

DELMAS COAL INVITATION TO BID – COVER PAGE

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THIS DELMAS COAL GUARDING SERVICE TENDER

BID NUMBER:	2017/DEL/03	CLOSING DATE:	15 SEPTEMBER 2017	CLOSING TIME:	15:00
DESCRIPTION	PROVISION OF SECURITY OFFICERS TO RENDER PRIVATE SECURITY SERVICES AT DELMAS COAL				

THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM.

BID RESPONSE DOCUMENTS MUST BE DEPOSITED IN THE BID BOX SITUATED AT:

DELMAS COAL
HAWERKLIP FARM
DELMAS, MPUMALANGA PROVINCE
2210

BIDDER INFORMATION

NAME OF BIDDER			
POSTAL ADDRESS			
STREET ADDRESS			
TELEPHONE NUMBER	CODE	NUMBER	NUMBER
CELLPHONE NUMBER			
FACSIMILE NUMBER	CODE	NUMBER	NUMBER
E-MAIL ADDRESS			
VAT REGISTRATION NUMBER			
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE [TICK APPLICABLE BOX]	<input type="checkbox"/> Yes <input type="checkbox"/> No	B-BBEE STATUS LEVEL SWORN AFFIDAVIT	<input type="checkbox"/> Yes <input type="checkbox"/> No
IF YES, WHO WAS THE CERTIFICATE ISSUED BY?			
ARE YOU THE AUTHORISED REPRESENTATIVE IN SOUTH AFRICA FOR THE SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No	ARE YOU A FOREIGN BASED SUPPLIER FOR THE SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No
SIGNATURE OF BIDDER	FULL NAMES	DATE	PLACE
CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.)			
SERVICES OFFERED			TOTAL PER MONTH BID PRICE (ALL INCLUSIVE)

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:

CONTACT PERSON	ZANELE MAHLANGU
TELEPHONE NUMBER	013 665 7000/7047
E-MAIL ADDRESS	Tenders@delcoal.co.za

Request for Proposal (RFP)

1. Introduction

Delmas Coal (Pty) Limited (Delmas Coal) hereby invites bids from duly statutory compliant security service providers for the providing of security officers to render private security services for a fixed term of 3 (three) years. Delmas Coal requires the services of a security services provider with a reputable track record to provide security personnel to render private security services. Prospective bidders must have proven experience of being able to render high level corporate and industrial security services, a record of the ability to deliver integrated risk and security management services which combines human resources, high level technology and management skills to provide a tailor-made solution for Delmas Coal.

The successful service provider shall provide duly trained and PSIRA registered security officers that will render private security services on a 24/7 basis at 2 (two) Delmas Coal premises for a fixed term of 3 (three) years. The prospective service provider should have the capacity to render the services as set out in the “Scope of Services” attached hereto as **“Annexure A”**.

Interested bidders must provide a proposal in line with the specifications, as set out in this Request for Proposal, including an operational plan, explaining the strategy that will be followed in integrating security personnel with technology, in order to arrive at the best solution for Delmas Coal.

2. Requirements and evaluation process

A two-stage bid process will be followed, as explained in the following paragraphs.

2.1 Stage One

The first stage of the Bid Adjudication Process would apply a selection process to compile a short-list of qualifying and preferred bidders. During this stage the Delmas Coal Bid Adjudication Committee will determine responsiveness to the RFP, and to the minimum requirements specified below.

All participating bidders should provide the following information as a MINIMUM REQUIREMENT. Failure to provide all the information specified below, will lead to bid disqualification.

2.1.1 A certified copy of the PSIRA Registration Certificate and a PSIRA Letter of Good Standing.

2.1.2 An original and valid VAT Clearance Certificate (and PIN document).

2.1.3 Certified copy of Letter of Good Standing from the Department of Labour.

2.1.4 Company Profile.

2.1.5 Bank letter confirming business bank account details (not older than 3 months).

2.1.6 Proof of business address (utility bill/ rental agreement/ electricity account not older than three months). Proof of firearm safe facilities.

2.1.7 Proof of existing and 24/7 operational Security Control Room.

2.1.8 Public Liability insurance with minimum of R 25 million.

2.1.9 B-BBEE Status Certification.

2.1.10 Company incorporation certificate & other company registration documents.

2.1.11 Bidders must indicate to what extent its management and security officers are trained in respect of emergencies such as strikes, fire, explosions, emergency evacuations and natural disasters.

2.1.12 Bidders must indicate their proven private security experience in the mining industry and/or industrial and commercial industries.

