



**RFP 31/2023 Provision of Armed Response Security and Alarm Monitoring Services for
Regions B and D**

Virtual Briefing Session: 13 December 2023 at 11H00

RFP No.: RFP 31/2023

Closing Date: 16 January 2024, at 11H00

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1. INTRODUCTION: SARS TEAM

Procurement

Sourcing Lead: Procurement

Governance, Compliance & Risk Specialist

Financial Analysis

Pricing Specialist

B-BBEE Specialist

SARS Business Unit

Bid Specification Committee

Corporate Legal Services

Legal Specialist

2. GOVERNANCE RULES AND PROCEDURES

NON-COMPULSORY BRIEFING SESSION

■ Purpose:

- Explain selected concepts, procedures and other aspects of the RFP

■ It does not:

- Cover every item in the RFP
- Replace any of the issued RFP material
- Change any of the RFP rules unless explicitly communicated in writing

■ The briefing session slides will be published on the e-Tender Portal and SARS Website.

■ The RFP pack remains the primary source of information for the Bidder to respond.

2.1 PROCEDURES DURING BRIEFING SESSION

- Questions during the session.

- SARS will take verbal and written questions submitted during the session
- SARS will review and focus on most pertinent themes arising from the questions and provide answers where possible
- All questions and answers will be published on e-Tender portal and SARS website to all the bidders as part of the wider

Q & A process

- The published answers will take precedence over any verbal response given in the briefing session

- The session is being recorded

3. BRS: PROVINCIAL DISTRIBUTION

Offices covered per province

Region	Provinces covered in the region
Region B	KwaZulu-Natal and Eastern Cape Province
Region D	Western Cape and Northern Cape Provinces, excluding Kimberley

3.1 BRS: SCOPE OF SERVICE REQUIRED

Successful security service providers will be required to provide the following Services in a diligent manner-

Monitoring of SARS's installed alarms at the security service provider's Control Room;

Should have a functional and operational Control Room that operates on a twenty-four (24) hour basis to monitor SARS facilities/sites);

Armed response to SARS facilities/sites) upon the triggering of alarms within the specified timeframe;

Tracking and tracing, which will include the tracking of the successful security service providers' Armed Response Officers and vehicles that provide services to SARS;

Effectively respond to Emergencies

Prevent and respond to security incidents, in line with SARS's security loss prevention plan;

Recording, investigate and reporting of Security Incidents, including the recommendation of security risk mitigation measures within prescribed timeframes;

Record Security Incidents involving triggered alarms, faulty alarms, power failures; respond within fifteen (15) minutes and submit a report to the SARS Authorised Representative or his/her appointed delegate;

Provide daily, weekly, and monthly reports detailing Security Incidents per SARS facility(site). The daily, weekly, and monthly reports must be submitted to the SARS Authorised Representative or his/her appointed delegate;

The successful security service provider must have a Business Contingency Plan (BCP) in place for emergency situations, in instances where its security personnel cannot perform their duties for any reason whatsoever; and

The successful bidder must in addition to the normal service be able to increase the frequency of patrols in response to heightened risks instances upon SARS request. The bidder should ensure that the armed response officers are at all times within the 15 minutes response time for all ad hoc requests.

3.2 BRS: CORE BUSINESS REQUIREMENTS

Key operational requirements

Experience : The service providers(Bidders) must the experience and expertise in the armed response and alarm monitoring field to monitor and respond to installed SARS alarms

Capability: Must the capability to render the armed response service to SARS and not compromise the protection of its facilities and asset

Resources: Must trained, qualified and PSIRA certified security personnel, with requisite equipment such firearms and PPEs' as well as vehicles;

Legislative :Ensure adherence to laws governing the security industry i.e. PSIRA, Firearms Control Act to name but a few

Operational Efficiency : Should be able to respond in line with the set timeframes set, monthly operational meetings and compile incident reports where breaches has occurred

3.3 CONCLUSION

Partnership Equals Strengthen

“SARS WISHES TO PARTNER WITH SERVICE PROVIDERS WHO ARE PASSIONATE AND COMMITTED TO RENDER A QUALITY SERVICE THAT DELIVERS VALUE FOR MONEY AND ENSURE EFFECTIVE PROTECTION OF ITS PERSONNEL, ASSETS AND FACILITIES”

