

**BID FOR:
 SECURITY SERVICES AT THE PLAYHOUSE COMPANY FOR A
 PERIOD OF 3 YEARS.**

BID NUMBER: PHC 84/2023

<p>The Playhouse Company</p> <p>The KwaZulu-Natal Performing Arts Company</p> <p>Contact: Mr. Siya Manqele</p> <p>Email: accountingassistant@playhousecompany.com</p> <p>Tel: (031) 369 9507</p> <p>Fax: (031) 306 2166</p>	<p>The Playhouse Company</p> <p>The KwaZulu-Natal Performing Arts Company</p> <p>Contact: Mrs. Kay Khan</p> <p>Email: KayK@playhousecompany.com</p> <p>Tel: (031) 369 9425</p> <p>Fax: (031) 306 2166</p>
<p>Name of bidder:</p> <p>.....</p> <p>Amount for 3 years (VAT Inclusive): R</p>	

Closing date : 20 November 2023

Time : 12:00 pm

Validity period: 90 days from closing date

BIDDERS ARE RESPONSIBLE TO ENSURE THAT THE BID DOCUMENTS ARE COMPLETE AND ALL PAGES ARE SECURELY ATTACHED.

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PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	PHC 84/2023	CLOSING DATE:	20 November 2023	CLOSING TIME:	12:00pm
DESCRIPTION	SECURITY SERVICES AT THE PLAYHOUSE COMPANY FOR A PERIOD OF 3 YEARS.				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
The Playhouse Company					
29 Acutt Street					
Durban central					
4001					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON		CONTACT PERSON			
TELEPHONE NUMBER		TELEPHONE NUMBER			
FACSIMILE NUMBER		FACSIMILE NUMBER			
E-MAIL ADDRESS		E-MAIL ADDRESS			
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

**PART B
TERMS AND CONDITIONS FOR BIDDING**

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE:

SECTION 2: SPECIAL INSTRUCTIONS TO BIDDERS

1. RESPONSIVENESS CRITERIA

The Playhouse Company will consider no BID unless it meets the following responsiveness criteria. If a NO response is indicated for any one of the items below, the BID WILL BE DISQUALIFIED:

- Yes No The BID must be properly received in a sealed envelope clearly indicating the description of the service and the Bid number for which the Bid is submitted.
- Yes No The Bid must be deposited in the relevant Bid box as indicated on the notice of the Bid on or before the closing date and time of the Bid.
- Yes No A Valid Tax Clearance Certificate or SARS issued pin must be submitted with the Bid on or before the closing time and date of the Bid.
- Yes No Bid forms must be completed in full, this includes the Registration of Suppliers Database Application document for The Playhouse Company's supplies database.
- Yes No Certified copy of the company registration certificate must be submitted together with the Bid documents on or before the closing time and date of the Bid.
- Yes No Complies with the requirements of the Bid requirements.
- Yes No Copies of Identity Documents of Members/ Shareholders/ Partners.
- Yes No Financial ability to execute the contract.
- Yes No Past 3 years audited financial statements attached.
- Yes No Comply in full and observe the requirements of the Notice to Service Providers.
- Yes No CSD Registration report submitted.

2. BID PROCEDURES AND INSTRUCTIONS

In the procedures described below, kindly interpret the singular to include the plural. (A list of contact telephone numbers appear at the end of this section and on the cover).

Bidders are asked to:

- Yes No Review all the documentation as listed above.
- Yes No Complete the bid documents as indicated. (Use black ball point pen). Any alterations made must be initialed.
- Yes No Deposit the completed bids on or before bid closing date, in the bid box situated in the reception area of **The Playhouse Company at 29 Acutt Street, Durban, on or before bid closing date and time.**
- No bids will be accepted after the cut-off time.
- Bids submitted will be reviewed in accordance with our SCM Policy, National Treasury Regulations and the PFMA and the PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2011, THE GENERAL CONDITIONS OF CONTRACT (GCC)
- Acceptance of contract of Agreement shall be simultaneous with the award of the bid to the successful bidder.
- There shall be a **public opening** of the Bids received, with the **names of the bidders announced only** and a list of the bids received will be published on The Playhouse Company website. There shall be no discussions with any enterprise until evaluation of the bid has been complete. Any subsequent discussions shall be at the discretion of The Playhouse Company. Unless specifically provided for in the bid document, bids submitted by means of telegram, telex, facsimile or similar means shall not be considered.

SECTION 3: TAX CLEARANCE REQUIREMENTS

SBD 2

It is a condition of bid that the taxes of the successful bidder **must** be in order, or that satisfactory arrangements have been made with South African Revenue Services (SARS) to meet the bidder's tax obligations.

1. In order to meet this requirement bidders are required to complete in full the attached form TCC 001 "Application for a Tax Clearance Certificate" and submit it to any SARS branch office nationally. The Tax Clearance Certificate Requirements are also applicable to Foreign bidders/individuals who wish to submit bids.
2. SARS will then furnish the bidder with a Tax Clearance Certificate or SARS Issued pin that will be valid for a period of 1 (one) year from the date of approval.
3. The original tax clearance certificate or SARS Issued pin must be submitted together with the bid. Failure to submit a compliant tax status will result in invalidation of the bid.
4. In bids where Consortia/Joint Ventures/Sub-contractors are involved, each party must submit a separate tax clearance certificate.
5. Copies of the TCC 001 "Application for a tax clearance certificate" form are available from any SARS branch office nationally or on the website www.sars.gov.za
6. Applications for the tax clearance certificate may also be made via eFiling. In order to use this provision, taxpayers will need to register with SARS as eFilers through the website www.sars.gov.za

Section 4: APPLICATION FOR TAX CLEARANCE CERTIFICATE **Refer to Annexure A**

SECTION 5: INFORMATION FOR SERVICE PROVIDERS

1. BACKGROUND

The Playhouse Company comprises prime live theatre venues in the Province of KwaZulu Natal (KZN). The Playhouse Company is situated in the heart of Durban Central Business District. It is a multi venue complex housed within Tudor and Moorish style buildings. The theatres were restored to their former glory and were combined to form KwaZulu Natal's live entertainment complex known as The Playhouse Company which re-opened in 1986. The Playhouse Company employs its resources and facilities for a variety of artistic programs. The objectives of The Playhouse Company are to:

- Empower talented, gifted and previously disadvantaged people of the Province of KwaZulu Natal
- To provide artistic skills through projects and programs.
- To create an environment that will nurture growth, innovation and excellence in all performance art forms and
- Ultimately to contribute towards a vibrant culture in the leisure and entertainment industry that will provide employment to cultural practitioners in the region as well as make a significant contribution to KwaZulu Natal.

