

REQUEST FOR PROPOSAL
FOR
THE PROVISION AND PUBLIC SAFETY PATROL SERVICES, CONTROL ROOM
AND CCTV MONITORING ON A FIXED TERM CONTRACT
TO THE
WOODSTOCK IMPROVEMENT DISTRICT (WID) NPC

11 NOVEMBER 2020



**The Woodstock
Improvement District**

NOTE TO ALL PROPOSERS

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INTRODUCTION

The application for the establishment of a City Improvement District in Woodstock was approved by the Cape Town City Council in May 2005 and the Woodstock Improvement District (WID) was formally implemented on 1 July 2005.

MISSION AND VISION OF THE WID

To administer the area with dedicated, effective management; supply supplementary services to those already afforded by the City of Cape Town; and co-ordinate the provision of a well-maintained, safer, cleaner and greener environment for those who work, visit and invest in WID.

The vision of the WID is to continue the successes of the past; focus on the needs of the present; and provide a sustainable, attractive asset for the future.

GOALS OF THE WID

- Keep Woodstock (within the WID footprint) a clean, safe commercial area.
- Maintain and improve working relationship with local authority and essential service providers.
- Provide innovative management of the area.
- Maintain public safety in common areas within the WID footprint.
- Be sensitive to our social responsibility
- Market Woodstock (within the WID footprint) as a prime locality and preserve its district identity.

PUBLIC SAFETY AND SECURITY

To improve public safety and security the WID works in partnership with the following:

- WID Public Safety Service Provider
- SAPS
- Local CPF's
- Other security service providers in the area
- City of Cape Town (Metro Police, Law Enforcement and Traffic Services)
- Neighbourhood Watches
- Community organisations
- Other security stakeholders

The WID is patrolled 24 hours a day, seven days a week. This is achieved by patrol vehicles, a radio and communications network and a manned control room. The WID uses the dedicated services of a Law Enforcement Officer from the City of Cape Town, paid for by the WID.

The officer assists to enforce compliance of By-laws, have power of arrest, issue fines for transgression of by-laws and enhance law and order within the WID.

WID AREA OF RESPONSIBILITY



1 SECTION 1: NOTES TO PROPOSERS

1.1 THE SITE AND APPLICATIONS

1.1.1. The address from where physical security service is required from is:

1.1.1.1. Within the Boundary of the Woodstock Improvement District

1.1.2. The Proposers shall view the site and ensure they are thoroughly acquainted with all aspects that fall within the scope of physical security services (public safety patrols), including but not limited to the nature of the site and all general matters which may influence the Proposers.

1.1.3. The Proposers are required to conduct a site survey and or risk assessment at their cost and include such to the Proposal document.

1.1.4. The Proposers are requested to quote in accordance to Section 6, Deployment and/or Section 7, Control Room and CCTV Monitoring.

1.1.5. The Proposers are also required to confirm if the WID requested manpower and equipment is sufficient, inadequate or excessive. A motivation for additional manpower

and/or equipment should be included if it is deemed inadequate after the site survey/risk assessment. Costing for additional manpower and/or equipment should be included in the Proposal submitted as an additional annexure.

- 1.1.6. The Proposers are required to only provide the services as set out in Sections 5, 6 and 7 of the Request for Proposal.
- 1.1.7. Section 5 and 6 covers the deployment of the Public Safety officers and patrol vehicles
- 1.1.8. Section 7 covers the provision of a control room and CCTV monitoring service.
- 1.1.9. Proposers must consider the provision of control room and CCTV services in addition to the provision of the Public Safety deployment. Two options may be considered:
 - 1.1.9.1. Option 1. Provision of the Control Room and CCTV service may be conducted from the premises of the WID where a basic control room and CCTV monitoring station has been installed. In this Option, proposers need to consider the provision of appropriate manpower to provide the services of a control room and the monitoring of the 10 CCTV cameras from the WID facility situated at the offices of the WID.
 - 1.1.9.2. Option 2. Provision of the Control Room and CCTV service may be conducted from a suitably equipped and staffed off-site control room. In this Option, proposers need to consider the provision of appropriate manpower to provide the services of a control room and the monitoring of the 10 CCTV cameras from their own facility but the cost of providing the necessary data links and communication equipment including radio and telephonic communication must be for the account of the proposer and covered in the proposed fee structure set out in Section 8
- 1.1.10. The Board may, at their sole discretion consider the appointment of a separate service provider for the provision of control room and CCTV monitoring services. Should this option be followed, the service provider will be required to set all radios to the prescribed frequency/ies of the centralised control room. The cost of provision of and the programming of radios suitable to communicate with the centralised control room must be borne by the service provider and should be considered in the costing for Options A,B or C.
- 1.1.11. No claims for any extras in connection with the location, conditions, or nature of the services, will be entertained for the duration of the contract.