4. BID EVALUATION PROCESS

REFER TO SECTION 7 OF THE MAIN RFP DOCUMENT:

Gate 0 – Prequalification Evaluation

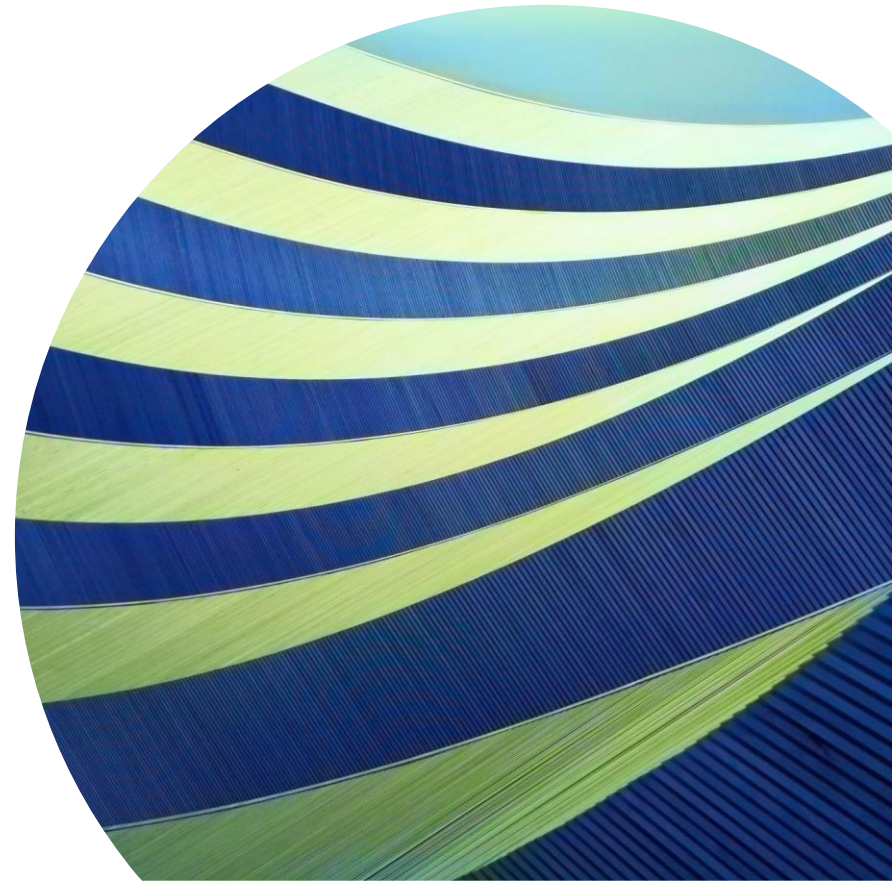
Gate 1 – Mandatory Evaluation

Gate 2 – Technical Evaluation

Gate 3 – Price and Specific Goals Evaluation

Stage 1 – Price Evaluation

Stage 2 – Specific Goals Evaluation



4.1 PREQUALIFICATION AND MANDATORY EVALUATION

Gate 0: Pre-qualification Evaluation

Refer to paragraph 7.2 of the Main RFP document

Gate 1: Mandatory Evaluation

Refer to paragraph 7.3 of the Main RFP document

4.2 TECHNICAL EVALUATION

Gate 2: Technical Evaluation

Refer to paragraph 7.4 of the Main RFP document

4.3 PRICE EVALUATION

Gate 3: Stage 1 – Price Evaluation

Refer to sub paragraph 7.5.2 of the Main RFP document; and
Annexure B – Pricing Template

4.4 SPECIFIC GOALS EVALUATION

Gate 3: Stage 2 – Specific Goals Evaluation

**Refer to sub paragraph 7.5.3 and section 8 of the Main RFP document;
and
SBD 6.1 – Preferential Claims Form**

4.5 SPECIFIC GOALS EVALUATION POINTS AND EVIDENCE

Specific goals evaluation Criteria	Maximum Points that may be awarded
<p>Bidders to submit:</p> <ul style="list-style-type: none">a) A duly completed SBD 6.1 Preference point claim form, andb) A valid B-BBEE certificate or sworn affidavit.c) Share Certificates of the company or CIPC registration documents or letter from an attorney or registered accountant in their letterhead	20

4.6 SPECIFIC GOALS

Points for the specific goals evaluation will be allocated in accordance with a bidder's entity size and ownership as per table 1 of the SBD 6.1.

