

TECHNICAL EVALUATION CRITERIA FOR SECURITY SERVICES TENDER: VARIOUS PROPERTIES

1. PURPOSE

The purpose of this technical evaluation is to assess the bidder's operational capability, compliance, resources, experience, risk management, and service delivery methodology.

Minimum Technical Threshold: 70 points out of 100 points is required to qualify for financial evaluation.

CRITERIA	REQUIREMENTS	WEIGHTING SCALE												
1. COMPANY EXPERIENCE AND TRACK RECORD	Demonstrated experience on similar contracts within the last 5 years. Minimum of 3 reference letters from clients with similar portfolios.	20												
	Provide contactable references for each contract for Security Services (client work email address, and landline) not older than 5 years.													
	<table><tr><th>Requirement</th><th>Points</th></tr><tr><td>10+ years security management experience in retail, commercial and industrial properties and at least 3 reference letters</td><td>20</td></tr><tr><td>9 -10 years' experience</td><td>15</td></tr><tr><td>6 - 8 years' experience</td><td>10</td></tr><tr><td>3 - 5 years' experience</td><td>5</td></tr><tr><td>Less than 3 years relevant experience</td><td>0</td></tr></table>	Requirement	Points	10+ years security management experience in retail, commercial and industrial properties and at least 3 reference letters	20	9 -10 years' experience	15	6 - 8 years' experience	10	3 - 5 years' experience	5	Less than 3 years relevant experience	0	
Requirement	Points													
10+ years security management experience in retail, commercial and industrial properties and at least 3 reference letters	20													
9 -10 years' experience	15													
6 - 8 years' experience	10													
3 - 5 years' experience	5													
Less than 3 years relevant experience	0													

CRITERIA	REQUIREMENTS	WEIGHTING SCALE												
	References <table><tr><th>Requirement</th><th>Score</th></tr><tr><td>5 or more similar contracts completed successfully</td><td>Full Score</td></tr><tr><td>3-4 similar contracts</td><td>Partial Score</td></tr><tr><td>1-2 similar contracts</td><td>Low Score</td></tr><tr><td>No evidence provided</td><td>0</td></tr></table> Evidence Required: - Signed reference letters - Client contact details - Scope and contract values - Company Profile	Requirement	Score	5 or more similar contracts completed successfully	Full Score	3-4 similar contracts	Partial Score	1-2 similar contracts	Low Score	No evidence provided	0			
Requirement	Score													
5 or more similar contracts completed successfully	Full Score													
3-4 similar contracts	Partial Score													
1-2 similar contracts	Low Score													
No evidence provided	0													
2. SECURITY PERSONNEL CAPABILITY AND COMPLIANCE	<table><tr><th>Criteria</th><th>Points</th></tr><tr><td>Evidence of PSIRA registered staff and supervisors</td><td>5</td></tr><tr><td>Recruitment, vetting and screening process</td><td>3</td></tr><tr><td>Relief staff management plan</td><td>3</td></tr><tr><td>Medical fitness and criminal screening programme</td><td>2</td></tr><tr><td>Uniforms, PPE, radios and equipment availability</td><td>2</td></tr></table>	Criteria	Points	Evidence of PSIRA registered staff and supervisors	5	Recruitment, vetting and screening process	3	Relief staff management plan	3	Medical fitness and criminal screening programme	2	Uniforms, PPE, radios and equipment availability	2	15
Criteria	Points													
Evidence of PSIRA registered staff and supervisors	5													
Recruitment, vetting and screening process	3													
Relief staff management plan	3													
Medical fitness and criminal screening programme	2													
Uniforms, PPE, radios and equipment availability	2													

CRITERIA	REQUIREMENTS	WEIGHTING SCALE										
	Evidence required: • PSIRA Company Certificate • PSIRA Personnel Certificates • Recruitment Policy • Vetting Procedure • Police Clearance Process • Relief Staffing Plan • Equipment Inventory List • Uniform and PPE Specifications											
2. OPERATIONAL METHODOLOGY AND SERVICE DELIVERY PLAN	Assessment of methodology addressing: • Physical guarding (Access control, patrolling, control room operations, visitor management) • KPI Management (attendance monitoring, incident reporting, escalation process) • Emergency response (fire, medical, intrusion, civil unrest) <table><tr><th>Evaluation</th><th>Points</th></tr><tr><td>Comprehensive site-specific methodology</td><td>16-20</td></tr><tr><td>Good methodology</td><td>11-15</td></tr><tr><td>Adequate methodology</td><td>6-10</td></tr><tr><td>Poor or generic methodology</td><td>0-5</td></tr></table> Evidence required: • Detailed Method Statement • Operational Plan • Standard Operating Procedures (SOPs) • Incident Escalation Procedure • Sample Reporting Templates • Patrol Management Procedures	Evaluation	Points	Comprehensive site-specific methodology	16-20	Good methodology	11-15	Adequate methodology	6-10	Poor or generic methodology	0-5	20
Evaluation	Points											
Comprehensive site-specific methodology	16-20											
Good methodology	11-15											
Adequate methodology	6-10											
Poor or generic methodology	0-5											

