



TERMS OF REFERENCE

DEPARTMENT OF INTERNATIONAL RELATIONS AND CO-OPERATIONS

Represented by

THE SOUTH AFRICAN HIGH COMMISSION: ACCRA

APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF SECURITY SERVICES FOR THE SOUTH AFRICAN HIGH COMMISSION IN ACCRA FOR A PERIOD OF THREE (3) YEARS



1. PURPOSE

To request quotations from security service providers for the procurement of armed/ unarmed security services on a 24/7 basis to safeguard and protect the assets, personnel, information, visitors, and personal property of the South African High Commission, Chancery and Official Residence in Accra for a period of three (3) years.

2. BACKGROUND / PROJECT BRIEF

It is crucial for the High Commission in Accra to ensure that the buildings are secured in accordance with the relevant and applicable legislation.

The South African High Commission has office premises in North Labone and an Official Residence at Airport Residential Area in the Greater Accra Region.

The High Commission in Accra receives visitors which range from politicians, business people and members of the Diplomatic Community, coming to engage with bilateral and business activities. It also receives nationals from countries that are not visa exempted and coming to apply for necessary permits.

Unarmed or armed security services are required at the South African High Commission on a 24/7 basis to ensure the safety of its Chancery, Official Residence, Personnel, Information and Assets.

3. SPECIFICATIONS

- Contract period : 01 April 2024 to 31 March 2027
- Duration : Three (3) years

The appointed security service provider shall employ every lawful means to prevent loss of life, property, etc. through damage, theft, explosion, fire, sabotage, espionage, and other occurrences.

The following security services to be provided:

- Access control: shall include but not limited to monitoring entering and existing of vehicle, employees/pedestrians into South African High Commission premises inclusive of opening and locking of entrance in line with the South African High Commission's requirements and/or policy.
- Patrolling duties: shall include but not limited to the physical patrolling of South African High Commission premises. Any incidents and/or deviations should be reported and are recorded in the occurrence book. Minimum of (8) patrols per 24-hour shift.
- Guarding duties: shall include but not be limited to physical guarding of South African High Commission premises, assets and properties, and assets of visitors e.g. cars.

- Armed response: shall include, but not limited to armed response when called in an emergency situation.
- Panic Button: A panic button linked to the service provider to be installed at the South African High Commission reception desk provision of a panic button system linked to the service provider's Control Room and security guard on duty must be supported by armed response.
- Cell phones/two-way radio communication: the service provider must supply the security guards on duty with cell phones/two-way radio communication.
- Registers and Document Management: the service provider must keep the occurrence register up to date and handle any unauthorized situations as per procedure and issue the necessary documentation.
- Couriered Packages: The receipt or dispatch of courier packages, after working hours and during weekends, must be recorded.
- Occurrence books: every completed/full book to remain the property of the South African High Commission premises.
- Compliance: identification cards must be carried whilst on duty. All approved security related legislation, codes of conduct and procedure must be complied with.

Security Services (Work Methodology)

Security personnel must:

- Conduct patrols along the perimeter fence around the South African High Commission premises office block mainly outside of business hours;
- Conduct patrols and check all parked vehicles on a regular basis;
- Patrols to be conducted randomly;
- Inspect all vehicles entering and leaving the South African High Commission premises;
- Security personnel on site must ensure that all incidents are recorded in the Occurrence book and reported to the site supervisor and relevant person at the South African High Commission premises;
- Time and route of the patrol must be rotated.

Ensure that:

- If there are any windows left open in the open-plan areas these should be closed. Windows left open in closed offices should be reported in the Occurrence book; and
- No suspicious persons wander between parked vehicles.

MANAGEMENT

- Complaints raised by the South African High Commission to be addressed within 24 hours or as agreed;
- The service provider must ensure that all incidents are accurately recorded in the Occurrence book;
- The security personnel must wear corporate uniform (not combat).
- All security breach incidents occurring on site e.g. break-ins and theft must be recorded and reported to the South African High Commission immediately.