The KwaZulu-Natal Performing Arts Company trading as The Playhouse Company was declared a Cultural Institution by the Minister of Arts Culture, Science & Technology in March 2003, in terms of Section 3 (1) of the Cultural Institutions Act 1998 (Act No 119 of 1998)

The Playhouse Company is a Schedule 3 Public Entity classified in terms of the Public Financial Management Act. The Playhouse Company was de-registered for VAT by SARS effective 31/03/2005 as for all such Public Entities.

2. REQUIREMENT OF THE BID

The requirement of this bid is for the provision of services/goods as stated on the cover page.

2.1 TERMS OF ENGAGEMENT

The bid will be for the duration of the services/goods as stated on the cover page. The timelines are as follows:

1. Placing of advert	30 October 2023
2. Compulsory site briefing	07 November 2023 @ 10:00am
3. Closing of tender	20 November 2023 @ 12:00pm
4. Tender award to successful bidder	01 February 2024
5. Contractor commencement	01 May 2024

We do not guarantee that the award date and contract commencement date will materialise as indicated, we reserve the right to change them as and when required.

2.2 SCOPE OF WORK

Refer to SECTION 17 for detailed documentation and instructions.

3. REQUIRED BIDDING FORMAT AND CONTENT

The bid should include at least the following information:

1. First / Front page listing clearly:

1. Service Provider's registered name of company and company registration number.
2. Contact details for tender clarifications purposes (person/s name, telephone, cell phone and fax numbers, e-mail address, physical and postal addresses)

2. Description of business:

1. The bidder's business outline (focus area, turnover, profit, structure, shareholding, information technology, staff training etc.)
 - 1.1. Involvement of SMME/s
 - 1.2. Location of Business Base

3. Track Record

- 3.1 Yes No Similar contracts performed or currently being performed (experience within the industry). A minimum of five (5) current references for verification purposes.

Company Name	Contact Person	Contact Number	Contract Value
1.			
2.			
3.			
4.			
5.			

- 3.2 Yes No Client references to be submitted including individual names and contact telephone numbers. The bidder's permission is required by The Playhouse Company to pursue references on the Contractors performance

4. Financial bid should provide as much detail as possible.

- 4.1 See section 17 for financial proposal.

5. Proposed Contract Workers

5.1 Organogram of management and ownership.

1. Partner/s or Director/s with detailed CV/s.

2. Summary CV/s (experience, skills, qualifications) of senior supervisory individuals.

6. Commencement of contract

6.1. Yes No The successful service provider will be required to commence with the services as per the dates detailed under 2.1 Terms of Engagement above.

SECTION 6: CONTRACTUAL DOCUMENTATION

Contractual documentation required in respect of the tender are as follows:-

Yes No Proof of insurance – Public Liability Insurance

SECTION 7: REGISTRATION OF SUPPLIERS ON THE PLAYHOUSE COMPANY DATABASE

Suppliers must be registered on the National Treasury’s Central Supplier Database (CSD) on www.csd.gov.za.

A CSD Registration report must accompany this document on submission.

CSD Registration Report attached?

Yes No

1. OWNERSHIP

1.1 Is there equity ownership by BEE? **YES / NO**

1.2 Is this a joint Venture Entity? **YES / NO**

1.3 If 1.1 or 1.2 is yes, provide names of Black partners hereunder and % shareholding/ holding company:

	%		%
	%		%

1.4 What is HDI ownership percentage?

2. EXECUTIVE MANAGEMENT & BOARD MEMBERS’ INVOLVEMENT

2.1

Full Name	ID Number	SA Citizen before 27/4/94 Yes/No	Capacity: Member/ Partner/ Shareholder/ Trustee/ Beneficiary	% Ownership/Part nership/ Trust/ Interest	M/F	Disabled Yes/No	HDI Yes/ No	(*) Race W/B/ I/C/ Other	%of Time devoted to the Business

(*) NB: The request for the Race of a person herein is required for STATISTICAL PURPOSES ONLY and is not intended to prejudice any Service Provider in any manner whatsoever.

LEGEND

(M) – Male (F) – Female (W) – White (B) – Black (I) – Indian (C) – Coloured

2.2 What percentage comprises Black Senior Management?

3. HUMAN RESOURCES

3.1 Is there an Employment Equity plan in your organisation **YES / NO**

3.1.1 If yes, indicate the DOL (Dept of Labour) status with regard to the plan and attach relevant certificate:

3.2 Please complete the following Employment Equity Statistics:

Occupational Levels	MALE				FEMALE				TOTAL
	B	W	C	I	B	W	C	I	
Top Management									
Senior Management									
Professionally qualified experienced specialists and mid management									
Skilled technical and academically qualified workers, junior management, supervisors, superintendents									
Semi-skilled and discretionary decision making									
Unskilled and defined decision making									
TOTAL									

Key: B – Black, W – White, C – Coloured, I – Indian

3.3 Skills development expenditure as a proportion of total payroll:

3.3.1 What is the total payroll per annum **R**

3.3.2 What is the total training expenditure for the past financial year **R**

3.3.3 What percentage of training expenditure was allocated to HDI's _____ %

4. **INDIRECT EMPOWERMENT**

4.1 Does your company have a Preferential Procurement Policy? **YES/NO**
And if so do you have a scorecard to measure that?