1.2 SCOPE OF CONTRACT

- 1.2.1. The Proposal is for the provision and maintenance of public safety patrol services for a period of 30 months, commencing 1 January 2021 until 30 June 2023. The successful Proposer will be required to conduct handover from 1 January 2021 at no cost to the WID.
- 1.2.2. This Proposal comprises the provision and maintenance of physical security services (public safety) as defined under section 5 (five) and section 6 (six) hereof, including all aspects contained in the Site Instructions in respect of WID site/function which shall be defined and signed by both parties.

1.3 PROPOSALS

- 1.3.1. Proposals must be submitted in duplicate to the WID Offices in a sealed envelope marked "Proposal for Public Safety Services – WID" for the attention of Mr G Lohrentz, by no later than 12h00 on Monday, 23 November 2020. Proposers are referred to the FORM FOR PROPOSERS, included in this document, for information regarding the address and endorsement on the envelope.
- 1.3.2. **The lowest, or any, or portion of any Proposal will not necessarily be accepted and the WID does not bind itself to assign any reason for the rejection, or acceptance of a Proposal. Any addition, omission or condition added to the FORM FOR PROPOSERS could result in the Proposal being disqualified.**
- 1.3.3. All costs related to the submission of this proposal must be borne by the relevant applicants/companies/service providers and they shall have no claim for cost recovery to the Board or its representatives whatsoever.
- 1.3.4. The Proposal shall remain valid and open for acceptance for a period of sixty days (60) days from 23 November 2020.
- 1.3.5. **The WID Board decision on the appointment of the preferred public safety service provider will be final and no negotiations will be entered into.**

1.4 CONTRACT PRICE ADJUSTMENT PROVISIONS

- 1.4.1. The contract price, excluding VAT, will remain fixed and firm for the duration of 12 (twelve) months of the contract period.
- 1.4.2. The contract price shall be increased at the end of each 12 (Twelve) months period in line with the approved WID budget.
- 1.4.3. The current WID Budget and business plan for 2020/21 – ending on 30 June 2021 is available on request via email to admin@wid.co.za or at www.wid.co.za
- 1.4.4. The proposed WID budget for 2021-22 for all public safety related services including control room and CCTV monitoring is R 3 370 000 but is subject to approval at the 2020 Annual General Meeting to be held on 19 November 2020.
- 1.4.5. RATES/PRICES

The rates and prices submitted shall be deemed to include all aspects relating to the provision of a physical public safety patrol service, including but not limited to:

- Deployment and collection of officers.
- Supervision.
- All costs associated with recruiting, training and uniforms.
- Equipment used by the officers on site in the course of their duties including two-way radios.
- Stationery such as attendance registers and occurrence books.
- The costs of internal investigations and polygraph examinations occasioned by the contractor on its own initiative. Please note that the Proposers costing needs to

include two random polygraphs to be conducted at least every 3 months as part of a pro-active initiative.

- Overtime paid by the contractor to its staff in all circumstances.
- All statutory wages increased for the duration.
- All increases in the price of fuel for the duration.
- A fixed rate for additional guards and services.

1.4.6. Value added tax shall not be included with the rates and prices but shall be shown separately on the final summary page.

1.5 PROGRAMME

1.5.1. The Proposers attention is drawn to the contract dates as contained herein.

2 SECTION 2: CONDITIONS OF CONTRACT

2.1 STANDARD CONTRACT

2.1.1. The standard Contract or Service Level Agreement of each Proposer shall be submitted together with the Proposal documents in duplicate. Proposers are advised that standard clauses such as those disclaiming any and all liability, automatically renewing the contract for additional periods and building-in increases shall not be accepted.

2.1.2. A final contract will be negotiated in detail with the successful Proposer. The award of the whole or any part of the Proposal to any service provider shall be based on the successful completion of the principal contract prior to such award having any effect.