2.1.13 Delmas Coal has the right, as part of its bid evaluation process, to conduct a physical site inspection at the offices of a bidder to ascertain:

(i) the physical location of the offices of the bidder;

(ii) if a 24/7 control room and firearm safe exist;

(iii) if the control room is equipped with the minimum required equipment, etc.

2.1.14 All bidders are also requested to submit as part of their proposal a crisp and clear practical solution for fulfilling the Delmas Coal requirements.

Please note that all proposals would be evaluated even-handedly and according to the above requirements by the Bid Adjudication Committee. 5 (Five) bidders with the highest rating will be shortlisted as competing candidates that will be allowed to proceed to Stage Two.

2.2 Stage Two

During Stage Two of the Bid Adjudication Process, shortlisted bidders will be invited to submit a more comprehensive proposal in respect of an integrated approach, including

inter alia the use of technical equipment and technology to enhance security at the mine sites in general. This proposal should inter alia include the following information:

- 2.2.1 The operational management team responsible for the management of the contract, and interaction with Delmas Coal.
- 2.2.2 An Operational Security Plan (OSP) in which details are provided on how the security officers will be monitored by the operational management team and control room, and also the frequency thereof. The OSP shall inter alia indicate how command and control will be conducted, how shifts will be managed, how static guarding and patrols will be conducted, how security guards on duty will react to alarms and CCTV alerts, how security risks and threats will be managed, etcetera. A proper electronic Guard Monitor System would be vital for that purpose. The expertise levels of staff in the control room must be elaborated upon in respect of computer literacy, proposals in respect of monitoring cameras, and the use and application of PTZs, access control, time and attendance, and similar security related systems and processes.
- 2.2.3 An undertaking that documentary proof shall be continuously provided and kept on file in the Control Room of Delmas Coal, confirming that all security guards and other security staff on duty on the mine premises at any time, are registered and in good standing with PSIRA, in terms of the minimum requirements applicable to the relevant security staff.
- 2.2.4 Plan of action and procedures to deal with misconduct and other disciplinary action in respect of their security personnel.
- 2.2.5 The type of ongoing/ refresher training, and the intervals thereof that will be provided to the security personnel who will be posted at Delmas Coal sites.
- 2.2.6 Copies of site instructions entailing general security instructions that the security officers must comply with, whilst on duty.
- 2.2.7 Plans for continued provision of the security services (replacement plan for eventualities) in case the supplied security officers embark on strikes, or are prevented from reporting for duty due to public transport interruptions, strikes or other obstacles.
- 2.2.8 A monthly reporting template that will assist Delmas Coal in monitoring the performance of the contracted service provider.
- 2.2.9 Policies, procedures or plans in which the selected service provider will ensure continued screening of security officers posted. This should include an undertaking that the security personnel and their relievers will be subjected to the security screening prior to being allowed to render services to Delmas Coal. No unscreened

security personnel shall be posted to render the contracted security service without written consent from Delmas Coal. Screening conducted for any other earlier private sector client or department where a security officer was deployed, will not be transferable to Delmas Coal.

2.2.10 Bidders must submit documentary proof of the accreditation of the training facility where security officers deployed were/are being trained. This process will have to be followed with all new security officers deployed at Delmas Coal sites.

Bidders must take note that penalty clauses will be part of the comprehensive Service Level Agreement (SLA) between Delmas Coal and the successful bidder. Short postings and dysfunctional equipment will be treated as breaches of the SLA. Short postings will be penalised with deducting double the amount for that particular officer's shift. Shortages in, and dysfunctional equipment will be penalised with an amount similar to the price paid per shift per security officer for every day and shift, for the duration of this breach. The acceptance of this provision must be indicated in the first stage bid document.

The shortlisted candidates will also be required to make a presentation to the Delmas Coal Adjudication Committee. The presentation should elaborate on an integrated solution best suited for Delmas Coal.

Delmas Coal has the right to enter into negotiations with shortlisted bidders for the purpose of reaching an agreement on the balance of physical security *vis a vis* technology to reach the most cost-effective and efficient proposed technical solution. In the second stage, an agreement will be reached in terms of technical specifications and the final financial proposal based on the agreed technical solution. This will then result in contract negotiations.

