

## TECHNICAL SCORECARD

**Please Note: Bidders' responses should cover the whole spectrum of the Services because concentrating on only one aspect of the Services e.g. guarding, will severely affect the evaluation of a Bid.**

No.	Description	Weight	Page no. and/or annexure of proposal
<b>1.0</b>	<b>Experience in providing the Services</b>	<b>5</b>	
	<ul style="list-style-type: none"> <li>State the number of business organisations (entities) that have used the Bidder to provide the Services or a component thereof that are similar to the ones covered in this RFP document in the last three years. Please arrange the contracts in chronological order.</li> </ul>		
	<ul style="list-style-type: none"> <li>How big are / were the business organisations / entities in accordance to the number of sites in a region?</li> </ul>		
	<ul style="list-style-type: none"> <li>State the value(s) of the contract(s).</li> </ul>		
	<ul style="list-style-type: none"> <li>State the number of personnel who were employed to deliver the Services.</li> </ul>		
<b>2.0</b>	<b>Infrastructure</b>	<b>6</b>	
	<ul style="list-style-type: none"> <li>Presence of the Bidder in each of the SARS regions?</li> </ul>		
	<ul style="list-style-type: none"> <li>Does the Bidder, including the Partner / Subcontractor, have the relevant infrastructure in place as per SARS requirements for the region(s) tendered for?</li> <li>If <b>Yes</b>, how many control rooms, office buildings and vehicles does the Bidder have in total?</li> <li>If <b>No</b>, please indicate how the Bidder would establish the infrastructure in terms of how many control rooms, office buildings and vehicles.</li> </ul>		
<b>3.0</b>	<b>Services' Offering</b>	<b>54</b>	
	Describe the Bidder's service delivery methodology taking into account the integrated nature of the Services, with emphasis on		

	<p>the following items:</p> <ul style="list-style-type: none"> <li>▪ Explanation on the Bidder's understanding of the Scope of Work and tasks that need to be performed.</li> </ul>		
	<ul style="list-style-type: none"> <li>▪ Description of how the Services' requirements will be met by the proposed solution.</li> </ul>		
	<p><b>Video Presentation consisting of the following:</b></p> <ul style="list-style-type: none"> <li>▪ Parade of Guards <ul style="list-style-type: none"> <li>- Security equipment</li> <li>- Uniforms</li> <li>- Neatness and appearance</li> <li>- Vehicle fleet</li> </ul> </li> <li>▪ Armed Response Officers <ul style="list-style-type: none"> <li>- Firearms</li> <li>- Neatness and appearance</li> <li>- Vehicle fleet</li> <li>- Armoury</li> <li>- Bullet-proof vests</li> </ul> </li> <li>▪ Communication and Equipment <ul style="list-style-type: none"> <li>- Guard Monitoring Device</li> <li>- Two-way radios</li> <li>- Cellphones</li> <li>- Handheld scanners</li> <li>- Torches</li> <li>- Guard huts and toilets</li> </ul> </li> <li>▪ Control Rooms <ul style="list-style-type: none"> <li>- Landlines</li> <li>- Cellphones</li> <li>- Radios and Base Stations</li> <li>- Alarm monitoring and response</li> <li>- Trained Personnel</li> <li>- Tracking and tracing of vehicles</li> <li>- Design</li> <li>- Layout</li> <li>- Technology</li> <li>- Disciplinary processes</li> <li>- Standard operating procedures and policies</li> </ul> </li> </ul>		