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
The entity is an EME	15	
The entity is an QSE	10	
Women Owned Enterprise 30%+	5	

4.7 REQUIREMENTS FOR SPECIFIC GOALS

- Bidders MUST complete and sign the SBD 6.1 form to claim the Bidder's B-BBEE preference points Bidders who do not claim preference points may be scored zero for Specific goals.
- The B-BBEE certificate or sworn affidavit should be submitted in the name of the bidding entity. Entities who are in a holding and subsidiary relationships must submit a list / annexure of the B-BBEE certificate indicating the subsidiaries to the holding company
- Incorporated JVs or Consortiums must submit the B-BBEE certificate or affidavit of the entity. Unincorporated JVs must submit a consolidated B-BBEE certificate as if they were a group structure for every separate bid
- JVs or Consortiums are also required to submit signed JV or Consortium agreements
- SARS reserves the right to request bidders to submit proof of any information, to substantiate claims made about their Specific goals

4.8 SPECIFIC GOALS POINTS ALLOCATION AND EVIDENCE

#	Classification	Turnover	Submission requirement
1.	Exempted Micro Enterprise (EME)	Below R10 million p.a.	<ul style="list-style-type: none"> • A sworn affidavit or certificate from CIPC. • Share Certificates of the company or CIPC registration documents or letter from an attorney or registered accountant in their letterhead
2.	Qualifying Small Enterprise (QSE)	Between R10 million and R50 million p.a.	<ul style="list-style-type: none"> • A sworn affidavit for entities with 51% Black Ownership and above; or • A copy of B-BBEE Rating Certificate from a SANAS accredited rating agency for entities with 50% and less black ownership. • Share Certificates of the company or CIPC registration documents or letter from an attorney or registered accountant in their letterhead

4.8 SPECIFIC GOALS POINTS ALLOCATION AND EVIDENCE

#	Classification	Turnover	Submission requirement
3.	Large Enterprise (LE)	Above R50 million p.a.	<ul style="list-style-type: none">• A copy of B-BBEE Rating Certificate from a SANAS accredited rating agency.• Share Certificates of the company or CIPC registration documents or letter from an attorney or registered accountant in their letterhead

4.9 VALID AFFIDAVITS

- Affidavits must be sworn or affirmed before a person authorized to administer the oath or take the affirmation.
- **The deponent must then sign the affidavit in the presence of Commissioner of Oaths**
- It is not permissible to backdate or postdate an affidavit. The backdating or postdating makes the affidavit misleading and irregular.
- The date on the affidavit is the date on which the deponent is saying that the information stated in the affidavit is true.
- **The signature of the deponent and the Commissioner of Oaths must be on the same day.**
- The Commissioner must give their details on the affidavit.(Usually the commissioner stamp and signature)

SARS reserves the right to request that bidders submit their Black ownership and turnover information in support of their Affidavits.

5. FINANCIAL STATEMENTS ANALYSIS

- Financial Risk Analysis is performed only on shortlisted bidders.
- The bidders are required to submit complete sets of annual financial statements, prepared in accordance with the International Financial Reporting Standard (IFRS) for the three (3) most recent financial periods in the name of the bidding entity. The annual financial statements must either be audited or independently reviewed in accordance with the public interest score (PIS) in compliance with the Companies Act, Act 71 of 2008, and the bidders are required to submit the public interest score (PIS) in compliance with the Companies Act, Act 71 of 2008. The annual financial statements must contain:
 1. A statement of profit and loss and other comprehensive income;
 2. A statement of financial position;
 3. A statement of cash flows;
 4. A statement of changes in equity / net assets; and
 5. Accompanying notes.

5.1 FINANCIAL STATEMENTS ANALYSIS CONTINUED

- If the bidder cannot provide the most recent financial year's audited / independently reviewed financial statements as part of its bid submission, the bidder should submit draft annual financial statements or its latest management accounts, together with the three (3) most recent years audited / independently reviewed annual financial statements.
- Bidders who have been trading for less than three (3) financial periods must provide:
 1. A letter detailing the fact, signed by a duly authorised representative of the entity;
 2. The annual financial statements that the entity can provide, considering the period that it has been trading; and
 3. Any other information or documentation which would provide more clarity on the financial history of a bidder.