2.3 Evaluation criteria – Stage 2

The proposals of shortlisted bidders will be evaluated as an entire package with specific attention to the competence of the respondent in all of the necessary specialist and functional areas. A score-rating scale from 1 to 10 will be utilised as follows:

Excellent	-	10
Very good, but not excellent	-	8 to 9
Good	-	5 to 7
Fair to poor	-	1 to 4

The evaluation matrix below will be used to evaluate proposals of shortlisted bidders on functionality and efficiency:

Functionality and Efficiency Evaluation Criteria	Maximum Score	Scored by Panel	Total Scored
<p>Track Record</p> <p>Proven good track record and experience of successfully rendering a similar security service with at least a contactable reference, including clear contact persons and telephone numbers is required. The relevant experiences are corporate and industrial related experience. Proven experience of delivering integrated security solutions in respect of combining technology with human resources are required together with traceable contact details.</p>	10		
<p>Experience</p> <p>Years of experience in rendering of any security services combining technology with human resources. This should be clearly outlined in the proposal</p> <p>0=0-2 years - 2 1= 2 years - 4 2= 4 years - 5 3= 6 years - 6 4= 8 years - 7 5= 10 years - 8 10+ years - 10</p>	10		
<p>Operational Plan</p> <p>0 = non-compliant as per the RFP; 5 = submitted not all information as per the RFP; 10=submitted comprehensive Operational Security Plan.</p>	10		
<p>Training of Staff</p> <p>0 = No continuous Training Program</p>	10		

5 = Basic Training Program 10 = Comprehensive Training Program			
Office & Control Room Bidder's Office and 24/7 operational control room within the Republic of South Africa. 0 = None existence of control room 5 = Existence of control room, but not well equipped 10 = Existence of Control Room properly equipped	10		
Firearm Safe Bidder's Firearm Safekeeping Facilities 0 = Non-existence of Safe 10 = Existence of Safe	10		
Equipment and Technology Security officers deployed for the required services must be properly equipped. This includes inter alia two-way radios, base radios, licenses, torches, first aid training, etc. An electronic patrol monitoring system is compulsory. Shortlisted bidders to provide proof and commitment. 0 = No proof and commitment provided 5 = Basic proof and commitment provided 10 = Innovative and satisfactory proof and commitment provided	10		
Integrated Security System Experience Proven experience of delivering integrated security solutions in respect of the application of technology and human resources 3 = 1 to 3 years 4 = 4 to 5 years 5 = 6 to 7 years 7 = 8 to 9 years 10 = 10 years +	10		
TOTAL	80		

The decision of Delmas Coal's Bid Adjudication Committee will be final.

3. General rules applicable to all bidders

- 3.1 This tender is limited **only** to Victor Khanye Local Municipality (VKLM) residents. The Tenderer shall have a minimum of 51% ownership by black people as defined in the Broad Based Black Empowerment Act 53 of 2003, as amended. The aforementioned black people shall form a minimum of 51% of the people responsible for operation and management of the tender. These black people should be from the Victor Khanye Local Municipality community. The Tenderer should maintain the project ownership and operation for the duration of the tender term.
- 3.2 The bidder, by responding to this RFP agrees to be subjected to verification which seek to establish its ownership and residency.
- 3.3 Copyright of all documents and electronic aids, software programmes prepared or developed in terms of the RFP, shall vest in Delmas Coal.
- 3.4 Delmas Coal reserves the right to amend, modify or withdraw this RFP document or amend, modify or terminate any of the procedures or requirements set out herein at any time and from time to time, without prior notice, except where required by law, and without liability to compensate or reimburse any participating bidder.
- 3.5 Any briefing Notes which may be issued by Delmas Coal to the Bidder/s should be considered as part of this RFP. Furthermore, if the negotiations between Delmas Coal and the preferred Bidder/s fail regarding the conclusion of a Service Level Agreement, Delmas Coal reserves the right not to appoint the Preferred Bidder/s.
- 3.6 All costs to participate in this RFP shall be borne by the participating bidder. Delmas Coal shall not be held liable for any such costs. Subsequently, the costs of preparing and submitting proposals will not be reimbursed by Delmas Coal.
- 3.7 Neither Delmas Coal, nor any of its respective officers or employees make any promise or commitment by means of the RFP document. Nothing contained herein is, or shall be relied upon as a promise or representation, whether as to the past or the future.
- 3.8 A bid submitted by a company, close corporation or other legal person must be accompanied by a resolution signed by the directors or members of such entity.

Such resolution shall authorise the person that submits the bid to act on behalf of the relevant company, close corporation or legal entity.

