**GUIDELINE FOR THE TECHNICAL EVALUATION OF ARMED OFFICERS, CLOSE PROTECTION AND TACTICAL RESPONSE SERVICES**

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| **No.** | **Description** | **Weight** | **Measurement** | **Point Allocation** | **Proof Required** |
| **1.0** | **Experience in providing the Services** | **10** |  |  |  |
| 1.1 | Provide three (3) references from business organisations (entities) that have used the Bidder to provide Armed Officers, Close Protection and Tactical Response Security Service in the past three (3) years, including number of personnel, value and duration of the contract/s. | **10** | Less than 3 references. | 0 | Three (3) references from business organisations that have used the Bidder’s services in the past three (3) years that set out the value of the contract per month, number of personnel employed to render the services for each contract and the duration of the contract/s. |
| 3 or more references. | 10 |
| **2.0** | **Infrastructure and Capability** | **45** |  |  |  |
| 2.1 | The Bidder must demonstrate that it has presence in the region it intends to deliver the Services. | **7** | 0 offices in the region tendered for. | 0 | Proof of ownership of the office building(s) or a rental agreement for the leasing of the Bidder and/or subcontractor’s office(s) in the region tendered for. |
| 1 or more offices in the region tendered for. | 7 |
| 2.2 | The Bidder must indicate how many Armed Security Officers are available for the execution of the Services in the region the Bidder intends to deliver the Services. | **4** | Less than 50 Armed Security Officers in the region tendered for. | 0 | List of Armed Security Officers registered under the Bidder and/or the subcontractor’s name at PSIRA, in the region tendered for. |
| 50 or more Armed Security Officers in the region tendered for. | 4 |
| 2.3 | The Bidder must indicate how many Close Protectors are available for the execution of the Services in the region the Bidder intends to deliver the Services. | **3** | Less than 10 Close Protectors in the region tendered for. | 0 | List of Close Protectors registered under the Bidder and/or the subcontractor’s name at PSIRA, in the region tendered for. |
| 10 or more Close Protectors in the region tendered for. | 3 |
| 2.4 | The Bidder must indicate how many Tactical Response Officers are available for the execution of the Services in the region the Bidder intends to deliver the Services. | **4** | Less than 10 Tactical Response Officers in the region tendered for. | 0 | List of Tactical Response Officers registered under the Bidder’s and/or the subcontractor’s name at PSIRA, in the region tendered for. |
| 10 or more Tactical Response Officers in the region tendered for. | 4 |
| 2.5 | The Bidder must indicate how many vehicles are available for the execution of the Services in the region the Bidder intends to deliver the Services. | **4** | Less than 10 vehicles in the region tendered for. | 0 | List of vehicles owned by the Bidder in the region tendered for. |
| 10 or more vehicles in the region tendered for. | 4 |
| 2.6 | The Bidder must indicate how many Tactical Response vehicles are available for the execution of the Service in the region the Bidder intends to deliver the Services. | **2** | Less than 5 vehicles in the region tendered for. | 0 | List of Tactical Vehicles owned by the Bidder in the region tendered for. |
| 5 or more vehicles in the region tendered for. | 2 |
| 2.7 | The Bidder must indicate how many Close Protection vehicles the Bidder has access to for the execution of the Services, in the region intends to deliver the Services. | **3** | Less than 5 vehicles in the region tendered for. | 0 | List of Close Protection vehicles (specifically sedans) the Bidder has access to in the region tendered for. |
| 5 or more vehicles in the region tendered for. | 3 |
| 2.8 | The Bidder must indicate that it has a control room in the region it intends to deliver the Services. | **7** | 0 control rooms | 0 | Proof of ownership of the building where the control room is situated or a rental agreement for the leasing thereof and pictures demonstrating the capability (systems, personnel manning the control room, procedures) of the control room, registered under the Bidder’s name with PSIRA, in the region tendered for. |
| 1 or more control rooms | 7 |