2.1.3. The contract for the provision and maintenance of physical security services is for a period of 30 (thirty) months, commencing 1 January 2021 until 30 June 2023. However, a clause shall be drafted into the security contract which gives the WID the option to cancel the contract:

2.1.3.1. if the appointed service provider does not perform satisfactorily.

2.1.3.2. if the WID is dissolved in accordance with Chapter 4 of the SRA by-law of the City of Cape Town.

2.1.3.3. if the WID Term and Business Plan is not renewed by the City of Cape Town should a renewal application be submitted in the course of the contract period.

3 SECTION 3: SPECIAL CONDITIONS OF CONTRACT

3.1 REQUIREMENTS FOR PROPOSALS

GENERAL

3.1.1. Proposers should note that prior to award of this contract, the WID will require the Proposer to provide satisfactory assurances regarding availability and suitability of managerial and supervisory personnel and other resources, and methods of deployment, to demonstrate that the required level of service **and supervision** can be attained and maintained. It is proposed that the most senior mobile patrol officer (Officer patrolling by vehicle) on duty will also act as the Shift Manager to further enhance supervision.

- 3.1.2. Submission of a Proposal shall be deemed to be the Proposers acknowledgement and acceptance of the detailed specification (Section 5) of the Proposal. Prior to formal award of this contract the successful Proposers will be required to provide proof of current and valid professional indemnity insurance.
- 3.1.3. Notwithstanding this being an invited request for Proposal, the formal employment of the successful Proposers will only be made where the Proposer has complied with the foregoing requirements.
- 3.1.4. Service providers with proven City Improvement District and Public Safety experience are preferred and Proposers should provide substantive proof thereof in their proposal.

CONDITIONS OF EMPLOYMENT

- 3.1.5. Under no circumstances will the appointed contractor be entitled to sub-contract the awarded work or any portion thereof without the prior agreement in writing of the WID who may refuse such agreement without the need to furnish any reason.

DOCUMENTATION

- 3.1.6. Any special conditions of offer forming part of the Proposers Proposal submission, which are at variance with the provisions of the Request for Proposal, are superseded by such provisions.

INSURANCE

- 3.1.7. The Proposers are required to maintain their own insurance in respect of Public Liability claims with a limit of indemnity of not less than R5 000 000 (Five million Rand) for any one incident. The Proposers are required to maintain their own insurance in respect of Professional Indemnity claims with a limit of indemnity of not less than R2 000 000 (Two Million Rand) per event.
- 3.1.8. The Proposers are required to effect insurances in respect of the C.O.I.D. Act 1993 and Employer's Liability claims. Proof of such insurances will be required prior to your appointment as a security contractor to WID in terms of this Proposal. The Proposers are reminded that they are responsible for insurance of their own equipment and vehicles etc.

FINANCIAL

- 3.1.9. It is the Proposers responsibility to ensure that their statement of account is timeously submitted to the WID for approval. A detailed Tax Invoice must substantiate each item on the statement of account. This documentation should reach the WID by the 20th of each month. Payment will be in arrears and be paid by the last day of each month of service delivery.
- 3.1.10. Short postings and failures to deploy the required levels of staff will result in pro-rata deductions and such deductions will be applied to the next account of the service provider on an agreed fee and/or penalty structure.

DEPLOYMENT SCHEDULE

- 3.1.11. The Proposers will be required to provide the necessary resources in order that their services are rendered in accordance with the terms of the Request for Proposal and any variations that may be agreed to by both parties at any time within the duration of the contract. No claims will be recognised for overtime working, disruption, out of sequence activities, or additional supervision and/or personnel unless same has been authorised by the WID in writing prior to commencement of such activities.
- 3.1.12. High Standards of efficiency are the essence of this contract, and it is essential that the Proposers services be executed in the most efficient manner. The Proposers will be required to fully supervise their personnel and to be represented by senior management level employees (Contract Manager) at regular progress and coordination meetings as necessary. The Contract Manager must be available to the WID management at all reasonable times to address operational and management issues. The Contract Manager will report directly to the WID Manager or alternatively to the senior management of the management company. All public safety operations will be directed by the WID manager and all reasonable directives and actions must be adhered to at all times.
- 3.1.13. Any inadequacy in the level of the Proposers supervisory and/or on-site resources will result in immediate rectification by WID at the Proposers cost.

