



SOUTH AFRICAN HERITAGE RESOURCES AGENCY

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SCM TERMS OF REFERENCE

RFQ SAHRA 54/2025 - THE SOUTH AFRICAN HERITAGE RESOURCES AGENCY (SAHRA) INVITES SUITABLY QUALIFIED AND EXPERIENCED SERVICE PROVIDERS FOR THE PROVISION OF PHYSICAL SECURITY SERVICES AT SAHRA PROPERTY IN QONCE, IN THE EASTERN CAPE FOR TWELVE (12) MONTHS.





TERMS OF REFERENCE

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1. PURPOSE

The South African Heritage Resources Agency (SAHRA) invites suitably qualified and experienced service providers for the provision of physical security services at SAHRA property in Qonce, in the Eastern Cape for twelve (12) months.

2. BACKGROUND AND PROPERTY INFORMATION

2.1 The South African Heritage Resources Agency (SAHRA) is an agency of the Department of Sport, Arts and Culture (DSAC) and is the national administrative body responsible for the management and protection of South Africa's cultural heritage resources. It is a statutory entity established under the National Heritage Resources Act, Act No. 25 of 1999. SAHRA's role is to coordinate the identification and management of the national estate. The national estate encompasses heritage resources of cultural significance for the present community and future generations.

2.2 SAHRA would like to appoint a qualified service provider for the provision of physical security services to their **Old Residency property** located in Qonce, in the Eastern Cape according to specifications specified under Clause 3 of this document for a period of twelve (12) months.

2.3 The physical security service shall ensure continuous and effective visibility to safeguard the property and its employees throughout all hours when employees are present on site.

2.4 Erf 4682 Old Residency, in Qonce, Buffalo City Metro Municipality, is 10 746m² in extent. It hosts a single storey main building together with two small outbuildings, which are fire-damaged and are not occupied. The property is located in the vicinity of the Anglican Church, with access from Alexandra Road.

The subject property is considered to be in close proximity to modern amenities such as banks, schools, places of worship, sports facilities, shopping centres, restaurants and retail facilities all located in the immediate vicinity.

2.5 Subject to endorsement dated 5th July 1977. In terms of Section 10(1) Act 28/1969, "The Residency" has been declared a national monument and is a Grade II (Provincial Heritage Site).



- 2.6 The property is secured by a new perimeter fence of appropriate specification and is adequately illuminated. Access is provided via two vehicular gates, one of which is operated manually and the other through remote control.

3. SCOPE AND SERVICES REQUIRED

- 3.1 Two (2) Grade C security guards are to be placed at SAHRA's property in Qonce, in the Eastern Cape, one (1) for the day shift and one (1) for the night shift.
- 3.2 In addition to physical patrols, the guards shall provide on-site access to SAHRA visitors during the day, upon approval from SAHRA, and keep records in the visitors' register. All visitors that pose threat to SAHRA employees and premises must be restrained.
- 3.3 Reputable, accredited, and reliable security services company with necessary capacity, resources, experience, and expertise.
- 3.4 Well trained and equipped security guards on the sites (proof of training and accreditation with PSIRA will be required).
- 3.5 Signed copies of the agreements between the security guard and the service provider must be submitted within 7 days after appointment.
- 3.6 In order to ensure that the deployed guards are acting in accordance with the site and post instruction, the Service Provider is required to perform supervisory checks by a manager with at least a Grade B (PSIRA) on the premises at least once per 12- hour shift.
- 3.7 The appointed service provider is to comply with the Main Collective Agreement published on 2 February 2024 in Gazette Number 50065 authorising the National Bargaining Council for the Private Sector established during the year 2020, in terms of section 27 of the Labour Relations Act, 66 of 1995. The Council is mandated to oversee compliance with the prescribed minimum conditions of employment and fair labour practices set out in its Collective Agreements.

4. INFRASTRUCTURE

4.1 The Service provider must have the following infrastructure:

- 4.1.1 The service provider shall maintain an operational office or control room that is continuously reachable by telephone, 24 hours a day, 7 days a week, and situated within a 50 km radius of the property
- 4.1.2 Two-way radios, torches, and all other tools and equipment to carry out responsibilities of securing the site effectively. The security guards must be equipped with a cellphone that allows for WhatsApp messaging.
- 4.1.3 The service provider shall ensure the provision and maintenance of a guard house and appropriate ablution facilities for the entire duration of the contract
- 4.1.4 Security Registers (e.g. Occurrence Book, Pocketbook and Visitors register)
- 4.1.5 Company uniform for the Security Officers - Security personnel must wear uniforms that are visible, professional, and suitable for an open site, including areas with dense or overgrown vegetation, ensuring safety and mobility while on duty.

5. TERMS AND CONDITIONS OF PROPOSALS

- 5.1 All costs and expenses incurred by potential service providers relating to their project proposal will be borne by each respective service provider. SAHRA is not liable to pay such costs and expenses or to reimburse or compensate service providers in the process under any circumstances, including the rejection of any proposal or the cancellation of this project.
- 5.2 While SAHRA endeavors to ensure that all information provided to all potential service providers is accurate, it makes no warranty as to the accuracy or completeness of any information provided by it.
- 5.3 SAHRA reserves the right to waive deficiencies in project proposals. The decision as to whether a deficiency will be waived or will require the rejection of a project proposal will be solely within the discretion of SAHRA.
- 5.4 SAHRA reserves the right to request new or additional information regarding each service provider and any individual or other persons associated with its project proposal.