4.2 What percentage of goods/services were sourced from Black suppliers with a Dept of Trade and Industry weighted average of 20% and above in the past twelve months _____%

4.3 Have you invested or offered business and non-business related support to BEE companies **YES/NO**

If yes, state:

Company	Total Assets	Nature of Investment/Support

5. **SMME STATUS**

Total full-time paid employees	Total annual turnover	Total gross asset value (fixed property excluded)	REMARKS (for office use)

6. **TRADE REFERENCES**

Please provide at least three trade references:

Client	Contact Person	Contact Number	Account Number

I hereby declare the information provided above and contained in the CSD Report is true and correct.

FOR AND ON BEHALF OF THE APPLICANT COMPANY

DATE

NAME OF SIGNATORY

CAPACITY OF SIGNATORY (POSITION HELD IN COMPANY)

SECTION 8: PRICING SCHEDULE – FIRM PRICES (PURCHASES)

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

NAME OF BIDDER:	BID NO.: PHC 84/2023
CLOSING DATE: 20 November 2023	CLOSING TIME 11:00 AM

OFFER TO BE VALID FORDAYS FROM THE CLOSING DATE OF BID.

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY **(ALL APPLICABLE TAXES INCLUDED)	
1.	The accompanying information must be used for the formulation of proposals.		
2.	Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project R.....		
3.	PERSONS WHO WILL BE INVOLVED IN THE PROJECT AND RATES APPLICABLE (CERTIFIED INVOICES MUST BE RENDERED IN TERMS HEREOF)		
4.	PERSON AND POSITION	HOURLY RATE	DAILY RATE
	-----	R-----	-----
	-----	R-----	-----
	-----	R-----	-----
	-----	R-----	-----
	-----	R-----	-----
5.	PHASES ACCORDING TO WHICH THE PROJECT WILL BE COMPLETED, COST PER PHASE AND MAN-DAYS TO BE SPENT		
	-----	R-----	----- days
	-----	R-----	----- days
	-----	R-----	----- days
	-----	R-----	----- days

5.1 Travel expenses (specify, for example rate/km and total km, class of air travel, etc.). Only actual costs are recoverable. Proof of the expenses incurred must accompany certified invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
.....	R.....	R.....
.....	R.....	R.....
.....	R.....	R.....
.....	R.....	R.....
TOTAL: R.....			

** "all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

5.2 Other expenses, for example accommodation (specify, eg. Three star hotel, bed and breakfast, telephone cost, reproduction cost, etc.). On basis of these particulars, certified invoices will be checked for correctness. Proof of the expenses must accompany invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
.....	R	R.....
.....	R	R.....
.....	R	R.....
.....	R	R.....
TOTAL: R.....			

- 6. Period required for commencement with project after acceptance of bid.....
- 7. Estimated man-days for completion of project.....
- 8. Are the rates quoted firm for the full period of contract? *YES/NO
- 9. If not firm for the full period, provide details of the basis on which adjustments will be applied for, for example consumer price index.....
.....
.....
.....

***[DELETE IF NOT APPLICABLE]**

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:
.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:
.....
.....

3 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.
I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF
PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN
MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

SECTION 10: SITE INSPECTION CERTIFICATE

NB: THIS FORM IS ONLY TO BE INCLUDED AND COMPLETED WHEN APPLICABLE TO THE BID.

Site/building/institution involved:.....

Bid no:.....

Service:.....

THIS IS TO CERTIFY THAT (NAME).....

ON BEHALF OF.....

VISITED AND INSPECTED THE SITE ON (DATE).....

AND IS THEREFORE FAMILIAR WITH THE CIRCUMSTANCES AND THE SCOPE OF THE SEVICE TO BE RENDERED.

.....
SIGNATURE OF SERVICE PROVIDER OR AUTHORISED REPRESENTATIVE
(PRINT NAME)

DATE:.....

.....
SIGNATURE OF DEPARTMENTAL REPRESENTATIVE
(PRINT NAME)

.....
DEPARTMENTAL STAMP
(OPTIONAL)

DATE:.....

SECTION 11: EVALUATION CRITERIA

Evaluation of the bid responses will be done in 3 phases (referred to as gate 0, gate I and gate II) and is based on predetermined weightings.

GATE 0: Prequalification gate

1. Central Supplier Registration (CSD);
2. SARS Issued pin or Valid Tax Clearance Certificate;
3. Recent audited financial statements for the past 3 years;
4. Completed and signed SBD documents;

Please note: Failure to submit the mandatory documentation and information stated above will result to the bid failing the PPPFMA Evaluation

GATE I: Technical Evaluation

1. Only bids with all information supplied in SECTION 12 as requested will be evaluated in Gate I (Technical).
2. A minimum of **75%** on the Gate I Technical Evaluation is required for bids to be considered for Gate II evaluation.

Financial analysis:

Bids that pass through gate I will be evaluated for financial stability, capability and ability to execute the contract

GATE II: PPPFMA 80/20 Evaluation

1. Only bids achieving the minimum GATE I technical evaluation pass rate will be considered for Gate II evaluation.
2. The Gate II evaluation will be conducted according to PPPFMA treasury act rules.
 - Price 80 points
 - Specific Goals 20 points

SECTION 12: FUNCTIONALITY EVALUATION CRITERIA

Functionality covers the bidder’s technical competency, capability, experience and financial proposal.

Bidders scoring less than 75 out of 100 will be regarded as having submitted a non-responsive bid and will be disqualified. All bidders that score 75 points or more will be evaluated further on points for price and special goals in terms of the 80/20 system.

Please indicate under REFERENCE where the relevant supporting documentation to score you points can be found in your submission.