STAFF FACILITIES

- 3.1.14. The Proposers may be required to make suitable arrangements for staff members deployed to the site to have access to rest room and lunchroom facilities and any other such staff amenities where the WID do not have such facilities readily available. The need to provide such facilities should be established during the site survey as required in 1.1.3. This may include facilities to charge radios, touches and cell phones. The cost of provision of such facilities should be included in the fixed price of the Proposer.

SAFETY

- 3.1.15. The Proposers is required to complete the Mandatory Agreement, as envisaged by Section 37 (2) of the OHS Act No. 85 of 1993 and the Proposers will not be allowed to commence work on the WID site until this document has been signed by a duly authorised person and lodged with the WID.
- 3.1.16. It is the Proposers responsibility to ensure that their employees work in conditions compatible with the OHS Act, with all equipment in good order.
- 3.1.17. It is the Proposers responsibility to ensure that their workplaces and any staff facilities are kept clean and tidy at all times. Failure to comply with this responsibility within 24 hours of being instructed to do so will result in WID carrying out such clean up and removal operations and deducting the cost thereof from monies due to the Proposers or which may become due to them (Also refer to 3.1.13).

GENERAL

3.1.18. The Proposers will be obliged to fully comply with the agreed Site Procedures on site and in each function to give effect to their obligations in terms of the service to be rendered.

3.1.19. The following are mandatory requirements that must be included and considered by the Proposers in formulating their Proposal. It must expressly be dealt with in the Proposal document and presentation:

- Signed request for Proposal document.
- Manpower deployment schedule /quotation (Section 6).
- Proposed alternative manpower schedule/quotation (Section 6).
- Company profile.
- Copy of company registration document.
- Copy of company public liability insurance cover.
- Registration certificate and PSIRA registration.
- Bank letter.
- BBBEE certificate or Empowerment credential.
- List of contactable references.
- Letter of good standing from COIDA.
- Tax clearance certificate.
- Site survey and/or risk assessment.
- Contingency plans in the event of labour action.
- Copy of the company's standard contract regarding the provision of security services and all relevant annexures thereto.

4 SECTION 4: PROGRAMME

4.1 Issue of request for Proposal documentation:

Wednesday, 11 November 2020

4.2 Proposal to be submitted:

Strictly by 12h00 on Monday, 23 November 2020

4.3 Proposers adjudication:

Monday, 23 November 2020 to Tuesday, 24 November 2020

4.4 Optional presentation by at most 2 selected companies to WID Board:

Wednesday 25 November 2020 (suitable appointments will be discussed with short-listed proposers.)

4.5 Awarding of contract by WID Board:

27 November 2020

4.6 First Deployment:

Friday 1 January 2020, preferred or as agreed upon with the Board.

4.7 End of Contract: 30 June 2024

5 SECTION 5: DETAILED SPECIFICATIONS - PUBLIC SAFETY PATROL SERVICE

The management of the WID is set on succeeding in its mandate to make the area a safe, secure and pleasant working environment for the property owners, businesses and customers that work, visit and

shop in the area every day. Therefore, the management will have a zero-tolerance approach towards non-performance and ill-discipline. Any non-performance issues will be dealt with firmly and include insistence on removing any officer from the contract if he or she does not perform to the high standards expected and must be replaced by a suitable and trained officer. Financial penalties will also be drafted into the contract to ensure compliance and effectiveness.

