdown procedures if required.
 - j) Security will monitor the parking areas and will report any movement that might stem from the activities on the outside.
 - k) The Manager will instruct his/her staff to cordon off the affected area.
 - l) Staff will form a physical barrier to prohibit further entry to the premises.
 - m) Management will request/instruct the organizer or leader to leave the premises quietly without being disruptive or unruly.
 - n) On arrival of the SAPS, the Manager or Supervisor will brief the SAPS about the situation.
 - o) Identify the leader and protagonists to SAPS.
 - p) The Supervisor will also inform the SAPS of the action taken to date.
 - q) SAPS will assume control and command.
- N2. It may be required that extra staff be deployed to manage large crowds or events. It will be required by the service provider's senior or regional managers to be present in the venue during events where the population capacity exceeds 1500 pax per event per day.

O: Removal of "unwelcome" visitors, contractors, and staff

- O1. The service provider will be required on instruction from the CTICC to remove unwelcome guests and staff who either do not have the right of access or where such privilege has been removed due to conduct or behaviour.
- O2. Trespassing will not be tolerated and will be treated as a criminal offence.

P: Training

- P1. The service provider must use properly trained staff members who have a valid training certificate issued by a registered institution approved by the PSIRA in terms of Act no 92 of 1987 (as amended). Copies must be provided once the service provider is appointed.
- P2. Without restricting its general nature, training includes:
- a) Discipline, neatness, and deportment

- b) Development of good human relationships, customer services, and public relations
- c) Knowledge of the law regarding arrest, detention, and searching.
- d) Application of first aid and firefighting (valid certificates to be provided)
- e) International Phonetic Alphabet.
- f) Use of radios and any other equipment
- g) Use of firearms
- h) Fire alarm systems and response
- i) Sprinkler systems response
- J) Procedures regarding bomb threats, bomb explosions, a search for dangerous objects, riots, disasters, and the committing of a crime or offence
- k) The CTICC's emergency procedures

P3. Continuous training must be provided to staff, and the training schedule shared with the CTICC.

P4. Weekly training sessions in respect of emergency response and procedures shall be carried out, and training records shall be provided to the CTICC Management.

Q: Disciplinary Code and Conduct

Q1. The security staff should always adhere to the company's disciplinary code and procedures. The CTICC will monitor such compliance with these procedures and monitor their performance on an ongoing basis through the staff evaluation program.

R: Asset Management

R1. The service provider is specifically responsible and accountable for the assets of the CTICC entrusted to their control during the duration of this contract. The service provider must implement and maintain detailed records and conduct frequent audits on this equipment and report the status and condition of such equipment to the CTICC at least once per month. Any loss or damage will be supported with relevant investigations and should be accompanied by reports. Contractors will be held accountable or charged for the replacement or repair of losses and damages under their control.

R2. Where asset transfers occur as part of an agreed CSR initiative, security must be present to verify that the correct transfer of goods takes place.

S: Deliveries / Collection Checking

S1. The service provider will be required to check and verify permits, delivery notes, and waybills to verify legitimate access, collection, and deliveries to and from the CTICC. The delivery area must be manned during normal operational staffing complement hours, however where deliveries are made outside of these hours, the control room must dispatch staff to the collection or receiving point to validate the stock of items.

T: Waste Room and Control

T1. As noted in the previous paragraph, the service provider must ensure that random searches and checks are carried out in the waste room. Waste collections must be supervised, ensuring that CTICC assets do not leave the premises. Records of items found must be kept, and a log of all deliveries and collections must be maintained. Personnel conducting these duties must have the correct PPE and uniform for this role.

U: Lost and Found Policies, Procedures, and Administration

U1. All items of lost and found property must be handed to the reception during normal operation and to the control room after hours. Information will be recorded in the occurrence book. The property must be handed over to management the following day upon signature. All endeavours must be made to trace the owner of the property. Items are kept for 3 months and placed in the lost and found store. Asset transfer procedures will be used to dispose of unclaimed items.

V: Weapon Control

- V1. Traditional weapons and firearms are not allowed onto the premises of CTICC. Firearms must be stored off-site at an approved firearms facility.

W: Investigations

- W1. The service provider will, from time to time, be required to investigate incidents, compile a comprehensive report with CCTV images where applicable, and record written statements of customers or exhibitors relating to incidents or crime. Security management and supervisors must be proficient with the requirements and specific content requirements in law and have the capability to produce a good quality and factual statement and report that can be used in court. They must be capable of opening a criminal case if required.
- W2. All incidents must be reported to CTICC Management in a timely and factual manner as soon as possible, and not more than 2 hours after the incident has been reported to security.

X: Reporting

- X1. The service provider will develop and implement daily, weekly, and monthly security checks and generate reports on the premises to submit to the CTICC. The service provider shall, in addition, provide written reports within 12 hours after incidents and or any occurrence that in any way affects the operations, image, or integrity of the Centre. These reports will include, but are not limited to, the following:
- a) Fire Extinguishers checks
 - b) Fire Hose Reels checks
 - c) Fire escape checks
 - d) Venue checks
 - e) Flags
 - f) Operational staffing complement status of CCTV equipment
 - g) Panic alarm system
 - h) Lock and unlock reports
 - i) Vehicle/foot counters report
 - j) Perimeter checklist
 - k) Sprinkler system visual checks
 - l) Light checks
 - m) Vagrants