SECURITY STAFF COMPLEMENT AT THE SOUTH AFRICAN HIGH COMMISSION PREMISES (MINIMUM STAFF REQUIREMENT)

Monday to Sunday (including Public Holidays)

- 06h00 to 18h00: 3 security guards which includes 1 supervisor per shift
- 18h00 to 06h00: 3 security guards which includes 1 supervisor per shift

Service to be provided for:

Location	Services offered
Location 01 (Chancery)	<p>3 x Security Officers - one (1) must be female per shift which includes 1 supervisor on 24 hours/7 days a week</p> <p>3 x Night (e.g. 18h00 - 06h00) 3 x during the day (e.g. 18h00 - 06h00) Alarm Monitoring Emergency armed response</p>
Location 02 (Official Residence)	<p>3 x Security Officers - one (1) must be female per shift which includes 1 supervisor on 24 hours/7 days a week</p> <p>3 x Night (e.g. 18h00 - 06h00) 3 x during the day (e.g. 18h00 - 06h00) Alarm Monitoring Emergency armed response</p>

MINIMUM SECURITY AID REQUIREMENTS:

- Security Alarm Monitoring – wireless
- Emergency response at the South African High Commission premises
- 24-hour Armed Response required via radio-link or speed-dial
- Vehicles & equipment to be provided and serviced by company:
 - Rapid response & communication system
 - Vehicle for transporting security guards
 - Liaison mobile phones
 - VHF/UHF (two way) radio set should be in contact with control room of the bidder on a 24-hour basis
 - Rechargeable Handheld metal detectors
 - Tor
 - Handheld alarm or whistle
 - Batons
 - Handcuffs
 - Under vehicle search mirror

- Occurrence Book (OB)
- Guard dog, with handler (when required)
- Standard uniform: uniform with a jacket and tie and raincoat (during rainy season)
- Standard equipment to be specified: Torch, Handheld detectors, and batteries.

SECURITY OFFICERS/PERSONNEL: MINIMUM REQUIREMENTS

- Must have a police clearance certificate
- Must be 18 years of age and above
- Must be medically and psychological fit
- All security officers supplied by the service provider must be registered as security officers in terms of the local law of the country of accreditation.
- Be assertive enough to enforce security measures as required
- Security officers tasked with carrying out services must be able to interact in English

The Security Service Provider's staff, whether appointed permanently or temporarily to the sites (indicated above) are to be neatly dressed at all times in Company work wear and courteous and fully aware of the fact that it is a working environment.

WORKING HOURS AND RATES

Security services shall be provided twenty-four (24) hours, seven (7) days a week

Bidders must remunerate security officers in accordance with standards rates as prescribed by the local law of country of accreditation.

4. SOUTH AFRICAN HIGH COMMISSION PREMISES SCHEDULE OF WORK

Guard Services

- Training of guards - formal training courses offered, refresher training offered, and areas of training.
- Back-up support/ Emergency response capabilities, response times, escort services
- Communication systems in place between guards- base station – police, occupants, etc.
- Equipment issued to security officers, i.e. flashlights, baton, radios, whistle, etc.
- Security officers/Patrol routine, i.e. occurrence register/book, frequency of patrols on premises, supervisor patrols/inspections.

Alarm monitoring services

- Equipment provided/ used, i.e. radio transmitter, fixed line, wireless, etc.
- Alarm monitoring and testing.

5. COST ESTIMATES

Quotations should be all inclusive of any costs associated with the required service (eg security guards, communication means, transport, uniforms, equipment, etc.).

Quotations should be valid for a period of three (3) months from the date of submission.

6. EVALUATION CRITERIA TO BE USED / TERMS OF CONDITIONS

The South African High Commission has set minimum standards (Phases) that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The bid will be evaluated in three (3) phases (i.e. Phase 1, 2 and 3)

6.1 PHASE 1: RESPONSIVE CRITERIA

The minimum requirements that must be met by prospective bidders in order to pass to the next stage of evaluation process.