	<ul style="list-style-type: none"> <li>- Subcontractor(s)</li> <li>▪ Scenarios               <ul style="list-style-type: none"> <li>- Alarm activation and response (process on alarm activations);</li> <li>- Guard Monitoring Device activation and response (process); and</li> <li>- Abnormal reports and how the Control Room will re-direct.</li> </ul> </li> </ul>		
	<ul style="list-style-type: none"> <li>▪ Indicate the location and distance(s) of the Control Room(s), in relation to the SARS sites that will be serviced.</li> </ul>		
	<ul style="list-style-type: none"> <li>▪ Response turnaround times in comparison to industry standards.</li> </ul>		
	<ul style="list-style-type: none"> <li>▪ Interface and compatibility of the Bidder's software with GSM based alarm system.</li> </ul>		
	<ul style="list-style-type: none"> <li>▪ A list of all registered and licensed firearms of the Bidder.</li> </ul>		
	<ul style="list-style-type: none"> <li>▪ Level of firearm training of the Personnel and certified proof thereof.</li> </ul>		
	<ul style="list-style-type: none"> <li>▪ Availability of resources (human and physical) in rendering the Services, such as fleet / vehicles / security dogs / number of Security Officers and Armed Response Officers.</li> </ul>		
	<ul style="list-style-type: none"> <li>▪ Contingency plans with respect to replacements and short posting.</li> </ul>		
	<ul style="list-style-type: none"> <li>▪ Describe and explain the Bidder's Performance Management Framework and approach (e.g. format and content of information).</li> </ul>		
	<ul style="list-style-type: none"> <li>▪ Describe and explain the Bidder's mechanisms and tools used for performance reporting (e.g. technology and software, etc.).</li> </ul>		
	<ul style="list-style-type: none"> <li>▪ Describe and explain the Bidder's periodic and annual performance reviews.</li> </ul>		
	<ul style="list-style-type: none"> <li>▪ Describe and explain the Bidder's benchmarking process.</li> </ul>		
	<ul style="list-style-type: none"> <li>▪ Describe and explain the Bidder's monitoring and evaluation with respect to Incidents and Security Breaches (trend analysis and risk mitigations).</li> </ul>		
<b>4.0</b>	<b>Account Management</b>	<b>10</b>	
	<ul style="list-style-type: none"> <li>▪ The Bidder must provide information on-               <ul style="list-style-type: none"> <li>❖ A management framework for service delivery;</li> </ul> </li> </ul>		

	<ul style="list-style-type: none"> <li>❖ Account management structure inclusive of roles and responsibilities;</li> <li>❖ Primary Bidder model;</li> <li>❖ Third party Bidder management;</li> <li>❖ Problem resolution and escalation procedures;</li> <li>❖ Contract and variance management;</li> <li>❖ Operational account management – service delivery; and</li> <li>❖ Strategic account management – relationship alignment.</li> </ul> <p><b>NB: Proof of the existence of systems to address the matters referred herein is crucial.</b></p>		
<b>5.0</b>	<b>Change Management</b>	<b>5</b>	
	<ul style="list-style-type: none"> <li>▪ Describe the Bidder's change management philosophy.</li> </ul>		
	<ul style="list-style-type: none"> <li>▪ Outline the Bidder's change management methodology for technology, processes, assets, staff and business continuity.</li> </ul>		
	<ul style="list-style-type: none"> <li>▪ Outline how the Bidder ensures service continuity during the transition to the new service model.</li> </ul>		
<b>6.0</b>	<b>Quality Management</b>	<b>10</b>	
	<ul style="list-style-type: none"> <li>▪ Does the Bidder have a proper quality management system in place? Please describe the quality management system.</li> </ul>		
	<ul style="list-style-type: none"> <li>▪ Tracking and Tracing <ul style="list-style-type: none"> <li>❖ Does the Bidder have capabilities to communicate with their Control Room?</li> <li>❖ If <b>No</b>, how will the Bidder be able to respond to the alarm triggered environment?</li> <li>❖ If <b>Yes</b>, how does the Bidder propose to track and trace the assets?</li> </ul> </li> </ul>		
	<ul style="list-style-type: none"> <li>▪ Describe and explain monitoring and evaluation with respect to Incidents and Security Breaches (trend analysis and risk mitigations).</li> </ul>		
<b>7.0</b>	<b>Design and Customisation</b>	<b>5</b>	
	<ul style="list-style-type: none"> <li>▪ Capability to redesign and customise – adaptability to SARS's changing business needs: <ul style="list-style-type: none"> <li>❖ Please explain the Bidder's approach to design and</li> </ul> </li> </ul>		

	<p>customisation requests by a customer.</p> <ul style="list-style-type: none"> <li>❖ Does the Bidder retain full time personnel for such purposes?</li> <li>❖ If so, how many?</li> <li>❖ If not, does the Bidder retain a professional company to provide design and customisation Services?</li> </ul>		
<b>8.0</b>	<b>References</b>	<b>5</b>	
	<ul style="list-style-type: none"> <li>▪ The Bidder must provide two (2) references with names, position and contact numbers of customers to whom similar Services on a similar scale were provided in the last year or two.</li> <li>▪ For each reference, the Bidders must specify: <ul style="list-style-type: none"> <li>❖ The name of the company, contact-person and telephone number;</li> <li>❖ Type of business;</li> <li>❖ Brief description of Services rendered;</li> <li>❖ Duration of contract;</li> <li>❖ Quality of service; and</li> <li>❖ Performance.</li> </ul> </li> </ul>		
	<ul style="list-style-type: none"> <li>▪ The Bidder must include two (2) references for its subcontractor, <b>in the same format set out above</b>. The references must be from customers to whom similar Services on a similar scale (as is intended for the subcontracting arrangement, for purposes of this RFP) were provided in the last year or two.</li> </ul>		