Y: Health & Safety

- Y1. The service provider and its staff must conform to and adhere to the Health and Safety requirements of the Occupational Health and Safety Act and ensure that the correct appointments and training are in place, both in terms of their own requirements and those of the CTICC. The CTICC holds certification in the ISO 45001 Safety Management System standard and requires the service provider to be part and, where needed, execute duties as required by this standard.
- Y2. In terms of Section 19(1) of the Occupational Health and Safety Act 85 of 1993 (OHSA) the CTICC has established a Health and Safety committee and, as the service provider, will form an integral part of ensuring Health and Safety compliance within the facility. It is required for the appointed company to have a Health and Safety representative based full-time at the CTICC, to provide strategic advice to the said committee.
- Y3. Therefore, as per Section 19(6)(a) of the OHSA Act, the service provider's manager and assistant managers will be an elective representative of the safety committee and are required to be trained in Health and Safety and have a minimum Health and Safety management qualification equal to NQF level 5. The contract manager will represent the CTICC in relation to Health and Safety matters concerning events hosted in the CTICC.
- Y4. **Duties will include but not be limited to:**
- a) Implement, train, and execute emergency evacuation procedures
 - b) Be appointed as the centre emergency co-ordinator

- c) Records to be kept of all participating and not participating in evacuation training, and of all correspondence sent to clients.
- d) Train on and practice the evacuation procedure every month.
- e) Ensure all escape routes in properties are accessible, unobstructed, and secure.
- f) All emergency-related services (equipment, fire detection, PA system, etc.) must be fully understood and operable by security staff on site.
- g) First aid equipment, as required by the Occupational Health and Safety Act and regulations, to be inspected monthly.
- h) Record to be kept of all inspections of first aid equipment.
- i) Security staff on site must be trained in basic First Aid. All senior staff members per shift to be trained in first aid.
- j) First aid staff to be fully conversant in first aid response, call for ambulance and complete and submit CTICC forms.
- k) All security staff must be trained in the use of fire extinguishers, blankets, suppression systems, sprinkler system, hose reels, and hydrants.
- l) All security staff must be familiar with the location of all emergency equipment, substations, escape routes, main water valves, etc. The service provider must implement a system to test and confirm this knowledge on an on-going basis.
- m) At least one management staff member must be member of the Health & Safety Committee.
- n) Conduct random venue checks to ensure fire safety, i.e. during build-ups of events.
- o) Assist with yearly review of emergency procedure and co-ordinate 6 monthly fire drills.
- p) Comply with the Safety at Sports and Recreational Events Act and SANS 10366 Safety and Security at Events and enforcement of this.
- q) Carry out safety briefing and safety induction for crews and contractors.
- r) Comply with CTICC Policies, procedures and documentations as specified within the ISO Standards.
- s) Conduct client and CTICC Safety and Security representative meetings and safety briefings as requested.

Z: Incident Management

- Z1. The professional systematic approach, control and reporting of multi-level incidents ensuring efficient handling and conclusion of investigations. The manager and assistant managers on duty will be the incident (emergency) co-ordinator and accept this duty in writing. It will be required that the managers and supervisors attend CTICC training in respect of environmental controls (spill kit) and fire management.

AA: Reporting of Maintenance Defects

- AA1. Any defects detected should be reported directly in the electronic occurrence book and a report submitted to Management on the prescribed format for attention. Faults should be logged with BMS and relevant departments.

BB: Escorting of Staff when Transporting Money

- BB1. The service provider will be required from time to time to perform escort duties of staff carrying monies to and from buildings within the CTICC precinct inclusive of the Artscape. Cognisance should be kept of the need to change routes and always be alerted to avoid any incidents. This might include the supervision of ATM staff and Bars where cash is handled. The service provider will need to provide a risk assessment and safe route plan when needed for cash escorts during events.
- BB2. The service provider will be the main contact and liaise with the banks directly concerning maintenance, fault reports, and refilling and always keeping the CTICC Safety and Security Manager informed of such activities.

CC: Opening and Closing of Venues and Centre

- CC1. Opening and closing of the venues to be done as per the event schedule and shall be done 30 minutes after the event has concluded or as directed by the Events Service Manager.

- CC2. To open and unlock the premises at the prescribed times and record such opening and closing times.
- CC3. During periods where the operational staffing complement is not busy a 'soft lock' procedure will be implemented and maintained by the service provider. The CTICC will advise on such times.
- CC4. All unoccupied venues will be kept locked, and it is the service provider's responsibility to maintain the venue in a secure and locked state with the light off.

DD: Reception Duties (where applicable)

- DD1. The service provider will be required to receive after-hours calls diverted from the reception area and communicate with guests and customers. It is essential that staff handling these calls are proficient in the use of English and have the required communication skills and knowledge of the site.

EE: Assist in the ongoing evaluation of the security function.

- EE1. The service provider will be required to conduct a 6 monthly security impact risk evaluation of the site, submit a detailed report proposing and recommending viable solutions to the ever-changing needs of the CTICC. This will include a review of CCTV cameras and action plan including costs.
- EE2. This survey will be conducted by the service provider's management representative of a regional/ senior management level and not by the contract staff on site. The costs associated to these audits will be for the account of the service provider.

FF: Immediate and Appropriate Reaction is Required with all Incidents

- FF1. It is critical that all staff deployed to the site have completed the required induction programs and are aware of the location of all emergency equipment, sprinkler valves, emergency systems, and general procedures pertaining to the day-to-day operations of the CTICC. The efficient and timely application of these procedures will avoid specific risk and loss to the CTICC.
- FF2. The service provider will need the skills and training to take control of any emergency until the emergency services arrive and thereafter provide them with the necessary assistance.
- FF3. The service provider will be required to manage the lift registers, fire lift operations, attend to, and resolve occupied stop calls in the building within the required guidelines set by the CTICC.
- FF4. The service provider will be required to manage directional flow and control the escalators when required.