- 3.9 The preferred Bidder (as single entity) will be required to enter into a Service Level Agreement (SLA) prior to finalising the appointment.
- 3.10 Delmas Coal is not bound to accept any of the proposals submitted, and reserves the right to call for best and final offers from shortlisted bidders before final selection. However, it remains the right of Delmas Coal to appoint/not to appoint a service provider. Delmas Coal also reserves the right to call interviews with shortlisted bidders before final selection, and to negotiate price and further conditions.
- 3.11 Bidders may ask for clarification on this RFP or any of its Annexures up to forty-eight (48) hours before the deadline for the submission of bids. Any request for clarification must be submitted by email to the contact person nominated by Delmas Coal. Copies of questions and answers will be emailed to all companies that register at the briefing session, without revealing the identity of the source of the questions.
- 3.12 Bidders may not contact Delmas Coal on any matter pertaining to their bid, from the time when bids are submitted, to the time the contract is awarded. Any effect by the bidder to influence bid evaluation, bid comparisons or award decisions in any manner, shall result in disqualification of the bid concerned.
- 3.13 Any prospective service provider which fails to submit any element of the bid submission requirements set out in terms of this RFP may, at the discretion of the adjudication committee, be rejected as unsuitable for evaluation, and will therefore not be further considered.
- 3.14 Delmas Coal reserves the right to cancel the security guarding contract on the basis of poor performance with the service provider at any time upon two (2) month's written notice. Delmas Coal shall not be held liable for any fees due to cancellation, and shall only pay for security guarding services rendered prior to cancellation.

4. Compulsory Briefing Session and Site Visit

All bidders must attend a compulsory briefing session and site visit to be held as follows:

Date: 6 September 2017

Time: 10h00

Place: Delmas Coal, Hawerklip Farm, Delmas, Mpumalanga Province, 2210

Venue: Delmas Coal Conference Centre

It will be arranged that attendees conduct a site visit immediately after the briefing session to familiarise themselves with the mine(s) and the areas and terrain to be protected.

5. Current complements (To be used as guidelines)

It must be noted that the current security complements on the respective sites serve only as guidelines. It is expected from each bidder to make their own independent proposal regarding guarding numbers, shifts, management and control measures based on the information in this proposal and gathered during the briefing session and site visit.

A crucial factor that all prospected bidders must take into consideration is that Delmas Coal commenced with a project to renew and upgrade its entire security system and supporting security technology. This is being done with the specific strategy to create a healthy balance between physical security guards and security technology. It is subsequently expected that, as new security technology up-gradings happen, the physical guarding compliment should decrease. The successful bidder must be prepared to commit to this strategy of Delmas Coal.

6. Pricing

The financial submission should include the tendered amount based on the number of security officers recommended. The price for the physical security services must be in accordance with the relevant PSIRA rates. The recommended pricing structure must inter alia compose of:

Management and guards recommended

- Managerial numbers;
- Description of category of Security Officer;
- Grading;
- Armed/ Not armed;
- Number of security officers recommended (Dayshift and Nightshift);
- Cost per officer per month (Excluding VAT).

Security equipment prices

- Two-way communication radio;
- Security patrolling monitoring system;
- Other.

Total cost per month (Excluding VAT)

Total cost per month (Including VAT)

Total cost per year (Excluding VAT and escalation)

Total cost per year (Including VAT and escalation)

The cost per annum is subject to an annual inflation related increase from inception of contract for a period of three (3) years.

The contracted service provider shall charge Delmas Coal for the actual security guarding services rendered on a month-to-month basis, according to actual quantities based on PSIRA regulated rates.

7. Confidentiality

This document may not be used for any purpose by the supplier other than for developing their response to it, and all reasonable efforts must be taken by the Bidder/Supplier to ensure confidentiality of all information provided. This document and any other information of a confidential nature provided to the Bidder/Supplier during the course of the Request for Proposal (RFP) process are, and will be covered by the non-disclosure agreement to be signed between Delmas Coal and the successful Bidder/Supplier.

8. Returnable documents

- Completed and signed Cover Page;
- Proposal in respect of integrated security approach;
- Operational Security Plan;
- Company Profile;
- Financial Submission - Pricing Schedule;
- Proof of PSIRA registration;
- Valid Tax Clearance Certificate;
- B-BBEE Status Certification;
- Certified copy of Letter of Good Standing from the Department of Labour;
- Proof of business address and firearm safe facilities;
- Proof of existing and 24/7 operational Security Control Room (Attach photos);
- Bank letter confirming business bank account details (not older than 3 months);

- ID's and CV's of Members/Directors;
- Company incorporation certificate & other company registration documents;
- Contactable References of current contracts;
- Proof of Public Liability Insurance with a minimum of R 25 million.