Quality criteria	Sub-criteria	Weighting	Reference
1. Technical Competency	Bidder responded appropriately to the specification and provided enough details to demonstrate a clear understanding of the scope of work.	10	
	Included a rollout action plan should they win the tender.	10	
	Bidder submitted a comprehensive line-item budget showing: a) cost for security personnel b) administration cost c) mark-up d) total cost of the services	10	
	Submitted a sample of 3 month payslip for existing guard B and guard C security staff.	10	
	Proof of PSIRA registration	10	
	Geographic location of the service provider.	5	
	History / Background/Years established.	5	
2. Capability	Resumés of key personnel on the project team (on and off site) with between 3 and 5 years’ relevant experience in similar projects: 5 years = 8 points 4 years = 6 points 3 years = 4 points Project specific organogram submitted = 2 points	10	
3. Track record and previous experience	The bidder must have completed at least 5 projects of similar nature and scale, within the last 5 years: 5 projects = 15 points 4 projects = 12 points 3 projects = 9 points 2 projects = 6 points 1 project = 3 points 0 projects = 0 points Note: Reference letters to include the value of the projects.	15	

4. Financial capability	<p>The bidder is financially stable. There is availability of financial resources to deliver timely service:</p> <p>Signed audit report (unqualified)</p> <p>Positive cashflow in the balance sheet</p> <p>Profitability over the previous three years</p> <p>= 5 points</p> <p>= 5 points</p> <p>= 5 points</p>	15	
Score for quality		100	

SECTION 13: DECLARATION OF SERVICE PROVIDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES SBD 8

1. This Standard Bidding Document must form part of all bids invited.
2. It serves as a declaration to be used by institutions in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
3. The bid of any bidder may be disregarded if that bidder, or any of its directors have-
 - a. abused the institution's supply chain management system;
 - b. committed fraud or any other improper conduct in relation to such system; or
 - c. failed to perform on any previous contract.
4. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

Item	Question	Yes	No
4.1	<p>Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector?</p> <p>(Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied)</p> <p>The Database of Restricted Suppliers now resides on the National Treasury's website(www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.</p>	Yes	No
4.1.1	If so, furnish particulars:		
4.2	<p>Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)?</p> <p>The Register for Tender Defaulters can be accessed on the National Treasury's website (www.treasury.gov.za) by clicking on its link at the bottom of the home page.</p>	Yes	No
4.2.1	If so, furnish particulars:		
4.3	<p>Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?</p>	Yes	No
4.3.1	If so, furnish particulars:		

4.4	Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes	No
4.4.1	If so, furnish particulars:		

CERTIFICATION

I, THE UNDERSIGNED (FULL NAME).....

CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS TRUE AND CORRECT.

I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

- 1. I hereby undertake to render services described in the attached bidding documents to (name of the institution)..... in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number..... at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid .
- 2. The following documents shall be deemed to form and be read and construed as part of this agreement:
 - (i) Bidding documents, viz
 - Invitation to bid;
 - Proof of tax compliance status;
 - Pricing schedule(s);
 - Filled in task directive/proposal;
 - Preference claim form for Preferential Procurement in terms of the Preferential Procurement Regulations;
 - Bidder's Disclosure form;
 - Special Conditions of Contract;
 - (ii) General Conditions of Contract; and
 - (iii) Other (specify)
- 3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
- 4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.
- 5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
- 6. I confirm that I am duly authorised to sign this contract.

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

DATE

WITNESSES	
1

2

CONTRACT FORM - RENDERING OF SERVICES

PART 2 (TO BE FILLED IN BY THE PURCHASER)

1. I..... in my capacity as..... accept your bid under reference numberdated.....for the rendering of services indicated hereunder and/or further specified in the annexure(s).
2. An official order indicating service delivery instructions is forthcoming.
3. I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	PRICE (ALL APPLICABLE TAXES INCLUDED)	COMPLETION DATE	TOTAL PREFERENCE POINTS CLAIMED	POINTS CLAIMED FOR EACH SPECIFIC GOAL

4. I confirm that I am duly authorised to sign this contract.

SIGNED ATON.....

NAME (PRINT)

SIGNATURE

OFFICIAL STAMP

WITNESSES

1

....

2

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1. The following preference point systems are applicable to all bids:

- the 80/20 system for requirements with a Rand value of up to R 50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2. The value of this bid is estimated to not exceed R50 000 000 (all applicable taxes included) and therefore the 80/10 system shall be applicable.

1.3. Preference points for this bid shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4. The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5. Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6. The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1. THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis:

80/20

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where

P_s = Points scored for price of tender under consideration

P_t = Price of tender under consideration

P_{min} = Price of lowest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2) and 6(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. **Table 1: Specific goals for the tender and points claimed are indicated per the table below.**
Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

Specific Goal	Means of Verification	The specific goals allocated points in terms of this tender	Number of points allocated	Number of points claimed (80/20 system) (To be completed by the tenderer)
Persons historically disadvantaged on the basis of race: Black person	CSD registration CIPC Certificate	100% black ownership	20	
		75% - 99% black ownership	16	
		60% - 74% black ownership	12	
		51% - 59% black ownership	6	
		0 – 50% black ownership	0	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One-person business/sole propriety
- Close corporation
- Public Company
- Personal Liability Company
- (Pty) Limited
- Non-Profit Company
- State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

	SIGNATURE(S) OF TENDERER(S)
SURNAME AND NAME:
DATE:
ADDRESS:

SECTION 16: CERTIFICATE OF INDEPENDENT BID DETERMINATION

SBD 9

- 1 This Standard Bidding Document (SBD) must form part of all bids¹ invited.
- 2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).² Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.
- 3 Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
 - a. disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
 - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
4. This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
5. In order to give effect to the above, the attached Certificate of Bid Determination (SBD 9) must be completed and submitted with the bid:

¹ Includes price quotations, advertised competitive bids, limited bids and proposals.

² Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:

(Bid Number and Description)

in response to the invitation for the bid made by:

(Name of Institution)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: _____ that:

(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) has been requested to submit a bid in response to this bid invitation;
 - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder
6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However communication between partners in a joint venture or consortium³ will not be construed as collusive bidding.

