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BID DESCRIPTION: RENDERING OF SECURITY GUARDING SERVICES FOR THE DEPARTMENT OF WATER AND SANITATION NORTHERN CAPE : PROVINCIAL OPERATIONS, KIMBERLEY AND UPINGTON OFFICE FOR THE PERIOD OF THIRTY – SIX (36) MONTHS

Questions raised by prospective bidders and the answers.

Questions and Answers during the Upington Briefing Session (14 October 2024)

QUESTION 1:

The service provider asked how will they know the representative of the companies who signed the attendance register are from which company and they are only delegated to come and represent , but there are officials who deal with the tender administration documents within their companies and not him who came to represent at the briefing session?

ANSWER :

No correspondence will be communicated via e-mail all the questions and answers will be uploaded on the Departmental website and E- Tender Portal.
The Representative in attendance should register the name of the Company they are representing on the space allocated as per the attendance Register

QUESTION 2:

On Page 19, what documents are needed exactly, because it is for the first time they encounter this request (on page 19 the service provider is referring to the screening)?

ANSWER:

Communication will be sent to shortlisted Bidders to provide documents required by SSA to conduct screening of companies.

QUESTION 3:

Supervisor for grade B? Currently with PSIRA grade C and B is the same, shouldn't the Department rather go for grade A?

ANSWER:

Grade B is equivalent to supervisory, Grade C is merely security officer, is not about equal pay it is about the responsibility of supervision. Grade A will remain at the director of the company however if it is submitted for supervisor, it is not a problem.

STATEMENT FROM ONE OF THE SERVICE PROVIDERS:

The document requirement is relevant to the grade required by the Department, this was a clarification by the service provider to the question asked (question 3)

QUESTION 4:

The Tender Box is only in Kimberley, it is strange that the Department have scheduled for two briefing sessions for both Towns, but when it comes to submitting, all the tender documents must be submitted at one submission point, why is Upington not afforded the privilege to submit in Upington?

ANSWER:

The Tender document is for both offices. When the service provider submits the Bid document it is considered for both offices. Only one award will be made, as a result the submission cannot be split. The Department considered using its satellite office for briefing session to minimize traveling costs for the prospective bidders who may have had to travel to main office in the town of Kimberley.

The point is noted, but at this moment, the Main Office for Northern Cape Department of Water and Sanitation is based in Kimberley where the Administration is taking place. The Upington is a DWS Small Office with limited resources and activities. The briefing was considered to take place in allowing the prospective bidders and opportunity to see the physical location where services are to be required.

QUESTION 5:

PSIRA requirement to register a company is a grade B, the document requires grade A, so where do you draw the line regarding this matter?

ANSWER:

Grade A is managerial, or Directorship of the company and Grade B is Supervisory, therefore, the Department will require Grade A as Director of the company and B as supervisor as it is about responsibility.

QUESTION 6:

The issue of the briefing session in Kimberley, Upington people are peaceful people, but hunger can make them aggressive. The document is saying that local people to be appointed, but the local companies are deprived because the criteria is too high it only accommodates the big companies therefore, how is it going to be dealt with going forward? What guarantee is there that the small companies will be afforded an opportunity?

ANSWER:

The award of the winning bidder will be determined by the final scored points according to the evaluation criteria. This is an open bid providing the opportunity to all companies.

The Advertisement is an open BID, transparency has been exercised by advertising through correct platforms to accommodate Small companies as well.

QUESTION 7 :

Is the COIDA and UIF report not the same or are they different ?

ANSWER:

One of the service provider responded that it is two different documents

QUESTION 8:

The guards, does it mean there must be 30 guards, does it mean you must have 30 guards, because it must be 10 guards a day and the other guards need to be relievers?

ANSWER:

The department requires 20 Guards, a complement of 10 security guards' day shift and 10-night shifts.

QUESTION 9:

Can you submit for one office only ?

ANSWER:

No, only one document is applicable for both offices. The submission will be for both offices

QUESTION 10:

The guy on the floor to get the money in the bank?

ANSWER:

This question is to the other service providers, they responded amongst themselves during the briefing session

QUESTION 11:

The liability insurance, in order to have a liability insurance you must have a contract in place therefore, can the liability insurance be removed in order to accommodate the small companies?

ANSWER:

This answer came from one of the service providers: Letter of intent is for free, you can go and request it from any insurance company.

QUESTION 12:

In future the address must be made clear for both offices, with Kimberley it was made clear but Upton it wasn't clear and where must the service providers access the documents, must they download or will they be emailed to them ?