- 5.5 SAHRA reserves the right not to make any appointment with the proposals submitted.
- 5.6 Service providers shall not make available or disclose details pertaining to their project proposal with anyone not specifically involved, unless authorized to do so by SAHRA.
- 5.7 Service providers shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of SAHRA.
- 5.8 Service providers are required to declare any conflict of interest they may have in the transaction for which the tender is submitted or any potential conflict of interest. SAHRA reserves the right not to consider any further proposals where such a conflict of interest exists or where such potential conflict of interest may arise.
- 5.9 A valid original Tax Clearance Certificate, issued by the South African Revenue Services, must be submitted, failing which the relevant service provider's proposal shall not be considered. (See attached application form for Tax Clearance Certificate)
- 5.10 Any and all project proposals shall become the property of SAHRA and shall not be returned.
- 5.11 The proposals should be valid and open for acceptance by SAHRA for a period of 60 days from the date of submission.
- 5.12 Service providers are advised that submission of a project proposal gives rise to no contractual obligations on the part of SAHRA.
- 5.13 SAHRA reserves the right not to accept any proposal which does not comply with the TERMS OF REFERENCE and conditions set out in the proposal documents.
- 5.14 SAHRA reserves the right not to award or not award the proposal to the service provider that scores the highest points.
- 5.15 Disputes that may arise between SAHRA and a service provider must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.



- 5.16 All returnable proposal documents must be completed in full and submitted together with the service provider's quote and a sample annual report book.
- 5.17 The "Requirements for content of the project proposal" section above outlines the information that must be included in proposal offers. Failure to provide all or part of the information may result in your proposal being excluded from the evaluation process.
- 5.18 All goods/service or products to be supplied to SAHRA shall be in full compliance with South African approved standards and in compliance to the specifications provided.
- 5.19 It is the conditions of this RFQ that, a quotation is submitted together with the following completed forms; **kindly submit fully completed Bid Documents**
- a. SBD 1 Invitation Bid
 - b. Tax Compliance status pin.
 - c. SBD 3.3 Pricing Schedule
 - d. SBD 4 Bidders disclosure
 - e. SBD 6.1 Preference points claim form PPR2022 (valid BBBEE certificate / Sworn Affidavit must be submitted together with this completed document.
 - f. Contract Form – Rendering of Services
 - g. Proof of valid registration with the Central Supplier Database (CSD Report)

NB: Failure to submit original completed returnable forms as mentioned above will automatically disqualify your quotation. Please ensure that you submit an original valid tax clearance certificate.

SAHRA reserves the right to revise any aspect of these timeframes at any stage, and to amend the process at any stage.

6. EVALUATION CRITERIA

- 6.1 All proposal offers received shall be evaluated based on the phase out approach.
- 6.1.1 **Phase one:** Compliance with the Terms of Reference and Conditions of the proposal. Failure to meet any of the conditions of the proposal will automatically disqualify your proposal in this phase:



All bidders must meet the following criteria to be considered for full evaluation. Supporting evidence **must** be submitted with the bid. Failure to meet any criterion will result in disqualification:

1. Minimum Experience

- The bidder must have been operating as a security company for at least 5 years.
- **Evidence:** Business registration documents, licenses, or certificates showing the establishment date of the bidding company.

2. Client Portfolio

- The bidder must have provided security services to at least 5 clients over the past 3 years.
- **Evidence:** Client reference letters of a minimum of 3 clients over the past 3 years.

3. Local Presence / Contract Experience

- The bidder must have held at least 1 active or completed contract in Qonce.
- **Evidence:** Client confirmation.

4. Emergency Response Plan

- Documented protocols detailing incident response procedures, communication channels, coordination with authorities, and expected response times.

5. Continuity Plan

- Documented plan showing backup personnel, replacement procedures, and contingency strategies for uninterrupted security coverage.

6. Risk Management Plan

- Evidence of risk assessments, mitigation strategies, and prior experience in identifying and addressing security vulnerabilities.

Note: Bids submitted without these documents will be disqualified from the procurement process.



6.1.2 Phase two: The applicable preference point system for this tender is the 80/20 preference point system. Preference points on specific goals are as follows.

Preference Point System	Points
Price	80
Specific Goals	20
Black owned company	8
Women	4
Youth	5
Disability	3
Total points for Price and SPECIFIC GOALS	100

6.2 Price (VAT included)

80 Points for price will be awarded with reference to the total fixed proposal amount inclusive of VAT. The service provider with the lowest price shall score a maximum of 80 points.

7. SUBMISSION OF PROPOSAL

7.1 Project proposals must be sent via e-mail to tenderinfo@sahra.org.za for the attention of Supply Chain Management.

8. CLOSING DATE

Closing date for bid offers and proposals: 09 March 2026 at 11:00.

No late proposals will be accepted after closing time.

9. COMMENCEMENT DATE

SAHRA requires the security services at Old Residency to commence on **15 March 2026 at 06:00 hours**. However, SAHRA reserves the right to adjust the start date, earlier or later, if necessary, with prior notice to the service provider.



10. FOR INFORMATION, PLEASE CONTACT IN WRITING:

Supply Chain Management

Ms. Mandisa Tantsi

South African Heritage Resources Agency

111 Harrington Street

Cape Town

8000

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Email: mtantsi@sahra.org.za