GG: Other Duties

- GG1. The service provider will be required to fulfil the role of liaison to close protection of VIP's, Ministers, and Heads of State when required and manage any entry routes, escapes, and lifts.
- GG2. The service provider will act as the Safety and Security representative on behalf of the CTICC.
- GG3. The site manager and assistant managers will need to be able to speak in public and provide safety briefings at events or to clients as required and be capable of putting together slides and a presentation for this purpose.
- GG4. The service provider will arrange for polygraph testing and private investigation as part of the enquiries, as needed.
- GG5. The service provider will ensure random breathalysing tests are carried out when business needs dictate and as required.
- GG6. The service provider will attend SAPS Sector and CCID / Hotel meetings monthly.
- GG7. The service provider will arrange for specialist equipment when required during an event or investigation to be brought in and utilised. E.g., X-ray machines, body scanners, safes, etc., when required.
- GG8. The service provider will assist with event accreditation plans and effective communication thereof when required on behalf of CTICC.

GG9. Accompany contractors conducting work in the precinct out of normal business hours.

C3.1.5.4 Event Monitoring and Supply of Equipment

C3.1.5.4.1 CTICC endeavours to contract with its clients, event organizers, and exhibitors' services as required by them in connection with events organized by them on the premises of the CTICC. Only the services listed in this tender will fall within the scope of supply of services e.g., DCP Security, Fire Marshalls, and Safes as contracted with an event or client. The security contractor will provide one DCP officer at any DCP event, included in the overall contract cost.

C3.1.5.4.2 The service provider will be required to perform, as part of this scope of works, the below mentioned functions by monitoring the performance and activities of other service providers, who have been allowed to carry out work at an event for a client.

C3.1.5.4.3 The service provider will be required to monitor the service delivery of the other contractors or service providers with a view of safeguarding the premises, installations, equipment, and infrastructure of the CTICC from harm or damage by:

- A. Ensuring compliance with applicable legislation, municipal by-laws, and regulations, particularly those relating to the use of electricity, rigging and safety of the premises.
- B. Ensuring that certified and qualified contractors perform services requiring expertise such as electrical works.
- C. Check permit systems are in place for roof, hot and high voltage electrical works.
- D. Ensuring that proper competency and conduct levels are maintained, and that due care is exercised in performance of the work.
- E. Ensure that all contractors received induction training.
- F. Ensure all contractors are issued with and wear the appropriate and approved identification.
- G. Assess and maintain an access control and accreditation system for crew and persons working on site.
- H. Preventing passages and emergency escapes from being obstructed.
- I. Conduct fire preventative inspections before and during events and set up and report concerns and breaches to the safety officer and event services manager.
- J. Ensuring that the high standards of cleanliness appropriate to public image are always maintained.
- K. Manage and limit damage to the premises by ensuring the correct methods of works are used. Report observed damage to CTICC management.

C3.1.5.5 Training

C3.1.5.5.1 In addition to the normal level of training, which the tendering company will be required to provide to their employees, an additional two days of site orientation and training are necessary, specific to the scope of works, SOP's, and procedures at the CTICC, with day one being site induction.

C3.1.5.6 Guarding Philosophy and Customer Service

C3.1.5.6.1 It is important that the Security Officers are alert and always provide a professional support service. As such, the CTICC requires that the security company and the security staff:

- A. Be proactive in seeking improvements or promoting ideas in guarding or other services.
- B. Be flexible in the service delivered.
- C. Be customer aware and add value.
- D. Assist clients and visitors appropriately.
- E. Guide and assist persons with special needs.
- F. Always be courteous and helpful.
- G. Deal with complaints in a professional manner.

C3.1.5.6.2 In the event of a major site incident, the service provider will co-operate with any request made by management for additional security officers or services as expeditiously as possible.

C3.1.5.6.3 The security staffing complement must always include management and supervision to control the activities of the overall team.

C3.1.5.6.4 The security team must be supervised by a designated Security Manager who must be based on site every day and liaise directly with CTICC Safety and Security Management, and regular

meetings will take place to record the progress of the assignment.

C3.1.5.6.5 A Director of the Security Company must always be available to respond to an operational staffing complement need if so required.

C3.1.5.6.6 The service provider must action any recommendations by Management following any failures or shortcomings highlighted about security officers whilst on duty. A director or regional executive shall be present on site for the duration of any event/s where the combined attendance is more than 1500 Pax. The purpose of this is to provide management support to the site management.

C3.1.5.6.7 In the event of any manager not being available for an assigned shift, the regional office must provide an equal or better suitable manager prior to the shift starting.

C3.1.5.7 Personnel

C3.1.5.7.1 Members of the security team are ambassadors for the site and must be of the highest quality and calibre. Their presence and bearing must be such that they command the respect of employees and clients.

C3.1.5.7.2 The service provider will provide an effective team of high-quality security staff to be assigned exclusively to the site. Members of the team must be sole employees of the service provider and must not be removed, replaced, or reassigned without prior consultation with the CTICC.

C3.1.5.7.3 The service provider will always supply the number of staff to meet the requirements detailed herein, or as amended by the CTICC.

C3.1.5.7.4 The CTICC places high value on creating and maintaining a stable assignment team. To assist with the continuity of personnel, the service provider shall indicate the rates of pay when requested.

