

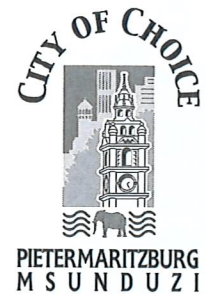
THE MSUNDUZI MUNICIPALITY

FINANCE BUSINESS UNIT

SUPPLY CHAIN MANAGEMENT SUB-UNIT

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31 July 2020

ATTENTION: TO ALL POTENTIAL BIDDERS AND OTHER INTERESTED PARTIES

RESPONSE/ CLARITY ON QUESTIONS, REQUESTS, CONCERNS RAISED BY POTENTIAL BIDDERS ON THE SUPPLY AND SERVICES CONTRACT NO. 23 OF 2020: APPOINTMENT OF PANEL OF SERVICE PROVIDERS FOR THE PROVISION OF SECURITY SERVICES TO THE MSUNDUZI MUNICIPALITY

The aspects below were raised by potential bidders in response to the advertised Supply and Services Contract No.23 of 2020.

1. Request or Removal or exemption of ISO 9001 as a mandatory requirement:

Msunduzi Municipality response:

ISO 9001 is an International Standard that is used to assist businesses of all sizes by providing best practice requirements for an effective Quality Management System (QMS), which enables a business to run more efficiently and profitably. It provides a way to organize people, resources and processes to achieve organizational goals, regardless of the size of the business.

Considering the size of this contract, the resources and the level of professionalism expected from the successful bidder, it is critical that bidders must demonstrate an ability to meet these standards by submitting the proof that they do meet this standard.

ISO 9001 is not only for companies that provide materials and products, it is about leadership, management, involvement of people, process approach, continual improvement, decision making, supplier relationship and customer focus.

As such, this requirement shall remain a mandatory requirement.

2. Page 42 – Point 10 – Icasa's offices are closed from the lockdown period and have not opened. We cannot get a new certificate.
Can we put in the old one that expired and a letter?

Msunduzi Municipality response:

ICASA confirmed that they are working remotely and they do accept applications.

3. Point 14 - Dog Licences – If we sub contract Dogs and put a letter from the sub-contractor their licences, Would that be fine?

Msunduzi Municipality response:

The subcontracting of dogs is accepted as long as an agreement signed by both parties is submitted with the bid.

4. Point 18 – Psira does not give any certificate confirming a fully operational and compliant control room. What should we provide?

Msunduzi Municipality response:

PSIRA confirmed that they are operational and a service provider needs to register and add a control room as one of the services that the company will be rendering.

PSIRA indicated that they do issue certificates, but applications for new or renewal of certificates are fully booked until December 2020, however PSIRA is *fully operational* even during lockdown.

To this effect, Msunduzi Municipality will accept the following in respect of mandatory requirements number 3, 8 and 18:

- 4.1 Certified copies of the relevant PSIRA certificates will be accepted on condition that they were valid on the closing date, namely 11 August 2020.
- 4.2 Where the validity of such certificates expired before the closing date, namely 11 August 2020 the tenderer shall submit a certified copy of the relevant application that was submitted to PSIRA prior to the closing date and a written confirmation by PSIRA that such application has been received. In this case, any award to such a tenderer shall be made conditional upon and suspended pending PSIRA's approval thereof and the tenderer providing the Municipality with certified copies of such certificates upon the issuing thereof by PSIRA, the intention always being that the tenderer shall obtain and maintain compliance with all mandatory requirements. .

5. Point 19 – Icasa only issues one certificate which shows the radios and Base. It's the same as Point 10. Please advise what certificate you are needing?

Msunduzi Municipality response:

ICASA confirmed that they are working from home and they do issue all certificates, as for the two-way radio base set they will need an exact name of the radio (that a company can get from a radio dealer) to issue the license because there are many licenses.

6. Contract Period?

Msunduzi Municipality response:

This is a three-year contract, but subject to earlier termination as provided for in the specifications.

7. The unrealistic number of vehicles required on this tender and the allocation of points.

Msunduzi Municipality response:

The number of vehicles is influenced by demand of the institution, in terms of the evaluation it has been indicated that you may also provide copy of the lease

"Number of vehicles currently owned or leased in the name of the Service Provider."

The signed intent by both parties to lease will be accepted, the intent must be in the name of service provider and logbook from the lessor or potential lessor must be attached. This

requirement does not exclude any service provider. If the bidder is awarded the tender, such award will be conditional upon any intention to lease being finalized and proved by submitting the leases.

8. The Bidder shall submit an original and authentic letter/Certificate of Compliance issued by the Private Security Sector Provident Fund (PSSPF).

Msunduzi Municipality response:

Through telephone conversation and email correspondence, Nkosinathi Dube from PSSPF has confirmed that they do issue all certificates even during lockdown.