| 2.9 | The Bidder must detail the communication tools that demonstrate its ability to communicate with SARS, its employees and its control room. | **4** | Description that details the communication tools utilised not submitted. | 0 | A detailed description of available communication tools utilised by the Bidder (e.g. two-way radios, cellular telephones) in order to demonstrate its ability to communicate with SARS, its employees and its control room. |
| Submitted a description that details the communication tools utilised. | 4 |
| 2.10 | The Bidder must provide a detailed plan that indicates how they will respond to SARS Sites, events and personnel within fifteen (15) minutes after an alarm has triggered, or if there is a Security Incident or Emergency. | **5** | Detailed plan that indicates how the Bidder will respond to SARS Sites, events and personnel within 15 minutes after an alarm has triggered, or if there is Security Incident or Emergency, not submitted. | 0 | A detailed plan indicating how the Bidder will meet the fifteen (15) minute response threshold if an alarm has triggered, or if there is a Security Incident or Emergency. |
| Detailed plan that indicates how the Bidder will respond to SARS Sites, events and personnel within 15 minutes after an alarm has triggered, or if there is a Security Incident and Emergency, submitted. | 5 |
| 2.11 | The Bidder must detail its process for tracking, tracing and communication between the Bidder’s control room and its Tactical Response and VIP Protection vehicles. | **2** | Document detailing the process of tracking, tracing and communication between the Bidder’s control room and its Armed Response vehicles, as well as a tracking report, not submitted. | 0 | A document detailing the process of tracking, tracing and communication between the Bidder’s control room and its Tactical Response and Close Protection vehicles, as well as an example of a tracking report. |
| Document detailing the process of tracking, tracing and communication between the Bidder’s control room and its Armed Response vehicles, as well as a tracking report, submitted. | 2 |
| **3.0** | **Services’ Offering** | **45** |  |  |  |
| 3.1 | The Bidder must submit a service delivery methodology that defines in detail the fifteen (15) areas stated in the scope of work in paragraph 9.1.1 of the RFP document. | **8** | Submitted detail of less than 15 areas as stated in the scope of work of the RFP document. | 0 | A document detailing the service delivery methodology in line with the scope of work of the RFP document. |
| Submitted detail in all 15 areas as stated in the scope of work of the RFP document. | 8 |
| 3.2 | The Bidder must provide a proposal and specifications for a mobile CCTV and alarm system that will be deployed at SARS Sites and events. | **7** | Not submitted a proposal and specifications for a mobile CCTV and alarm system that will be deployed at SARS Sites and events. | 0 | A detailed proposal and specifications for a mobile CCTV and alarm system. |
| Submitted a proposal and specifications for a mobile CCTV and alarm system that will be deployed at SARS Sites and events. | 7 |
| 3.3 | The Bidder must submit a plan detailing how it will respond to an emergency request for Tactical and Armed Response to SARS. | **5** | Did not submit a plan detailing how the Bidder will respond to an emergency request for Tactical and Armed Response to SARS. | 0 | A plan detailing how the Bidder will respond to an emergency request for Tactical and Armed Response to SARS. |
| Submitted a plan detailing how the Bidder will respond to an emergency request for Tactical and Armed Response to SARS. | 5 |
| 3.4 | The Bidder must provide a process flow on how to conduct personnel, event and site risk assessments. | **4** | Did not submit a process flow on how to conduct personnel, event and site risk assessments, as well as sample reports. | 0 | A detailed process flow on conducting risk assessments for sites, events and personnel. Format to include, but not limited to, the purpose, background, process followed, facility appreciation, findings that include crime statistics for an area, conclusion and recommendations. Bidders must provide samples of a risk assessment report for a site/event, as well as for personnel. |
| Submitted a process flow on how to conduct personnel, event and site risk assessments, as well as sample reports. | 4 |
| 3.5 | The Bidder must detail the process displaying that its Armed, Close Protection and Tactical Response Security Officers undergo medical and psychological assessments, as well as physical fitness examinations, at least once per year. | **3** | Not submitted a process detailing medical and psychological assessments, as well as physical fitness examinations, at least once per year. | 0 | A document detailing the process to display that Armed, Close Protection and Tactical Response Security Officers undergo medical and psychological assessments, as well as physical fitness examinations, annually. |