7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices;
 - (b) geographical area where product or service will be rendered (market allocation)
 - (c) methods, factors or formulas used to calculate prices;
 - (d) the intention or decision to submit or not to submit, a bid;
 - (e) the submission of a bid which does not meet the specifications and conditions of the bid; or
 - (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

³ **Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.**

10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

SECTION 17: SCOPE OF WORK

17.1. Provide security services at The Playhouse Company for a three (3) year period, 01 May 2024 – 30 April 2027:

- 17.1.1. Theatre Building - 231 Anton Lembede Street, Durban.
- 17.1.2. Head Office - 29 Acutt street, Durban; and
- 17.1.3. Mayville Complex - 78 Ramsey Road, Mayville.

- 17.2. The detailed scope of work to be supplied by the successful bidder is set out on “17.6” to these bid documents.
- 17.3. Any contract entered with the successful bidder shall have “17.6” attached thereto and forming part of any such contract.
- 17.4. In addition, the bidder shall clearly indicate the precise nature of the security and guarding services to be provided and shall supply in its bid document at least the following detail:
 - 17.4.1. The time of each guard shift.
 - 17.4.2. The specific duties of each guard and supervisor.
 - 17.4.3. The number of hours which each guard or supervisor will be required to work on a monthly basis.
 - 17.4.4. The amount in rands charged by the bidder to The Playhouse Company in respect of the services to be rendered by each guard or supervisor.
 - 17.4.5. The grand total inclusive of vat of all services to be provided in terms of this entire bid expressed on a monthly basis.
 - 17.4.6. The hourly rate for overtime charged and the percentage of this amount paid over to guards after tax.
 - 17.4.7. References with contact names and numbers of all sites worked in KZN for the last three years.
 - 17.4.8. Contracts lost in the last three years with names of the site, as well as the contracts managers name and contact details.
 - 17.4.9. If it is found that you purposefully omitted contact references for point 17.3.8 and 17.3.9 then this would result in disqualification of your tender.
 - 17.4.10. 3-month payslips of present Grade C and Grade B guard from your company.
 - 17.4.11. A random site visit to one or more of your current contracts with random interviews with guards on site with their contracts manager present. Ensure that you provide the site address and contact details of your clients in KZN.
 - 17.4.12. The support services manager and the security manager reserve the right to interview and select new guards for the site as well as the retention of exiting guards that we see fit.
 - 17.4.13. You will provide us with Occurrence books for all sites.
 - 17.4.14. You will provide us with a base radio and 7 radios for the Playhouse Durban central site as well as two radios for the Playhouse Mayville site.
 - 17.4.15. There will be compulsory weekly visits by your operations manager/client liaison manager to ascertain and address any issues with the guards at all sites. You will then meet with the security manager and these issues must be minuted by yourself and addressed.
 - 17.4.16. Posting sheets will be brought regularly by your company vehicle and handed to security control room.

- 17.4.17. Your contract value must also include the transport of the additional guards that worked overtime for shows to their homes, i.e., they must be transported to their homes within half hour of the performances ending.
- 17.4.18. No guard is to be brought on site without being interviewed by the security manager.
- 17.4.19. The percentage of the contract value per month that is paid to the guards of the playhouse company before tax.
- 17.4.20. Uniform: Outline your uniform requirement for guards per year as well as whether they pay for this, or it is supplied by your company free of charge to them.
- 17.4.21. Failure to address all aspects of the scope will result in the disqualification of your tender.

17.5. Duration of contract:

- 17.5.1. The contract for security services will be effective from 1 May 2024 for a 3-year period ending on 31 April 2027.
- 17.5.2. The service provider awarded the tender shall draw up the service agreement.

17.6. Specific instructions on pricing:

- 17.6.1. The cover of the tender document must reflect the total tender amount for 3 years inclusive of VAT.
- 17.6.2. Notwithstanding that the price is subject to annual escalation, the price for the first year in service must be fixed, year 2 and year 3 may be subject to annual increases in line with the bargaining council.
- 17.6.3. Your financial proposal must indicate the hourly, daily and overtime rate for the grade B and grade C security guards.
- 17.6.4. Note that you may not add overtime to your total quoted price since it is incurred as and when security guards work extra hours.
- 17.6.5. Bidder must attach a comprehensive line-item budget showing:
 - a) cost for security personnel
 - b) administration cost
 - c) mark-up
 - d) total cost of the services

17.6 DETAILED SCOPE OF SERVICES

NO.	REQUIREMENT		DETAILS
1	Administration	1.1	Invoices shall be clearly addressed to The Playhouse Company unless otherwise stated.
		1.2	Invoices shall quote the site address, the contract and any order number, in relation to the works being invoiced.
		1.3	Valid tax invoice shall be submitted with a statement for auditing purposes.
		1.4	Accounts for cyclical or repetitive work (i.e., contracts) will only be paid 30 days after the end of the month in which the relevant service is rendered and only after presentation of a statement and tax invoice. The invoice must reach THE PLAYHOUSE COMPANY offices (as specified in this document) by no later than the 15th of the month in which the work is being carried out.
		1.5	Accounts for reactive work carried out shall be paid within 30 days of invoice. The invoice must reach THE PLAYHOUSE COMPANY offices (as specified in this document) by no later than the 15th of that month, in order to be paid on the 25th of the following month.
		1.6	Appropriate record keeping must be kept by the SP.
2	Supervision	2.1	All activities carried out by employees of the service provider shall at all times be supervised and managed by a responsible supervisor.
		2.2	The contractor will be required to attend regular meetings not only by the site supervisor but also a head office manager/compliance officer.
		2.3	Any preventative/corrective action requested must be addressed in follow-up meetings.
		2.4	Other contractors and/or the employees of THE PLAYHOUSE COMPANY may be working on the site and the contractor may be in such cases be required to work in close co-operation therewith.
		2.5	The SP shall ensure that their staff are at all times whilst on duty professional, sober and courteous towards visitors and tenants frequenting any of THE PLAYHOUSE COMPANY site/s.