- Site inspection will be conducted as the first stage of evaluation

6.1.1 Site inspection

- As part of due diligence, the High Commission will conduct site visit /inspection at the Bidders offices/premises.
 - Compliance with condition listed in annexure A

NB: Only Bidder (s) that comply with requirements in annexure A will proceed to administrative compliance

- Bidder (s) must submit all documents as outlined in paragraph 6.1.2 below

6.1.2 Administrative Compliance

- Service providers must be a registered company in xxxxxx.
- Service providers are required to sign Annexure B to confirm that the quotation is in-line with listed specification requirement.
- Tax affairs must be in order, proof to be submitted
- At least 5 years' experience in the Security Industry, proof must be submitted in a form of company profile indicating a number of years the company has been in business.
- Security guards must be in possession of a valid police clearance certificate (not older than three months)
- Membership/affiliation with professional and regulatory bodies such as Security Industry Association, proof to be submitted.
- All security officers supplied by the service provider must be registered as security officers in terms of local law of country of accreditation, proof must be attached.

NB: Only Bidder (s) that comply will ALL these criteria will proceed to functionality criteria.

6.2 PHASE 2: FUNCTIONALITY CRITERIA

A panel shall evaluate all tenders received on the functionality criteria as reflected below. A bidder that scores less than sixty (60%) in respect of "functionality" shall be regarded as submitting a non-responsive bid and shall be disqualified.

For purposes of comparison and in order to ensure a meaningful evaluation, bidders are requested to furnish detailed information in substantiation of compliance with the criteria listed below:

Criteria	Weight
Provide at least five (6) experienced guards for the duration of the contract with three (3) years guarding experience. (Proof to be provided in a form of a CV or appointment letter) Matrix: No proof of submitted = 0 points 1 security guard provided = 1 point 2 security guards provided = 2 points 3 security guards provided = 3 points 4 security guards provided = 4 points 3 and more security guards provided = 5 points	60
Acceptable track record of appropriate technical/operational experience in delivering services similar to those sought by this tender. Sufficient evidence/proof of a minimum of three (3) previous/current contracts of the same nature (high profile clients i.e. Embassies, NGO's, Banks) – please provide contactable references/testimonial letters Matrix: No reference = 0 points 1 reference = 1 point 2 reference = 2 points 3 reference = 3 points 4 reference = 4 points 5 reference = 5 points	40
Total	100

6.3 PHASE 3: PRICE

6.3.1 All service providers who scored 60% and above will be evaluated on price

7. CONDITIONS

7.1 SPECIFICATION AND QUALITY

- The bid/quote submitted by the bidder must include all applicable costs, e.g. communication means, transportation, uniforms, equipment, etc.
- The bid/quote submitted shall be estimated on a fixed monthly price basis for the validity of the contract.

7.2 GENERAL CONDITIONS

- The High Commission will not be held responsible for any costs incurred by bidders in the preparation and submission of quotations.
- The High Commission shall not be held liable for any additional costs not stipulated or agreed to after the parties have concluded an agreement.
- The quotations received will be evaluated by the Mission Bid Adjudication Committee.
- The High Commission is not obliged to select any of the bidder's submitting quotations.
- The proposals must be properly submitted on or before the closing date and time specified on the invitation.
- The South African High Commission and the Security Service provider will jointly agree to a Service Level Agreement (SLA)

The department reserves the right to terminate or not to enter into any contract thereof

8. VALIDITY OF QUOTATIONS

Quotations submitted should be valid for a period of at least three (3) months after the closing date.

9. CHANGE OF TERMS OF REFERENCE

Should the security situation in any way whatsoever warrant an amendment to the security contract, change of the terms of reference may only be made through mutual agreement between the two parties and must be in writing.

10. FEES AND PAYMENT SCHEDULE

All prices quoted must be stated in Ghanaian Cedis (GHC).
Payment will be effected on a monthly basis for the duration of the contract.

11. CONTACT PERSON AND SUBMISSIONS

Enquiries pertaining to this request can be made to the Corporate Service Manager: Ms HV Chabalala at chabalalah@dirco.gov.za

Quotations should be delivered to the South African High Commission receptionist before 29 January 2024 at 16:00.

No late submissions shall be accepted.

12. DELIVERIES AND INVOICES

Official	Designation	Contact details
Ms HV Chabalala	Corporate Services Manager	<p><u>Address:</u> South African High Commission</p> <p>Mobile: +233 244 34 3231 E-mail: chabalalah@dirco.gov.za</p>