ANSWER:

The address of Uppington is clearly stated on page 23 of the tender document. The tender document is a downloadable document accessible for the service providers to download from either on the Departmental Website or the E- Tender Portal.

QUESTION 13:

Will the mails on the attendance register be utilized for corresponding with the service providers?

ANSWER :

This Central Supplier Database report of a company is a source document for all the administrative information of the company, therefore, the mail on the Central Supplier Database is the one that will be utilized, when there is a need.

The email on attendance register is a standard template for the administration, though the Central Supplier Database report of a company is a source document for all the administrative information of the company, therefore, the mail on the Central Supplier Database is the one that will be utilized, when there is a need.

QUESTION 14:

The tender Box, what is the possibility of the tender box being in Uppington as well and also the Opening?

ANSWER:

This question has already been addressed on the answer to question number 4, one point of submission for this tender must be utilized and it is in Kimberley

QUESTION 15:

The document is saying unarmed, but the content of the document talks about armed, which this makes it scary for the small companies, how should this be interpreted?

The armed part appears on the standard requirement Annexure 10, which it was explained during Briefing session that the Annexure is standardised as part of the National Document and the “armed part/portion” is not applicable for Kimberley and Uppington Offices.

QUESTIONS RECEIVED THROUGH AN E-MAIL

QUESTION 16:

The UIF is suspended and not issuing letter of good standing?

ANSWER:

UIF is not part of mandatory requirements, and it cannot be proven. For bidding purposes is not a must, however, the appointed company will be obliged to comply with UIF. COIDA is the one that is mandatory.

QUESTION 17:

The PSIRA qualification required – is this for the control room operator?

ANSWER:

The control room PSIRA Qualification is a PSIRA grade certificate.

Questions and Answers during the Kimberley Briefing Session (24 October 2024)

QUESTION 1:

For new companies, when you are new, you might not have a control room set up because for you to setup a control room you need to have clients, therefore, it is unfair that a surprise visit will be conducted?

ANSWER :

Please refer to the inspection checklist (part of the bid document) regarding what is required in the operational/control room.

QUESTION 2:

On page 9 the documents that should be attached on 3.2 you need to attach a copy of firearm licenses and firearm competency training certificates of all employees. Please clarify that.

ANSWER :

As per the specifications, the Kimberley and Upington sites do not require firearms, therefore, there will be no firearm supporting documents needed.

QUESTION 3:

On the evaluation criteria, the control room part, it says that we need to attach affidavit for control room confirming information for bullets. Please also clarify that?

ANSWER :

A sworn affidavit is needed to indicate that indeed the company has all the, Proof of address, PSIRA qualification, Control room certificate of the operator.

Sworn Affidavit for control room confirming information for bullets a) to d) on the same page is needed.

QUESTION 4:

PSIRA Qualifications, we want to know if it is for our company or the operator because it says PSIRA qualification and it says control room certificate of the operator?

ANSWER :

The qualification is the PSIRA Grade, it can be grade C or more for the control room operator.

QUESTION 5:

How is the attendance register going to be completed? one of the suppliers is trying to register the company on the chat box and it is giving him problems

ANSWER :

The MS Teams attendance register will be retrieved for proof of attendance the service providers.

QUESTION 6:

Must the same document that is on the Departmental website and E-tender portal website be utilized?

ANSWER :

Yes.

QUESTION 7 :

How many reference letters should be provided?

ANSWER:

Past Company experience – The department needs three signed reference letters or appointment letters from the previous or current clients that you served or are currently serving.

QUESTION 8:

How many percentage is it for escalation?

ANSWER :

National Bargaining Council Private Security Sector: NBCPSS has provided with provisional pricing guide based on the signed main collective agreement concluded on 13 September 2022, and effective from 1 March 2023 as approved and gazetted by the minister of Labour.

QUESTION 9:

Every month the prices are changing, so you go with what guide, because the prices are changing ?

ANSWER :

The afore stipulated guide is for three consecutive financial years.

QUESTION 10:

With PSIRA, Control room is not a requirement, but an office is a requirement, kindly clarify, because the documents are talking about a surprise visit to a control room?

ANSWER :

Please refer to the inspection checklist on what is required in the operational/control room.

QUESTION 11:

The evaluation criteria on page 15, under control room, we want to know if the PSIRA qualification is it for the Director of the company, or the company or for the control room operator and confirmation of the address? and also what is the sworn affidavit exactly for? (Under evaluation criteria on control room, we want to know what is the PSIRA qualification for?

ANSWER :

For the control room operator. Affidavit is to confirm indeed you have all the requirements for bullets a) to d). Also refer to question 3 from the questions and answers of the Kimberley briefing session (24 October 2024)