C3.1.5.7.5 All security staff assigned to the site shall adequately fulfil the following selection criteria:

- A. Be of proven standard of mental and physical health and fitness.
- B. Not be colour blind.
- C. Be of sound educational background.
- D. Be neatly dressed – well groomed.
- E. Be able to communicate clearly, orally and in writing, in English.
- F. Possess a confident and tactful manner when dealing with staff, contractors, and visitors.
- G. Possess a good telephone manner.
- H. Possess or be willing to learn, basic keyboard and computing skills.
- I. Be conversant with general safety and security principles and procedures.
- J. Be conversant with basic radio procedures.
- K. Possess initiative and decisiveness.
- L. Be able to exercise good judgment.
- M. Be poised and even tempered.
- N. Be of good character.
- O. Be able to deal courteously, firmly, and effectively with others, in person and on the telephone.
- P. Be professional, sober, and courteous towards public and tenants.
- Q. Be neat, well groomed, uniform, and distinguishable in a crowd.
- R. Contribute towards the maintenance of the security system by conducting inspections and evaluations of existing physical security means and ensuring effective utilisation of staff in the event of an emergency by issuing clear and concise instructions.
- S. Supervisory, Management and organisational skills.

C3.1.5.7.6 No security officer will work back-to-back shifts for more than 12 hours per day, without prior approval from CTICC Safety and Security Management.

C3.1.5.8 Recruiting and Vetting

C3.1.5.8.1 The proposed site manager, including contracts manager shall be required to attend an interview with CTICC management. CTICC reserves the right to reject any management representative being proposed.

C3.1.5.8.2 The CTICC Management will require full details of the recruitment and vetting procedures

used by the security company to ensure that staff assigned to the building are of the highest calibre and integrity. Full details must be included in the tender document. Membership of the PSIRA and/or SASSETA Registration (Skills Development Act, specialising in Control Room Management, Unit Standard 11513 (Operate Effectively in a Control Room Environment) is the minimum standard required of the company.

C3.1.5.8.3 All staff must pass a selection process based on the personal characteristics listed below:

- A. Physically fit - Physical Fitness needs to be tested once a month.
- B. Ability to react under stress
- C. Honesty/integrity - Polygraph done at commencement of contract.
- D. Intellect - Intellectual test to be done on all applicants to the site.
- E. A fingerprint clearance-check on an annual basis.

C3.1.5.8.4 All these requirements must be completed at the cost of the service provider, and documentary evidence must be provided.

C3.1.5.9 Uniforms

C3.1.5.9.1 The security officers must wear a uniform that is appropriate to the site. The CTICC reserves the right to prescribe the type of uniform and its design.

Please provide details of your company's policy regarding uniform issue, suits, and cleaning arrangements.

C3.1.5.10 Associated Documents

C3.1.5.10.1 The service provider shall prepare, implement, and maintain duty roster logs, site patrol logs, pass records, security incident/crime reports, and such other documentation that CTICC Management may require. A copy of the duty logs and incident/crime reports shall be made available in terms of the Standard operating procedures and Job description of the site. All logs, correspondence, reports, and investigations are the intellectual property of the CTICC and must remain on site. Such records can be audited.

C3.1.5.10.2 The service provider must, on confirmation, submit a Health and Safety folder and arrange for all staff to be inducted.

C3.1.5.11 Maintained Equipment

C3.1.5.11 The service provider must provide, as detailed below, the equipment relevant to fulfil the function of security services at the CTICC. This will be for the service provider's cost.

Equipment Schedule	Minimum Quantity
Mobile phone in control room (WhatsApp/ SMS)	2
Radio	All
Base station	As needed
Bicycles	2
Breathalysing equipment	4
Guard monitoring system (Patrolling)	4
Offsite armed response (CTICC reserves the right to vet performance and instruct changes for improvement)	2
Electronic Occurrence book	2
Earpieces	All
Name badges	All
Batons / handcuffs	As required
Torches	29
Hi-Visibility vest / Hardhat kit	29
Operational staffing compliment Mobile phone	2
Key Registers (as required)	24min
Occurrence Books (as required)	24min
Electronic Safe	4
Handheld Metal Scanners	6
Bullet proof vests	As required

Equipment Schedule	Minimum Quantity
Electronic incident reporting systems.	1
Body worn Camera with live input and recording	15
Access control equipment: Badges, wrist bands, cards, scanners, contractor stickers,	As required
Vehicle scanning device / per marshalling Yard	1

C3.1.5.12 Structure and Hours

C3.1.5.12.1 Provision of 24 (twenty-four) hours onsite security and patrolling in and around the premises constituting the CTICC, the scope and way such services are to be rendered must be in line with the requirements stated in this document.

C3.1.5.13 Miscellaneous Duties

C3.1.5.13.1 Two-way radio contact must always be maintained between all Security Officers and the Control room. The radios must operate on a UHF frequency and be of a reputable make, approved by the service provider prior to purchase. Radios and frequencies must be in line with legislative requirements.

C3.1.5.13.2 The CTICC will provide a landline telephone within the control room, and all non-business-related costs thereto will be for the Security Company's account.

C3.1.5.13.3 The site manager for the Security Company must be provided with a computer and e-mail facilities. The use of this computer will be subject to the CTICC network policies.

C3.1.5.13.4 Provide a daily report by means of an electronic incident Occurrence Book to CTICC management covering incidents, operational staffing complement requirements, and a breakdown of officers (per grade) on duty per site.

C3.1.5.14 CTICC Precinct and Site Layouts

C3.1.5.14.1 The CTICC precinct includes two buildings, namely CTICC 1 (west side) and CTICC 2 (east side), Convention Square shared with the Westin Hotel, two marshalling yards and four parking lots namely P1, P3, P4 and P5. The two buildings relate to an underground tunnel and an overhead sky bridge.

C3.1.6 Implementation Timetable

C3.1.6.1 The contract will be implemented from the 1st of July 2026 and be for a period of 3 years, with the last 12 months to be implemented at the sole discretion of the CTICC.

C3.1.6.2 It will be preferred that the managers be registered as a Technical Member with the South African Institute of Occupational Safety and Health (Tech SAIOSH). Where the managers are not so registered, the successful bidder will be given a grace period of 3 months from signing the contract to get the managers so registered.