3	Uniforms & Appearance	3.1	The Service Provider shall provide each person on site with the specified uniform. It is the SP's responsibility to ensure that cleanliness, correctness and appearance are maintained.
		3.2	The Service Provider shall ensure that their staff appearance is neat, that such staff are well groomed and that such personnel at all times whilst on duty wear their uniforms.
4	Training	4.1	The SP shall ensure that their staff have full knowledge of the site as well as services/facilities available at the site, are able to pass the relevant information to the visitors or tenants whenever requested to do so.
		4.2	The SP shall ensure that all personnel involved in the provision of the services undergo customer services training as specified by THE PLAYHOUSE COMPANY from time to time to ensure no complaints are received from visitors or tenants relating to the manner in which the personnel act towards such visitors or tenants.
		4.3	All senior personnel of the service provider must be equipped with cell phones, which are fully operable during service hours.
5	Staff	5.1	The SP shall ensure that their staff turnover must be limited to no more than 15% p.a.
		5.2	The SP shall ensure that its personnel only make use of facilities specifically provide to such personnel at the site.
		5.3	It may be requested, by THE PLAYHOUSE COMPANY that the SP appoint and integrate certain staff members of a previous SP, to form part of their team.
6	Equipment	6.1	The SP shall ensure that all equipment used in the provision of the services are branded and in good working condition with no parts missing; THE PLAYHOUSE COMPANY may inspect the equipment to ensure compliance with this responsibility; the SP shall repair or replace all equipment to the extent required to comply with the responsibilities stipulated in this agreement.
		6.2	The SP shall inspect all equipment to ensure the above responsibilities are complied with.
		6.3	A register shall be kept of all equipment for random inspection/physical/operational checks.

7	Guards will act proactively to safeguard both tenant and asset at all times	7.1	The SP shall ensure that all security officers on duty perform their duties as indicated in the site manual procedure. The actions of guards will be proactive at all times to prevent vandalism, loss of and damage to property.
8	Supervision	8.1	The SP shall ensure that a supervisor will visit every site once per shift and record the site visit in red pen in the occurrence book on site,
9	Radio communication, equipment on site and communication with control room	9.1	The SP shall ensure that the equipment on site such as base radio and/or handheld base radio/s are in accordance with the contract and is in a working condition at all times. If any radio is removed from the site for repairs a replacement radio must be placed on site.
		9.2	The SP will ensure that every base radio will be able to communicate directly with the SP's control room.
10	Guards component and Grading	10.1	The SP will ensure that both the quantity and the Grades of day and night shift deployed at the site will be in accordance with the contract.
		10.2	The SP will submit certified copies of all the guards appointed per site PSIRA's certificates to THE PLAYHOUSE COMPANY.
11	Guard Behavior and Appearance	11.1	Guards must be professional, sober and courteous towards the public and tenants.
		11.2	Guards' appearance must be neat, well-groomed dressed in a uniform which will distinguish them in a crowd. The SP's name will clearly be indicated on the uniform.
		11.3	Every guard will wear a nametag with a photograph of the guard, name and surname and security number.
		11.4	Guards will not entertain private visitors whilst on duty.
		11.5	Guards will have well developed linguistic skills and will be able to read and write in English.

12	Patrolling of guard: interior and exterior of asset and guard monitoring equipment	12.1	The SP will ensure that the guards both on day and night shifts will undertake regular security patrols, inside the building as well as the exterior of the building including open parking areas.
		12.2	At the buildings where a guard monitoring system is installed, the guards must utilize the system. The SP will submit downloaded information of all patrols to THE PLAYHOUSE COMPANY once a month or on request by THE PLAYHOUSE COMPANY.
		12.3	The SP will ensure that the guard monitoring equipment installed on the site is in a working condition at all times.
		12.4	The SP supervisor must ensure that they submit monthly report on status of the firefighting equipment.
13	Standard Arrest Procedures	13.1	The SP shall ensure that all Security Officers are familiar with standard arrest procedures and local authority security regulations.
		13.2	The SP will remain liable for all unlawful arrests.
14	Confidential Information	14.1	The SP shall ensure that no personnel divulge any information to the press, public of any third party unless authorised by THE PLAYHOUSE COMPANY or the client of any incident relating to the security services or any other information relating to the site.
15	Compliance with THE PLAYHOUSE COMPANY procedures	15.1	The SP shall ensure that its personnel comply with all procedures as per this document relating to access to entrances, delivery areas, beggars/hawkers, paraplegic parking, illegal street collections and illegal parking.
		15.2	The SP to liaise with local municipal council and police with regard to illegal hawkers and beggars.
16	Consumables delivered	16.1	The guards on site will not sign any delivery notes for any consumables delivered to the site.
17	Equipment Requirements	17.1	Any security personnel found lacking the specified equipment shall result in notification of non-compliance.
18	Access allowed to any plant rooms	18.1	The guards will not allow any contractor into any plant rooms, without the permission of the site security manager.
		18.2	The name of the contractor's details etc. must be entered into the occurrence book. Security shall maintain a contractors register and ensure only contractors that have signed the site security rules are allowed on site.

19	Booms and roller shutter doors	19.1	The guards will man all booms as specified per site and will only lock booms during dayshift, if a threat exist e.g. riots.
20	Reporting of incidents	20.1	The SP shall ensure that all security related incidents must be logged at THE PLAYHOUSE COMPANY help desk.
		20.2	A detailed, typed incident report will be submitted within 12 hours of occurrence (inclusive of any police case numbers and THE PLAYHOUSE COMPANY help desk reference number).
		20.3	All emergency incidents: fires, bomb threats, riots will be reported immediately.
21	Monthly report	21.1	The SP shall provide THE PLAYHOUSE COMPANY with a detailed monthly report relating to the security services in a format to be agreed between the parties.
		21.2	In addition to the above the SP must submit monthly statistics to THE PLAYHOUSE COMPANY relating to incidents as may be required from time to time, including but not limited to the following: vehicle theft and attempted theft on the site, arrests made, problems encountered, crime prevention measures implemented and all incident reports.
22	Staff/personnel report (incl. duty roster and attendance register)	22.1	The SP shall ensure that a duty roster is kept on site at all times detailing the identity of personnel on duty and the times and shifts. A copy of the duty roster must be kept on site at all times.
		22.2	The SP shall ensure that the posting of guards is monitored on the change of each shift.
		22.3	Copies of personnel files relating to service providers' personnel involved in the provision of the service's should be provided on request.
23	Emergency and evacuation procedures and reaction response training	23.1	The SP shall in conjunction with THE PLAYHOUSE COMPANY draft the emergency procedures and shall implement and maintain such procedures and practice such procedures on an ongoing basis.
		23.2	The SP shall ensure that all personnel involved in the provision of the security services receive regular emergency and reaction response drill training to familiarize themselves with emergency procedures. The evacuation must be practiced not less than once every 6 months.