ANNEXURE A

PROVISIONING OF INTEGRATED PHYSICAL SECURITY SERVICES TO DELMAS COAL

Scope of services

The successful bidder shall prove capacity and capability to render the following services to Delmas Coal:

Security Services Required		Frequency
Access control of people, vehicles and goods by means of physical guarding and physical and electronic access control systems	Administer the access control management system, issuing and return of access control permits and continuous related risk assessment and mitigation	24 -hours
	Physical guarding of defined access and egress points to ensure that duly authorised permitted staff and visitors are granted access.	24-hours
	Managing of vehicle movements at entrance and egress points in order to prevent congestion and risk of accidents	24-hours
	Maintaining and managing of keys and access codes to all lockable doors	24-hours
	Unlocking of doors for duly authorised persons in cases where such keys are forgotten or lost	As required
Physical patrolling and guarding to detect, deter and detain unauthorised access	Conducting visible perimeter, cross-site, plant and building patrols by application of security officers in combination with security technology. Monitoring of guards on patrol by means of an acceptable electronic monitoring system	Minimum three times per shift
	Apprehending and detaining unauthorised trespassers and liaising appropriately and as prescribed by the protocol with SA Police Services	24-hours
	Performing locked status of all offices and designated facilities, and advise occupants by leaving prescribed notice.	Nightshift

Security Services Required		Frequency
	Performing “lights-on” status, and advise occupants where lights are left switched on, by leaving defined notice	Nightshift
Detection and withholding dangerous weapons or articles from entering the premises	Operating and basic maintenance of equipment for dangerous items detection	24-hours
	Using of detection equipment and conducting of hand-body searches where appropriate, to detect and withhold dangerous articles	24-hours
	Providing and operating a gun-safe facility for proper recording person-gun particulars, safe discharge and storage and re-issue on exit	24-hours
Detection of unauthorised removal of DELMAS COAL assets and valuable waste from the premises	Administering declaration of personal assets by staff and visitors and reconciling person-asset on exit	24-hours
	Performing vehicle exit searches to detect unauthorised removal of Delmas Coal assets, withholding such assets from exiting and notifying Security Management of the transgression	24-hours
	Performing people baggage exit searches to detect unauthorised Delmas Coal assets, and withholding such assets from exiting. Notifying Security Management of the transgression	24-hours
Remote monitoring of activities via Close-Circuit Television (CCTV) camera network and supporting hi-tech security systems to proactively detect suspicious behaviour and security contraventions	Staffing, operating and maintaining CCTV monitoring, surveillance and recording equipment	24-hours
	Performing risk-based monitoring of premises through the use of CCTV, access control, time and attendance and related hi-tech security systems, and communicating suspicious behaviour for investigation by the guarding personnel	24-hours
	Performing incident based retrieval of recordings and analyses sequence of events leading to the	As required

	period prior to, during and post incident	
Security Services Required		Frequency
Occupational health and safety and emergency preparedness support	Assisting and supporting emergency preparedness exercises	As required
	Performing actual emergency response actions per defined procedure	As required
	Supporting any SAPS and emergency medical and fire response service with access to site and to point of emergency	As required
	Monitoring fire detection and other emergency response systems and initiate response action per defined procedure	As required
Visitor facilitation and control	Escorting visitors between locations as required	Dayshift & when required
	Monitoring movement of visitors and escort unaccompanied visitors back to reception or exit as case may be (visitors may not be wondering the mine buildings, plants and grounds without accompaniment)	Dayshift & when required
Test sample delivery facilitation	Accompanying test sample transporters from reception to the lab, handing over to lab receiving officer and escorting delivery vehicles back to exit. (Test samples are not to be transported unaccompanied on the mine property)	As required
Basic investigations and reporting	Conducting basic investigations to any identified security incidences per defined procedures and according to guidelines.	As required
	Submitting a comprehensive incidence report	As required
VIP Protection	Performing VIP protection services for identified persons	As and when required
Industrial Strike	Coordinating and assisting in strike management as per defined procedures and guidelines	As required

Management		
Security Services Required		Frequency
Event security services	Providing special event security inclusive of event security risk assessment, guarding and access control amongst others, as determined from the risk assessment	As required
Security systems maintenance inspections	Proactively inspecting and testing security systems to ensure correct operation and initiate corrective maintenance timeously by an approved security technology expert	Monthly
Record Keeping of occurrences	Recording of all occurrences in an Occurrence Book and the keeping of other important records such as safe keeping of fire-arms (Fire-Arm Register), registering of visitors (Visitors Register), etcetera.	Continuously