C3.1.7 Information to be provided by the Tenderer.

C3.1.7.1 Completed Tender Form (including Pricing Schedule).

C3.1.7.2 Contactable References.

C3.1.7.3 CVs & Qualifications of Key Staff.

C3.1.7.4 Valid PSIRA Certificate of the Company.

C3.1.7.5 Valid PSIRA Registrations Certificates of Assigned Managers & Assistant Managers.

C3.1.7.6 Proof of Tech SAIOSH Registration of Assigned Managers & Assistant Managers, if available.

C3.1.7.7 Assigned CCTV Operators to provide proof of Relevant Control Room Qualification.

C3.1.7.8 Valid Letter of Good Standing from the Workman's Compensation Commissioner.

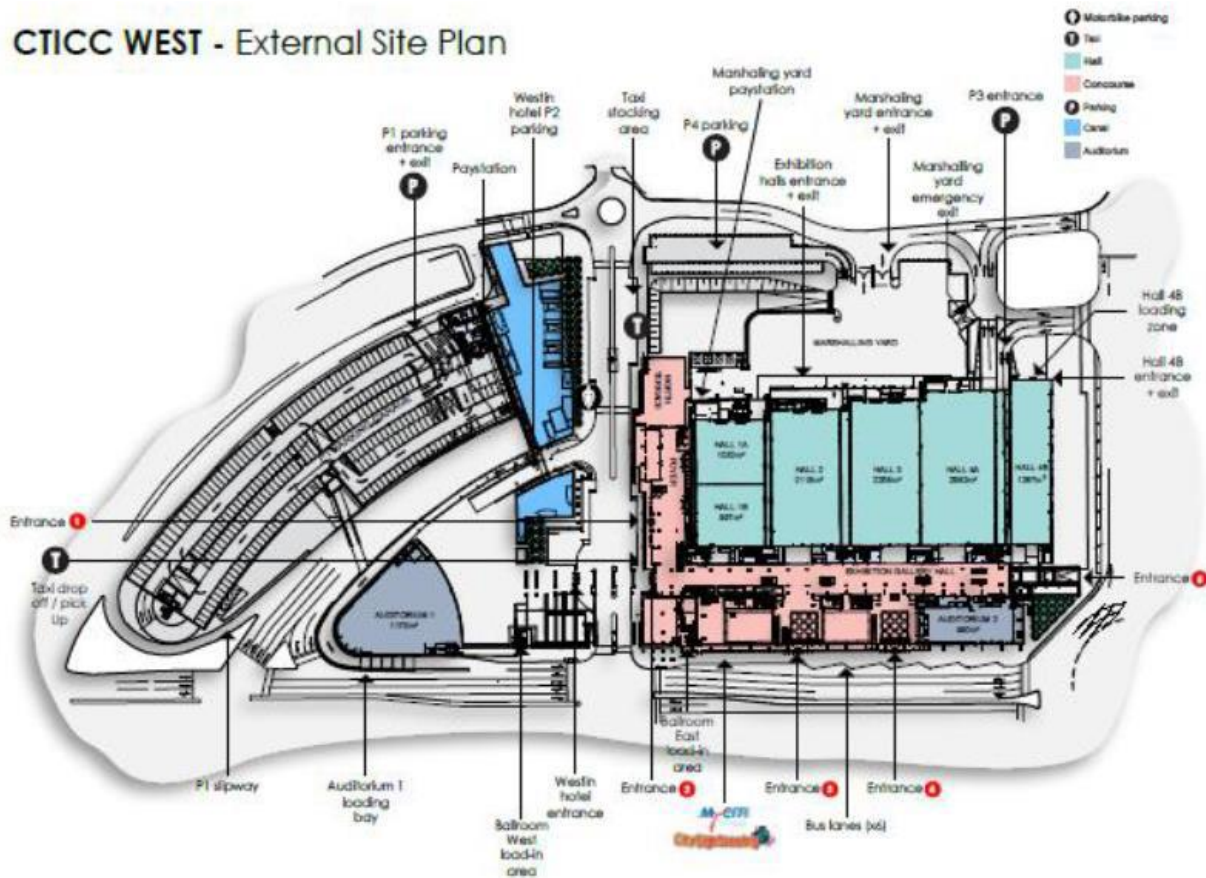
C3.2 Annexures and/or Drawings

C3.2.1. Layout of CTICC Precinct and Drawings

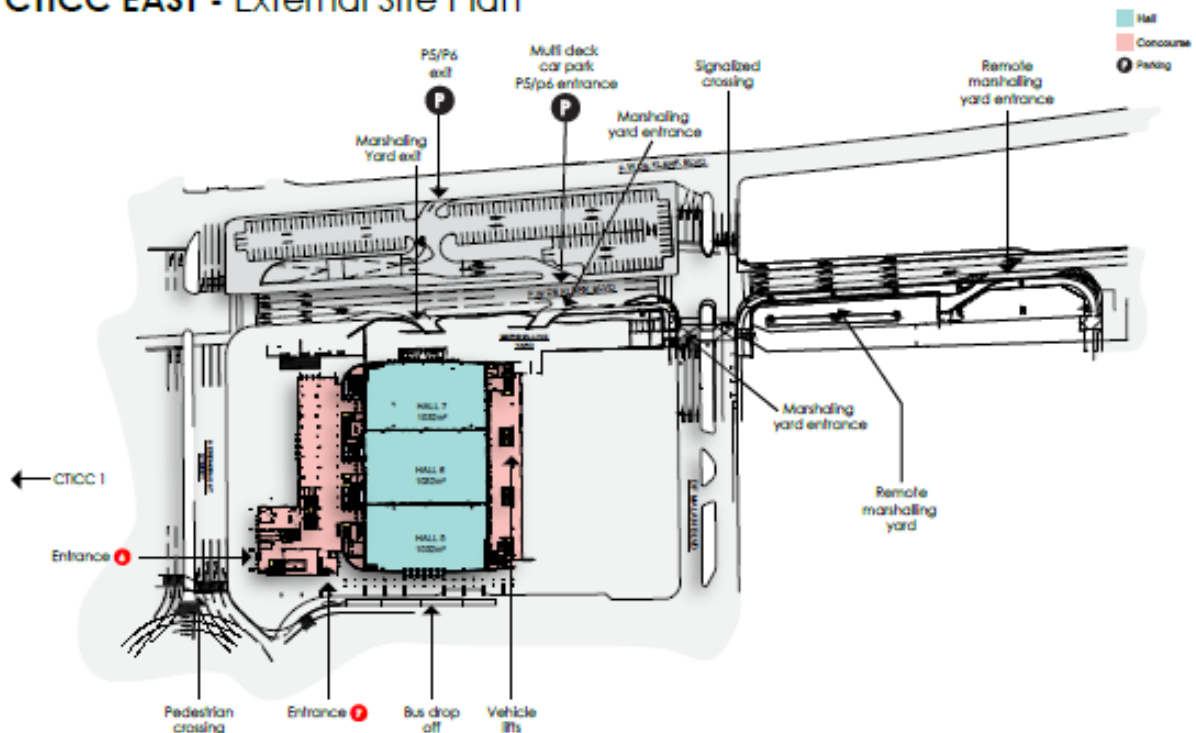
The CTICC precinct includes two buildings namely CTICC 1 (west side) and CTICC 2 (east side), Convention Square shared by the Westin Marriott Hotel, two marshalling yards and four parking lots namely P1, P3, P4 and P5. The two buildings are linked with an underground tunnel and a sky bridge. CTICC consists out of 10 Halls and more than 85000m2 area.



CTICC WEST - External Site Plan



CTICC EAST - External Site Plan



C3.3 Performance Evaluation Checklist

A. Performance and Compliance Monitoring

The CTICC or its appointed representative will monitor, with the use of various methods as required, the performance and compliance of the service provider in terms of the provision of services in this contract and the scope of works.

B. Transgression by the Service Provider

1. Fails to maintain the change room and toilet facilities in a neat and clean condition.
2. Fails to timeously advise the CTICC of any incident have direct impact on the integrity of the centre.
3. Fails to disclose information relating to the shortages, equipment, and incidents to the CTICC.
4. Fails to conduct the required evacuation drills at least 4 times per year.
5. Fails to comply with training requirements as described in this tender/contract.
6. Fails to submit required reports and schedules to the CTICC as required.
7. Allows or causes an action or event to take place that has a negative impact on the activities on the premises.
8. Disregards or does not pay attention to lawful commands by the authorised representative of the CTICC.
9. Is negligent or slack in the execution of his or her duties.
10. Behaves disorderly or ill-mannered whilst rendering services.