		23.3	A bi-monthly security meeting must be held in conjunction with the tenants and/or the tenants' security, and THE PLAYHOUSE COMPANY.
24	Notification	24.1	The SP shall notify THE PLAYHOUSE COMPANY and tenants of any emergency, bomb scare or fire.
25	Maintenance of equipment	25.1	The SP shall provide THE PLAYHOUSE COMPANY with a maintenance report on request relating to equipment used in the provision of the services.
26	PSIRA and Security Specific Training	26.1	The SP shall ensure that all personnel undergo refresher training onsite every year.
		26.2	The SP shall ensure that all personnel involved in the provision of the security services undergo emergency first aid training and senior personnel are trained in advanced first aid.
		26.3	The SP shall provide THE PLAYHOUSE COMPANY with details of all training upon request.
27	Response to alarms	27.1	The SP shall ensure that at least one security officer will respond to any alarm sounded on the site or any reported incident.
28	External Emergency Services	28.1	The SP shall establish a working relation with the external emergency services (i.e. police, army, fire brigade)
29	Medical Assistance Reaction	29.1	The SP shall observe all emergencies and irregularities at the site and pro-actively react to this should first aid for medical assistance.
30	Medical Assistance Support	30.1	The SP shall handle all emergency medical cases in an efficient manner providing support until such time as the patient is handed over to an ambulance and or medical practitioner.
31	Medical Assistance Training	31.1	The SP shall ensure that all personnel are trained in emergency first aid and that regular refresher training is conducted for all personnel on site and supervisors to be trained in advanced first aid.
32	Control Room	32.1	The SP shall establish and maintain a control room in accordance with the conditions specified by PSIRA to support the services provided to THE PLAYHOUSE COMPANY sites.
33	Registers	33.1	The SP shall ensure that the following records are kept on site: <ul style="list-style-type: none"> • Occurrence Book • Radio Control Register • Lift Register

			<ul style="list-style-type: none"> • Incident Register • Key Register • Lost & Found Register • Access Registers
34	Calls	34.1	The SP shall ensure that all calls to the Control Room are answered.
35	Identification of suspect persons	35.1	The SP shall ensure that through the controlling of access it will identify suspect persons entering the site and shall report such persons to the Control Room.
36	No Access	36.1	The SP shall ensure that none of the following categories of persons gain access to the site: beggars, hawkers.
37	Visible Patrols	37.1	The SP shall be responsible to ensure that visible patrols of the common small areas, covered and uncovered parking areas on the site takes place at all times during the service hours.
		37.2	The SP shall ensure that appropriate personnel carry out constant and visible patrols at acceptable intervals within the site to ensure visible policing and immediate response to incidents and emergencies.
38	Loiterers	38.1	The SP shall ensure that all suspect persons loitering on the site as well as suspect moves and acts are reported and dealt with appropriately.
39	Contractors Parking	39.1	The SP shall ensure that the contractors park in the allocated areas only.

PERFORMANCE STANDARDS

In the event of the SP or any of its employees failing to carry out any of the requirements detailed in this document (Section 17) The Playhouse Company shall issue a written notification requiring immediate compliance. If more than FOUR such notifications are given in any one calendar month or more than TWENTY in any calendar year The Playhouse Company shall be entitled to cancel this agreement on written notice to the SP.

ANNEXURE B: SECURITY PROPOSAL QUESTIONNAIRE

To provide a security and guarding service at The Playhouse Complex (231 Anton Lembede, Durban), The Playhouse Company Head Office Building (29 Acutt Street, Durban) and the Mayville Complex (78 Ramsay Road, Mayville)

1. General

1.1 This questionnaire is to be completed in full by any security services company wishing to provide The Playhouse Company with a security / guarding service together with their tender submissions. All questions must be answered and where a question is not applicable, please enter N/A. Failure to complete the questionnaire or giving false information will disqualify you from the tendering process.

2. Scope of Work — Brief Overview

Your organisation will be expected to provide the following:

	Detail	YES	NO	N/A
a	Access control and internal patrol 7 days a week, 24 hours a day, every day of the year			
b	Perimeter and other patrols			
c	Administrative duties with respect to the control of assets			
d	Respond to intruder, fire alarms and emergency callouts			
e	Bags and person searches			
Further questions and additional conditions may accompany the actual tender document				

3. Corporate Structure — Please provide the following information.

	Detail	YES	NO	N/A
a	An organogram of the organisation's structure, done to branch level			
b	List of all branch locations			
c	The names and ID numbers of all the directors and senior managers down to branch level.			
d	A list of all shareholders and the name of the parent/controlling company if applicable.			
e	Details of the person with signing authority for the security contract.			
f	The organisation's status (CC, Partnership, or PTY(Ltd)) and registration number.			
g	Name of affiliated organisations or subsidiaries and their main line of business.			
h	Income tax and VAT numbers			

i	Date of establishment of the organisation and any changes in name since establishment.			
j	The name of companies you currently service, and contact persons for the top 5 contracts.			
k	Your organisation's mission statement.			
l	A list of all clients that have used your company in the past 3 years, including contracts terminated.			

4. Finance — Please provide the following.

	Detail	YES	NO	N/A
a	A copy of your latest audited balance sheet, or annual report if you are a listed company.			
b	Details of any current or pending Court actions against your organisation for finance, tax or insurance matters.			
c	Details of insurance cover, to cover public liability and employees' fidelity or negligence.			
d	Detail of client's compensation for losses incurred through negligence or improper conduct of your employees over the last 2 years. Please supply details of the conditions and provisions covering this compensation.			