5.1 Fundamental Requirements

- 5.1.1. Conducting foot and vehicle patrols of public spaces within the CID area in order to attend to incidents and accidents and to identify, monitor and report disorder and violations of City by-laws to the relevant CID.
- 5.1.2. Effectively communicate with the City's Safety and Security Directorate, SAPS, the local Community Policing Forum and any Neighbourhood Watch operating in the area, when required.
- 5.1.3. Reporting hazardous street conditions to the relevant CID who will bring same to the attention of the relevant City departments.
- 5.1.4. Monitor suspicious, violent and or dangerous behaviour and report such to the CID control room.
- 5.1.5. Monitoring street vendors to ensure public safety, and reporting violations of relevant City by-laws to the relevant CID who will bring same to the attention of the relevant City departments.
- 5.1.6. Perform any duties that might be required by the Client.
- 5.1.7. Ensure that all crime and or accident scenes are cordoned off until the SAPS and Traffic Services arrive.
- 5.1.8. Assist City Law Enforcement agencies and the SAPS when specifically tasked to do so by the CID.
- 5.1.9. Conduct visits to specific hot-spot areas as identified by the CID
- 5.1.10. Perform citizen's arrests and hand-over suspects to SAPS on their arrival.
- 5.1.11. All personnel assigned to WID shall:
 - Possess and be able to produce documentary proof of their current and valid PSIRA registration as a security officer of the required grade to perform the duties of the position in which they are deployed.
 - All officers must be South African Citizens and hold a valid South African ID.
 - Have at least 5 full years of experience as a registered security officer.
 - Demonstrate the ability to read and write in English equivalent to the requirements of the post.
 - Have the ability to communicate orally in English, more specifically in emergency situations requiring clear and definitive articulation to assure confidence, control and safety of those involved.
 - Agree to submit to and pass polygraph examinations, an annual physical fitness examination, including drug testing if required by the WID at the service provider's cost.
 - Pass a test on Public Safety and Customer Service Relations, to be set forth by agreement between the WID and service provider, and undergo periodic training applied by the contractor at its cost to maintain the required standard.
 - All officers will be required to do conversion training from being a static security officer or armed response officer to a patrolling public safety officer ("bobby on the beat") and to be proactive in his or her approach.
 - They are also to have basic knowledge regarding the policing of City of Cape Town by-laws (i.e. illegal dumping, illegal trading, illegal posters etc.).

- 5.1.12. The service provider undertakes:
- That no security officer directly deployed in connection with the WID site shall be assigned, reassigned or transferred within or away from the WID site without prior written notification and explanation to the WID. This is applied to ensure a long-term deployment of staff in one area thereby underscoring the public safety principle of “know and be known”.
 - That all site complements will be correctly deployed on every shift with relation to total number of staff, and grade of officer.
 - To provide annual testing of all personnel on each element of WID's emergency management procedures insofar as these relate to the physical duties of security officers.
 - To guarantee and provide documentation proof to the WID that all personnel have been subjected to and passed a comprehensive pre-employment background and reference check, this notwithstanding the fact that the employee is a registered security officer.
 - To provide the WID with a letter of certification in respect of each employee assigned to the WID site to the effect that the officer satisfies all the appointment and training requirements as set forth in this document.
 - All security officers must ideally be 25 years or older.
- 5.1.13. In connection with operations, the service provider undertakes to give effect to the following:
- Portable Radio communication, body armour, handcuffs, a functional and effective torch, standard issue baton, foul weather gear and an Identity card bearing the Officer's PSIRA grade and registration number, etc. will be supplied by the Contractor. This needs to be included in detail in Section 6, Deployment.
 - In terms of the patrol vehicles the service provider shall ensure that each vehicle, apart from its own safety and servicing equipment, is equipped with a fixed vehicle radio, safety tape to cordon off incidents, a set of at least four (4) traffic cones, a torch to inspect dark areas at night, a cell phone running appropriate Android based operating system with appropriate data to support WhatsApp communications to the central control room and support the functioning of the WID management system mobile application. The cell phone must have an appropriate built-in camera and GPS for location-based services.
 - The service provider needs to ensure that the area is served by the dedicated vehicles at all times and need to plan accordingly for issues related to break-down and servicing so as to ensure a continuous service. This also applies to shift changes.
 - Each vehicle is to co-branded accordingly with highly visible WID branding of which the detail will be discussed on appointment.
 - All cost of the deployment of these vehicles including fuel will be borne by the service provider. The service provider needs to familiarise themselves with the extent of the WID area and make allowance for adequate kilometres per shift to ensure appropriate levels of patrol by the patrol vehicles, especially during the night shift and over weekends when the vehicles form the primary patrol service.
 - Vehicle tracking will be required, and the service provider need to provide the centralised control room with a suitable user account through which vehicle movements can be verified.
 - No Security Officer shall be permitted or required to work on the WID site longer than 12 hours, and furthermore no Security Officer that has completed a shift elsewhere

within the preceding ten hours may be posted on the WID site. In short, officers are not allowed to work double shifts.

- The Security Officer on duty will always wear full uniform, with visible logos/badges. Dress code to be supplied.
- All officers to wear specific branded “bibs”; this will be discussed on appointment.

6 SECTION 6: DEPLOYMENT

The Proposers is requested to submit costing for 3 explicit scenarios indicated below as part of their Proposal as Proposed Costing Options A,B and C. The Proposers are invited to submit and/or propose alternatives to the WID as part of their Proposal as Proposed Costing C – Alternative.