11. Uses alcohol and/or drugs or is under the influence of alcohol or drugs whilst rendering services.
12. Uses the premises of the CTICC unlawfully.
13. Security Officer leaves the post without permission.
14. Security officer sleeps while on duty.
15. A member of the security accepts bribes. (A bribe means any benefit that a guard may acquire, that has the effect that the services are rendered contrary to the provisions of this agreement.)
16. Allows family and friends or any other person to enter the premises without permission, for reasons other than to do business with the CTICC or tenants on the premises.
17. Uniform is not up to standard or acceptable.
18. Does not comply with the laid-down PSIRA training standards.
19. PSIRA Certification has expired.
20. Guard is not in possession of identity cards as required or falsely performs duties of a specific grade, without the necessary qualifications.
21. Guard is not in possession of a signed job description.
22. A guard may not speak to friends or relatives on the telephone or cell phone whilst on his post without the permission of a supervisor.
23. Guard may not speak to the press, release information, or discuss events external to the CTICC.
24. Guards not posted according to generic specifications (absent) or guards not at positions of duty as determined by the job description.
25. Guards failing to report security breaches.

B2. Penalty System

B2.1. The purpose of this penalty point evaluation system is to determine whether the service provider is performing and complying with the required quality service by committing one or more offences set out in the penalty point evaluation system included in the specifications. Offences will be penalised by corresponding points.

B2.2. A financial penalty to the amount of 5 % (Five) percent of the monthly contract fee shall be payable by the service provider in the specific month that the accumulated penalty points awarded to the service provider reaches 100 (one hundred points). This is irrespective of whether the offending staff member/s are part of the general or paid by customer (DCP)

staffing complement. There is no maximum limit to the number of penalty charges which can be levied per month, as this is dependent on the number of transgressions observed.

B2.3. The application of these penalties will in no way affect the rights of the CTICC to breach and terminate this agreement through the breach mechanism as envisaged in the main agreement.