9. Please advise if the pricing schedule format can be done on our Excel spreadsheet and submitted for the pricing alternately is there an electronic template which we can submit our costing. Please can you advise me on the quantity of the portable toilets, vehicle and guard hut.

Please refer to:

Page 12, section 17, kindly advise on what needs to be entered for the contract number under the B-BBEE section:

Page 18, section 10 E, kindly advise on what needs to be entered as the applicable index.

Msunduzi Municipality response:

Bidders may use your Alternative spreadsheet as long as it will have the information as per the pricing schedule.

Provide unit prices in terms of vehicles, toilets and guard hut, Msunduzi Municipality will request these items as when required

"Tenderers who have submitted a valid and original or certified copy of their B-BBEE Status Level Verification Certificate or a sworn affidavit to the Council for **any other contract** need not submit a further Verification Certificate or a sworn affidavit provided that the Verification Certificate or a sworn affidavit previously submitted is still valid until the closing date of this tender. In this instance, the Tenderer will be required to indicate below the Contract No. in order to qualify their tender"

Page 18, section 10 E: this is the escalations in terms of pricing

10. I would like to find out with regards to the purchasing of the security services tender document of THE MSUNDUZI MUNICIPALITY, I had sent a colleague of mine early on today which is the 26/06/2020 in order to purchase the document if needs to be purchased. He came back with the response that your offices have been closed since yesterday, as there has been a recent coronavirus infection, I had also wrote to you earlier this morning in order to find out how to access the document.

Msunduzi Municipality response:

The document is on eTenders, you can download it at your own cost, and, if you wish to buy the document, you can come to our offices.

11. Please advise if there will be a compulsory tender briefing session for the above-mentioned security tender. Kindly forward the document for completion and submission purpose as it is currently not available on etenders for downloading.

Msunduzi Municipality response:

There will not be any tender briefing for the above-mentioned contract. You can access the document on etenders portal.

12. Mandatory and Returnable Documents – Page 42

Item 13;17 – “The Bidder shall submit ... criminal record check...and personnel of the bidding companies who will be utilized in this contract.”

At the closing date of the tender, we will not know which 300 guards will be deployed on this contract due to various logistics and availability at the time of award. Neither do we know whether the municipality wishes for us to consider taking over the existing guards from the outgoing service provider with the aim of minimising unemployment and retrenchments.

This requirement should only be fulfilled once a service provider is successfully awarded the contract and appointed prior to commencement.

Msunduzi Municipality response:

As per tender, you are not expected to have these resources in your employ at time of tenders however; you must provide the resource that will be available in case your company is awarded the contract.

13. Functionality/ Technical Criteria – Page 45

B.Resources:

“2.Number of registered security officers that will be available for the provision of the services, for purposes of this contract, and that are in the employment of the service provider at the time of submitting the tender”

As explained above.

In order to obtain 10 points, no service provider will have at the time of closing of this tender 300 or more security officer in its employment. This will only apply once a bidder is successfully awarded the contract and appointed.

Msunduzi Municipality response:

As per tender, you are not expected to have these resources in your employ at time of tenders however; you must provide the resource that will be available in case your company is awarded the contract.

14. Impact of Covid-19 on Support Services – Mandatory and Returnable Documents - Page 42

Items 1-26:

As you are aware several organs of state, municipalities and service providers who we are dependent on to provide current compliances and certification are either working remotely, or offices are shut down due to staff testing positive, or in the process of being disinfected and service outputs are significantly delayed which results in us being delayed to comply.

A suggestion is for the municipality to ensure that certification and compliances were valid at least until 29th February 2020 before the effects of the lockdown.

For example, items **7;10;19;** are not within our control as we service providers are dependent on external service providers.

Msunduzi Municipality response:

Msunduzi Municipality verified with the relevant institutions in terms of their operations see the responses above in respect of these institutions operation.

- 15.** I just have one last query with regard to the vehicle and toilets, as it does not stipulate quantity. Are the vehicles referring to armed response and per call out charge or a designated vehicle for the site?

Msunduzi Municipality response:

Provide unit prices in terms of vehicles, toilets and guard hut, Msunduzi Municipality will request these items as when required.

16. Please advise on completing the contract annual price escalation, Page 50, section 11.0

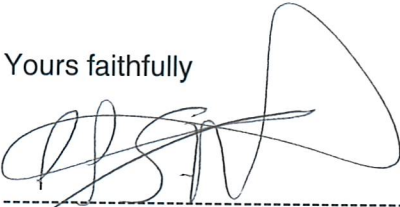
- Guard selling price
- % overheads / profits
- % portion of guard cost applicable to escalation

Msunduzi Municipality:

Price escalations will only be effected to the portion of guard cost and not the full guard-selling price, which includes profit mark-up.

17. Please note that the window period for any queries is now closed.

Yours faithfully

A handwritten signature in black ink, appearing to be 'MP Khathide', written over a dashed horizontal line.

MP Khathide
City Manager