| Submitted a process detailing medical and psychological assessments, as well as physical fitness examinations, at least once per year. | 3 |
| 3.6 | The Bidder must provide a detailed process and procedure to acquire, issue and re-issue uniforms to its personnel. | **2** | Not submitted detailed process and procedure to acquire, issue and re-issue uniforms to its personnel. | 0 | A documented process and procedures to acquire, issue and re-issue uniforms to its personnel. |
| Submitted detailed process and procedure to acquire, issue and re-issue uniforms to its personnel. | 2 |
| 3.7 | The Bidder must submit its procedures pertaining to the issuing and re-issuing of Personnel Protection Equipment (PPE), including but not limited to bullet resistant jackets and firearm holsters. | **3** | Not submitted procedures pertaining to issuing and re-issuing of PPE, including but not limited to bullet resistant jackets and firearm holsters. | 0 | A documented procedure pertaining to the issuing and re-issuing of PPE, including but not limited to bullet resistant jackets and firearm holsters. |
| Submitted procedures pertaining to issuing and re-issuing of PPE, including but not limited thereto, bullet resistant jackets and firearm holsters. | 3 |
| 3.8 | The Bidder must demonstrate that it has access to a certified shooting range approved in line with SABS and the Firearms Control Act, 2000 (Act No. 60 of 2000). | **3** | Not submitted a Memorandum of Understanding or contract which indicates access to a certified shooting range approved in line with SABS and the Firearms Control Act, 2000 (Act No. 60 of 2000) | 0 | A Memorandum of Understanding or contract, which indicates that the Bidder has access to a certified shooting range approved in line with SABS and the Firearms Control Act, 2000 (Act No. 60 of 2000). |
| Submitted a Memorandum of Understanding or contract which indicates access to a certified shooting range approved in line with SABS and the Firearms Control Act, 2000 (Act No. 60 of 2000) | 3 |
| 3.9 | The Bidder must submit a training plan or procedure to qualify and re-qualify its Armed, Close Protection and Tactical Response Security Officers in terms of the Firearms Control Act, 2000 (Act No. 60 of 2000). | **3** | Not submitted a training plan and certificate(s) of trainers, who are qualified in terms of the Firearms Control Act, 2000 (Act No. 60 of 2000). | 0 | An approved training plan and/or procedure to qualify and re-qualify its Armed, Close Protection and Tactical Response Security Officers, as well as certificates of qualified firearm trainers. |
| Submitted a training plan and certificate(s) of trainers, who are qualified in terms of the Firearms Control Act, 2000 (Act No. 60 of 2000). | 3 |
| 3.10 | The Bidder must detail its disciplinary procedures (disciplinary, appeal and dismissal processes) to address unacceptable behaviour of its Security Officers. | **2** | Not submitted disciplinary procedures (disciplinary, appeal and dismissal processes) that address unacceptable behaviour of its Security Officers. | 0 | A disciplinary procedures (disciplinary, appeal and dismissal processes)to address unacceptable behaviour of its Security Officers. |
| Submitted disciplinary procedures (disciplinary, appeal and dismissal processes) that address unacceptable behaviourof its Security Officers. | 2 |
| 3.11 | The Bidder must describe the management structure to support the Services to SARS. | **2** | Not submitted management structure to support the Services. | 0 | Description of the Bidder’s management structureto support the Services to SARS. |
| Submitted management structure to support the Services. | 2 |
| 3.12 | The Bidder must indicate a clear escalation procedure between SARS, its employees, its control room and management, including reporting of Security Incidents and Emergencies. | **3** | Not submitted a clear escalation procedure between SARS, its employees, its control room and management, including reporting of Security Incidents and Emergencies. | 0 | A clear escalation procedure between SARS, its employees, its control room and management, including reporting of Security Incidents and Emergencies. |
| Submitted a clear escalation procedure between SARS, its employees, its control room and management, including reporting of Security Incidents and Emergencies. | 3 |