B2.4. **PENALTY POINT EVALUATION SYSTEM PER INCIDENT OR OCCURRENCE**

NO.	DESCRIPTION	PENALTY POINTS
1.	Guard found sleeping whilst on duty by CTICC staff	100
2.	Should the service provider not reimburse the CTICC for a loss incurred as a direct result of the negligent action or omission of the service provider in the execution of his duties in terms of the SLA.	100
3.	The service provider fails to or neglects to disclose correct staffing levels and shortages to the CTICC (misrepresentation of information) as per the daily breakdown report.	50
4.	A guard is paid less than the determined minimum wage for the post Grade in which he is deployed.	50
5.	Guard found using, while on duty at his/her post, personal electronic devices, i.e. Mobile phone, Tablet, Portable radio/ cd player, DVD players.	20
6.	The service provider does not render an acceptable level of guard continuity on site, due to no-shows or consistency in staffing levels at parade and handover times. As per confirmed staffing compliment in this tender.	80
7.	A guard does not meet the prescribed qualifications, in terms of training, PSIRA registration, or any other qualification required against the Contract specifications.	100
8.	The service provider has failed to satisfactorily resolve an emergency (urgent) complaint lodged by the CTICC within 2 hours of the complaint being brought under the attention of the service provider.	50
9.	Contractor fails to provide a reliever for a post and leaves the post unmanned	50
10.	The prescribed Job description, Evacuation procedure and Health and Safety plans and appointments not in place or maintained and do not meet with the prescribed guidelines, or revisions on a 3-monthly basis.	50
11.	A security officers' uniform does not meet the agreed upon standards and specification requirements.	30
12.	The service provider or staff fail to carry out or maintain any specific instruction given by the CTICC in the execution of the security service at the CTICC	30
13.	The service provider has failed to satisfactorily solve a complaint lodged by the CTICC within 12 hours of the complaint being brought under the attention of the service provider.	30
14.	Any legislative breaches and the failing to enforce legislation	30

NO.	DESCRIPTION	PENALTY POINTS
15.	The service provider does not honour the prescribed service hours or failed to always cover the required posts.	50
16.	A security officer was posted for the first time at the site without being introduced to the management or receiving the required site induction and site-specific training.	30
17.	Undermining of other contractors on site, and failing to operate as a member of the CTICC overall services team	20
18.	The service provider does not participate in joint operations meetings for the purpose of events planning.	60
19.	Any transgressions as detailed in the generic specification under the heading "Transgressions."	30
20.	Failure to facilitate the mandatory 4 supervisory visits in a 24-hour period.	50
21.	Failure to provide an armed response within the mandatory 15-minute response time from activation of such panic.	100

B3.

MEETINGS AND SLA REVIEWS

B3.1.

The SLA review meeting is held monthly, and official reviews are conducted and documented quarterly. Note that the Customer Service Index applies to event safety and security and may or may not apply to this tender/contract depending on the review. Below is an example of the SLA review.

Security KPA Checklist		2026/2027; 2027/2028; 2028/2029				
		CTICC Representative:				
		Signature:				
		Contractor:				
		Representative Signature:				
		Signature:				
KPA Categories (Rating = 1 -5) 1 = bad and 5 = very good		Q1	Q2	Q3	Q4	Comments
		Jul - Sept	Oct - Dec	Jan - Mar	Apr - Jun	
1	General:					
A	General quality of service and conduct in line with the tender.					
B	Monthly Security Management report received					
C	Number of incidents recorded and resolved					QTY
D	No repeat of incidents or non-conformance of contract					
E	Meet priorities with timeous completion of tasks and reporting					
F	Knowledge of CTICC security systems					
G	Safety and security induction carried out to contractors					
H	Customers review report benchmark met at 85% (CS Index) with regards to the venue					%

Security KPA Checklist		2026/2027; 2027/2028; 2028/2029				
		CTICC Representative:				
		Signature:				
		Contractor:				
		Representative Signature:				
		Signature:				
KPA Categories (Rating = 1 -5) 1 = bad and 5 = very good		Q1 Jul - Sept	Q2 Oct - Dec	Q3 Jan- Mar	Q4 Apr - Jun	Comments
2	Staffing					
A	All permanent staff in possession of ID & access cards					
B	Available for daily parade, on-site training, and meetings					
C	Staff qualifications provided - valid					
D	Daily report of staff on site as per contract					
E	Staff on site suitably qualified for site					
3	Training					
A	Emergency procedures training provided on weekly basis					
B	Emergency response training and evacuation drill carried out (4 per year)					
C	Proof of completion/qualification of training provided and training records shared					
4	Uniforms					
A	Proper attire always – Uniforms, Personal Protective Attire if applicable					
5	Reporting					
A	Report to and from control room					
B	Sign in/ out at staff and contractor entrances					
C	Occurrence books maintained and checked by management					
D	Report defects in the building					
E	Contractor Senior Manager visits and audit carried out bi-weekly or 6 times per quarter					
F	Emergency callout response time / Management					
6	Housekeeping/ Health & Safety					
A	Safety and Security monitoring at events					
B	Worksite adheres to safety standards – demarcated, etc.					
C	Housekeeping rules adhered to – walkways, etc.					
D	Schedule of tasks and agreements					
E	Control and monitoring of all entrances					

Security KPA Checklist		2026/2027; 2027/2028; 2028/2029				
		CTICC Representative:				
		Signature:				
		Contractor:				
		Representative Signature:				
		Signature:				
KPA Categories (Rating = 1 -5) 1 = bad and 5 = very good		Q1 Jul - Sept	Q2 Oct - Dec	Q3 Jan- Mar	Q4 Apr - Jun	Comments
F	Control and monitoring of all parking premises and marshalling yard					
G	Security to remain on all their posts until relieved					
H	Flags in and around the centre is raised and lowered as per SOP					
I	Control manned 24 hours a day					
J	Breathalysing testing carried out (5 per shift per week)					
K	Control of lost and found items as per procedure					
L	Security personnel trained and tested on first aid and fire fighting					
M	Searches on staff, visitors and contractors conducted in line with procedure					
N	Hourly site reports logged in the main control room					
O	Is the company involved in the CTICC's social upliftment programmes					
P	Does the company assess the impact on the tasks and products being used on the environment. ISO compliance & 5-star SA Tourism grading adherence					
	Scoring	200	200	200	200	
	Total	0	0	0	0	
	Previous Total	0.00	0.00	0.00	0.00	
	Percentage deviation since last review	0.00%	0.00%	0.00%	0.00%	

Additional Comments:

Contractor Gage:

- 85% - 100%** **Green:** Contractor fulfilled obligation in respect of the contract.
- 70% – 84%** **Yellow:** Contractor has not fulfilled (i.e. a scoring of "1") up to 8 obligations in respect of the contract.
- 55% - 69%** **Orange:** Contractor has not fulfilled (i.e., a scoring of "1") more than 8 obligations in respect of the contract, improvement plan and notice will be issued.
- Less than 50%:** **Red:** Contractor is in breach of the contract requirements, a non-conformance will be raised, and penalty of 5% of the monthly fee applied, should a penalty for the specific offence /offences not have already been applied.