5. Human Resources — Please provide the following.

	Detail	YES	NO	N/A
a	Your organisations PSIRA registration number			
b	A list of your internal training currently registered with the PSIRA and/or the name of the institution carrying out external training on your behalf.			
c	Confirmation that all your staff are registered with PSIRA. Only fully trained, qualified and paid up PSIRA members will be permitted to provide security service at The Playhouse Company.			
d	Details as to the level to which your in-house instructors are licensed to train.			
e	The percentage staff turnover for the last three years.			
f	Proof of workman's compensation cover.			
g	Proof of UIF coverage.			
h	List of unions with which your organisation has recognition agreements in place.			

i	Details of retirement funding and medical aid provision at guard level.			
j	General remuneration details at guard and supervisory level.			
k	General detail of your affirmative action program.			
l	A breakdown of the minimum level of education accepted for each level to site supervisor.			
m	Details of pre-employment medical examination done on guards.			
n	A copy of your disciplinary code to which your organisation is committed.			
o	A breakdown of incentive bonuses paid to your staff up to the level of site supervisor.			

6. Memberships — Please provide all security related organisation membership details.

7. Quality Control

	Detail	YES	NO	N/A
a	Do you have a quality control system in place? Please provide details.			
b	Do you have an internal quality auditor?			
c	Please provide details of your site-auditing program.			
d	Are your guards subjected to polygraph testing, if necessary? How often and by whom?			

8. General

	Detail	YES	NO	N/A
a	Are your guards trained in firefighting safety and first aid, and by whom?			
b	Do you have a control room that is manned on a 24 hour basis and where is it situated? Provide contact number?			
c	Please give details of the equipment provided by your organisation, which is at the disposal of the site guards.			
d	Please give details of the communication equipment at your control room.			
e	Does your organisation provide an armed response service?			
f	Please give details of your investigations service, if any.			
g	Please give details of your confidential tip off service, if any.			
h	Please detail all alternative services that your company can provide e.g., medical response, armed response etc.			
i	Does your site supervisor have a company cellular phone? Provide contact number?			

9. Core Requirements

	Detail	YES	NO	N/A
a	All security guards must be registered with PSIRA and trained according to the standards laid down by PSIRA prior to commencing duties at The Playhouse Company. Copies of all certificates must be provided for all guards performing duties at The Playhouse Company, including the site supervisor.			
b	The use of casual staff will not be accepted.			
c	The Playhouse Company will interview all security staff prior to them being posted at The Playhouse Company and reserves the right to select the candidates most suited to The Playhouse Company's needs. This includes all replacement staff.			
d	The Playhouse Company requires that the security service must be maintained at all times through any disruption such as strike and industrial action.			
e	The replacement of absence vacancies by overtime is unacceptable. Provision must be made for relief guards where reasonably practicable.			
f	All guards must be in full uniform at all times whilst on duty (corporate dress for women and collar, tie, blazer for men). Combat dress is not acceptable.			
g	The security service provider will be held liable for any direct or indirect losses incurred as a result of negligence or dishonesty on the part of your employees.			
h	Security staff will not have access to change room or locker facilities at The Playhouse Company unless that access is required in the line of their duties.			
i	The successful bidder may not cede or assign its rights and obligations in terms of this bid or any contract flowing from such bid.			

ANNEXURE C: SCHEDULE OF GUARDS

The Playhouse Company: Head Office building

At the Playhouse Company Head office building we require 2 grade C guards from 6:00 to 18:00 and 1 grade C from 18:00 to 6:00. One guard is to be female, and one guard is to be male.

The Playhouse Company: Theatre Building

At the Playhouse Company stage door, we require 2 Grade C guards from 6:00 to 18:00 and 2 grade C from 18:00 to 6:00. One guard is to be female, and one guard is to be male.

At the Front of House, we require 2 grade C guards from 6:00 to 18:00 and 2 Grades C from 18:00 to 6:00. One guard is to be female, and one guard is to be male.

One grade C control room operator from 18:00 to 6:00 and one from 6:00 to 18:00. The control room operator must be fluent in both English and Zulu.

One site shift leader guard that has a minimum grade B is required from 18:00 to 6:00 and another one is required from 06:00 to 18:00. The site shift leader will be responsible for the overall security of the site and the management of the guards at that site. The Theatre building and the Head office building are regarded as one site. The site shift leader will report to the security manager of the Playhouse Company.

The Playhouse Company: Mayville: control room.

One grade C guard from 18:00 to 6:00 and 1 grade C guard from 6:00 to 18:00.

One site shift leader guard that has a minimum grade B is required from 18:00 to 6:00 and another one is required from 06:00 to 18:00. The site shift leader will be responsible for the overall security of the site and the management of the guards at that site. The Mayville building is regarded as one site. The site shift leader will report to the security manager of the Playhouse Company.

Total complement of guards over 24 hours at all The Playhouse Company buildings.

21 grade C guards and 6 Grade B guards. This includes the relief guards for all sites.

Patrols

One guard from Front of house will do a floor by floor patrol of the head office over 24 hours. The guards at the front of house will rotate this function. They will also patrol the front of area on an hourly basis that includes all the theatres, Coffee shop area, Grand foyer, Tudor room, The Cellar, Drama foyer, Inner foyer, Loft foyer and Alhambra room.

The stage door guards will patrol all the floors of the theatre building from -3 to the roof.

The grade C guard will patrol hourly the Mayville site on a 24hr day.

Relief guards

You must be able to provide relief guards in the event of a guard falling sick and/or passing away.

Additional guards

Additional guards are required for shows. These hours can vary, and it is imperative that you are able to provide us with additional guards for shows. Please provide the hourly rate that we will have to pay per additional guard. We understand that this will be an additional cost. We prefer using our existing compliment of guards that are on time off and those that want to work overtime that are currently on shift.

Special Event guards

We will require the services of Special events guards for some shows we may have at The Playhouse Company. Please state if you provide this service and the experience you have with special events.