CRITERIA	REQUIREMENTS	WEIGHTING SCALE										
3. SUPERVISION AND MANAGEMENT STRUCTURE	<table><thead><tr><th>Criteria</th><th>Points</th></tr></thead><tbody><tr><td>Dedicated Contract Manager</td><td>3</td></tr><tr><td>Dedicated Site Supervisors</td><td>3</td></tr><tr><td>Management organogram provided</td><td>2</td></tr><tr><td>Escalation matrix and reporting structure</td><td>2</td></tr></tbody></table> Evidence required: • Organogram • Management Structure • CVs of Contract Manager and Supervisors • Qualifications and Training Certificates • Escalation Matrix • Contact List	Criteria	Points	Dedicated Contract Manager	3	Dedicated Site Supervisors	3	Management organogram provided	2	Escalation matrix and reporting structure	2	10
Criteria	Points											
Dedicated Contract Manager	3											
Dedicated Site Supervisors	3											
Management organogram provided	2											
Escalation matrix and reporting structure	2											
4. TRAINING AND SKILLS DEVELOPMENT PROGRAMME	Training Programme should include the following: • First Aid • Fire Fighting • Incident Reporting • Customer Service • Emergency Response • Site-specific induction	5										

CRITERIA	REQUIREMENTS		WEIGHTING SCALE									
	<table><tr><th>Evaluation</th><th>Points</th></tr><tr><td>Comprehensive annual programme</td><td>5</td></tr><tr><td>Adequate programme</td><td>3</td></tr><tr><td>Basic training programme</td><td>2</td></tr><tr><td>No training programme</td><td>0</td></tr></table>	Evaluation	Points	Comprehensive annual programme	5	Adequate programme	3	Basic training programme	2	No training programme	0	Evidence required: • Annual Training Plan • Training Matrix • Sample Training Certificates • Accredited Training Provider Details • Refresher Training Schedule
	Evaluation	Points										
	Comprehensive annual programme	5										
	Adequate programme	3										
	Basic training programme	2										
	No training programme	0										
5. TECHNOLOGY INTEGRATION CAPABILITY	Capability to manage and support: • CCTV Monitoring • Access Control Systems • Visitor Management Systems • Electronic Patrol Systems • Incident Management Systems <table><tr><th>Evaluation</th><th>Points</th></tr><tr><td>Advanced capability demonstrated</td><td>5</td></tr><tr><td>Moderate capability</td><td>3</td></tr><tr><td>Limited capability</td><td>2</td></tr><tr><td>No capability demonstrated</td><td>0</td></tr></table> Evidence required:	Evaluation	Points	Advanced capability demonstrated	5	Moderate capability	3	Limited capability	2	No capability demonstrated	0	5
Evaluation	Points											
Advanced capability demonstrated	5											
Moderate capability	3											
Limited capability	2											
No capability demonstrated	0											

CRITERIA	REQUIREMENTS	WEIGHTING SCALE
	• Technical Capability Statement • Sample System Reports • Monitoring Procedures • Software and Technology Specifications	
6. RISK MANAGEMENT AND OHS COMPLIANCE		10

CRITERIA	REQUIREMENTS	WEIGHTING SCALE										
7. QUALITY ASSURANCE AND CONTRACT PERFORMANCE MANAGEMENT	Assessment Areas:	15										
	The bidder shall demonstrate a structural approach to:											
	• Service Quality Management • KPI Monitoring and Reporting • Site Inspections • Corrective and Preventative Action Management • Continuous Improvement Initiatives											
	<table><tr><th>Criteria</th><th>Points</th></tr><tr><td>Comprehensive quality assurance framework including audits, KPI monitoring, corrective actions, client satisfaction surveys and continuous improvement programme</td><td>15</td></tr><tr><td>Quality Management System and monitoring approach provided</td><td>10</td></tr><tr><td>Basic quality control process provided</td><td>5</td></tr><tr><td>No Quality Management System submitted</td><td>0</td></tr></table>		Criteria	Points	Comprehensive quality assurance framework including audits, KPI monitoring, corrective actions, client satisfaction surveys and continuous improvement programme	15	Quality Management System and monitoring approach provided	10	Basic quality control process provided	5	No Quality Management System submitted	0
	Criteria		Points									
Comprehensive quality assurance framework including audits, KPI monitoring, corrective actions, client satisfaction surveys and continuous improvement programme	15											
Quality Management System and monitoring approach provided	10											
Basic quality control process provided	5											
No Quality Management System submitted	0											
Evidence required:												
	• Quality Management Policy • Quality Assurance Plan • KPI Monitoring Framework • Sample Monthly Operational Report • Corrective Action Procedure • Continuous Improvement Programme											
		100										

Mandatory Documents to be submitted:

Requirements	Evidence Required
Valid PSIRA Company Registration	PSIRA Certificate
Valid PSIRA Registration for Directors	PSIRA Certificates
Valid PSIRA Registration for Staff	PSIRA Certificates
Letter of Good Standing with PSIRA	Current Certificate
COIDA Registration	COIDA Certificate
UIF Registration	UIF Registration
SARS Tax Compliance Status	Valid TCS Pin
Public Liability Insurance	Insurance Schedule
Company Registration Documents	CIPC Documents
Proof of OHS Compliance	OHS Policy and Appointments