Performance Evaluation Checklist

Issued: «Date»

This document is included purely for reference purposes.

SUPPLY CHAIN MANAGEMENT

SCM database No: «SuppNo»

VENDOR PERFORMANCE - COMPLETION FORM

To be completed in respect of all procurement transactions in excess of R 30,000.00 and submitted to the Supply Chain Management Unit by the applicable Department responsible on completion of the contract or every quarter for term contracts.

Please note that this document is compulsory and must be signed off by the requesting user department to ensure that goods and services meet the company's expectations in respect of Quality/Quantity/Delivery/etc. In the event that the supplier is rated lower than 18 points out of a possible of 25 (72%), they must be consulted and when agreed on the final rating, sign this document as proof of consultation.

This information is intended to assist with the CTICC's "Supplier Performance Management System" and future good relations between the departments and the suppliers of goods or services. Corrective measures must be indicated for any negative reporting in this document as well as the actions agreed upon to avoid any similar future recurrence.

I, in my capacity as
NAME + SURNAME

and on behalf of «SuppName» and
NAME OF FIRM / SUPPLIER

I, «Official», on behalf of the Cape Town International Convention Centre hereby agree to the content of this document.

Performance of Service / Product under consideration: Tender / Quotation No: «TenderID»

Description: «TenderA»«TenderB»«TenderC»

Department: «Metro» / «Service» / «Department»

Perceptions of service quality: See reverse for rating criteria.

CATEGORY:		Rating:
1.	Project management and control	
2.	Communications	
3.	Flexibility	
4.	Capability	
5.	Delivery	
If the total rating point is less than 18, corrective measures must be taken.		

Ind.	Evaluation Matrix
1	01-05 = NOT RECOMMENDED
2	06-10 = POOR
3	11-15 = AVERAGE
4	16-20 = SATISFACTORY
5	21-25 = EXCELLENT

Corrective measures agreed upon? (If any)

.....
.....

NAME + SURNAME

SIGNATURE

DATE

FOR AND ON BEHALF OF SUPPLIER:

NAME + SURNAME

SIGNATURE

DATE

FOR AND ON BEHALF OF CTICC:

SUPPLIER PERFORMANCE ASSESSMENT

Performance area	Ranking				
Project management and control	➤ Non-existent or inadequate project management ➤ No evidence of formal controls in place	➤ Project manager identified. ➤ Simple project plan in place, no evidence of update/use ➤ Reliance on individuals rather than process ➤ Haphazard controls	➤ Project manager and team identified. ➤ Project plan in place but limited evidence of update/use ➤ Project team managed through meetings – no use of tools ➤ Inconsistent change control	➤ Project manager has formal ownership of project and team ➤ Single point of accountability for decisions ➤ Formal project management processes followed. ➤ Rigorous change control	➤ Full and accountable project management process ➤ Detailed and controlled processes ➤ Full visibility of progress, issues and changes
Score	1	2	3	4	5
Communication	➤ Difficult to contact or obtain a response. ➤ Evidence of poor internal communications ➤ Response regularly inadequate	➤ Regular communications but often incomplete ➤ Response to queries inconsistent ➤ Reactive	➤ Fairly rapid response to queries ➤ Generally complete responses, but clarification often required	➤ Effective communications and relationships ➤ Generally proactive and complete responses ➤ Little clarification required	➤ Excellent, open relationship ➤ Complete response to queries ➤ Pro-active and anticipates issues
Score	1	2	3	4	5
Flexibility	➤ Inflexible and reliant on contract	➤ Some willingness to be flexible, but only short-term	➤ Willing to be flexible around project demands over medium term	➤ High degree of flexibility around project and contract matters	➤ Completely open and flexible – joint partnering arrangement focused on project
Score	1	2	3	4	5
Capability	➤ Inadequate capability ➤ Consistently missing critical deadlines or milestones ➤ Multiple design or production errors	➤ Poor capability ➤ Some missing of critical deadlines or milestones ➤ Design or production errors not satisfactory	➤ Satisfactory capability ➤ Almost no missing of critical milestones or deadlines ➤ Design or production errors not critical	➤ Good capability ➤ No missing of critical milestones or deadlines ➤ Virtually no design or production errors	➤ Excellent capability ➤ No missing of any project milestones or deadlines ➤ No design or production errors
Score	1	2	3	4	5
Delivery	➤ Frequently capacity constrained resulting in significant schedule problems. ➤ Expediting regularly required	➤ Some capacity constraints with some impact on schedule ➤ Some expediting required	➤ Generally unconstrained and able to meet schedule. ➤ Limited expediting required	➤ Regular deliveries on schedule ➤ Limited capacity to reschedule to meet project changes. ➤ Little or no expediting required	➤ Established track record of deliveries. ➤ Capacity to reschedule to meet project changes. ➤ No expediting required
Score	1	2	3	4	5

NB: Where the specific category does not apply to the relevant evaluation or supplier, a rating of four (4) must be applied