5.2 FINANCIAL STATEMENTS ANALYSIS CONTINUED

- SARS reserves the right to request further information regarding the annual financial statements of a bidder at a later stage to demonstrate the potential bidder's financial capability. These will include, but are not limited to:
 1. Holding company's / Parent company's accounts;
 2. Management accounts;
 3. Signed letter from a recognised financial institution confirming capital availability and bank statements; and/or
 4. Credit rating reports (confirming capital availability or access to capital).
- In the event of a subsidiary being the bidding entity and it submits the holding company's financial statements for financial analysis purposes, the holding company must furnish a Performance Guarantee that is signed by a Financial Service Provider (Guarantor) of the holding company, stating that the Guarantor will undertake to cover any or all risks associated with a bidder, in the event the bidder is awarded the RFP.

5.3 FINANCIAL STATEMENTS ANALYSIS CONTINUED

- If the proposal is submitted by an incorporated joint venture, the incorporated joint venture is required to submit annual financial statements of the joint venture. If the proposal is submitted by an unincorporated joint venture / consortium arrangement, the unincorporated joint venture / consortium is required to submit annual financial statements of each of the parties to the arrangement.
- SARS reserves the right to request a financial guarantee from the recommended bidder(s) prior to award, based on the financial risk evaluation outcome.

6. MASTER SERVICES AGREEMENTS

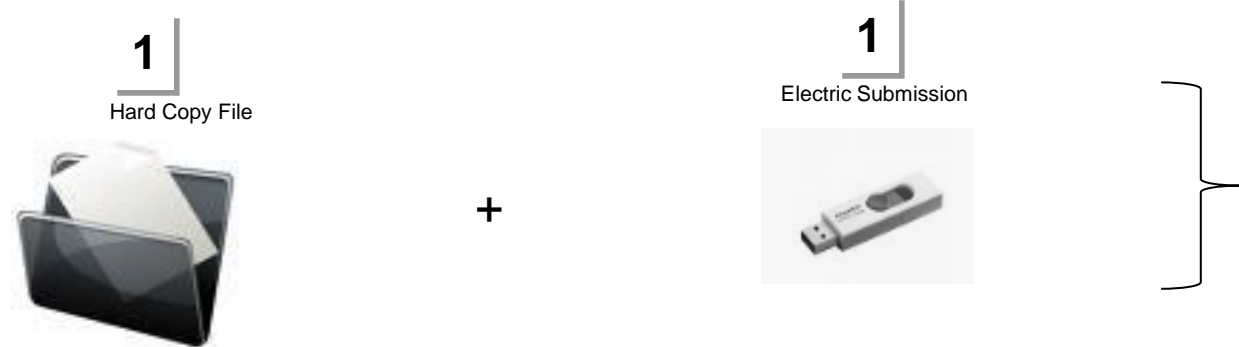
The successful Bidders will be expected to enter into a Master Services Agreement with SARS.

The draft MSA and Annexure C Penalty Schedule are attached

Refer to Paragraph 7.8 of the Main RFP Document

6. BID SUBMISSION

Bidders must submit one (1) hard copy file and a USB with content of each file.
Refer to paragraph 6.5 of the Main RFP document



TENDER BOX

Tender Office SARS Procurement, Lehae La SARS Head Office, 299 Bronkhorst Street Nieu Mucleneuk, Pretoria

Any enquiries must be referred, in writing via email: tenderoffice@sars.gov.za

7.1 RFP TIMELINES

ACTIVITY	DATE
Advertisement of Bid in the: <ul style="list-style-type: none"> National Treasury Tender Portal. 	07 December 2023
Tender documents on SARS website	07 December 2023
Non-compulsory virtual briefing session	13 December 2023
Last date for questions relating to RFP	05 January 2024
Bid Closing Date	16 January 2023 at 11:00am

Thank you
Re a leboha
Re a leboga
Ndza Khensa
Dankie
Ndi a livhuwa
Ngiyabonga
Enkosi
Ngiyathokoza

8. QUESTION AND ANSWERS