Special requirement

Proposers are kindly requested to include the use of one of the LUV’s once a day for the picking up of refuse bags along main road during night-time cleaning. The cleaning staff will provide the manpower. Bags will be transferred to holding bins at the WID office.

PROPOSED COSTING: OPTION A

Currently the WID is patrolled 24 hours a day, seven days a week. This is achieved through the deployment of visible security officers based on the “bobby on the beat” principle. In addition, this deployment is supported by mobile command posts, patrol vehicles, a comprehensive radio and communications network and a centralized control room.

Deployment – Manpower and monthly service cost (excluding VAT):

Quantity	Grade	Description	Day	Hours
2	B	Mobile Driver	Mon -Sun	Dayshift
2	B	Mobile Driver	Mon -Sun	Nightshift
1	B or C	Foot Patrol Passenger	Mon -Sun	Nightshift
4	C	Foot Patrol Staff	Mon -Sun	Dayshift
4	C	Foot Patrol Staff	Mon -Fri	Dayshift

The above deployment is as follows: Two patrols vehicles 24/7 – One Patrol Vehicle will have 2 persons in the vehicle at night. The other patrol vehicle will have only 1 patrol officer.

There will be 8 foot patrollers on duty during the day on weekdays from Monday to Friday and 4 foot patrollers on duty during the day for Saturdays and Sundays.

The following equipment needs to be quoted on. Please note that where no quantity is stipulated the Proposers must indicate the proposed quantity per item to be adequate and to enable the Proposers to conduct the service required. If additional equipment is required based on the site survey, additional items motivated for costing should be included here.

Equipment	
Quantity	Item
2	Vehicle Radio Set
10	Two-way Handheld Radio Sets
2	Patrol Vehicle – 24/7 (inclusive of all running cost including fuel – R minimum 150 km

Equipment	
Quantity	Item
	per vehicle per shift)
18	Security Bibs
2	Cellphones with data (1 each per vehicle)
	Allowances as may be required
	Non-Lethal Firearm for self-protection as so deemed required
	Bullet Proof Vest if so deemed required
	Patrol Vehicle Tracking System

Security patrol vehicles

It is recommended that these vehicles be LUV's, i.e. Nissan NP200 or better with strengthened canopy. Each vehicle is to be fitted with a radio and branded; accordingly, such detail to be discussed on appointment. All drivers are to be dedicated to the WID contract and to possess good leadership and communication skills.

PROPOSED COSTING: OPTION B – ALTERNATIVE

Currently the WID is patrolled 24 hours a day, seven days a week. This is achieved through the deployment of visible security officers based on the “bobby on the beat” principle. In addition, this deployment is supported by mobile command posts, patrol vehicles, a comprehensive radio and communications network and a centralized control room.

Deployment – Manpower and monthly service cost (excluding VAT):

Quantity	Grade	Description	Day	Hours
2	B	Mobile Driver	Mon -Sun	Dayshift
2	B	Mobile Driver	Mon -Sun	Nightshift
1	B or C	Foot Patrol Passenger	Mon -Sun	Nightshift
4	C	Foot Patrol Staff	Mon -Sun	Dayshift
2	C	Foot Patrol Staff	Mon -Fri	Dayshift

The above deployment is as follows: Two patrols vehicles 24/7 – The Patrol Vehicle focusing on the CBD area will have 2 persons in the vehicle 24/7.

There will be 6 foot patrollers on duty during the day on weekdays from Monday to Friday and 4 foot patrollers on duty during the day for Saturdays and Sundays.

The following equipment needs to be quoted on. Please note that where no quantity is stipulated the Proposers must indicate the proposed quantity per item to be adequate and to enable the Proposers to conduct the service required. If additional equipment is required based on the site survey, additional items motivated for costing should be included here.

Equipment	
Quantity	Item
2	Vehicle Radio Set
8	Two-way Handheld Radio Sets

Equipment	
Quantity	Item
2	Patrol Vehicle – 24/7 (inclusive of all running cost including fuel – R minimum 150 km per verhicle per shift)
16	Security Bibs
2	Cellphones with data (1 each per vehicle)
	Allowances as may be required
	Non-Lethal Firearm for self-protection as so deemed required
	Bullet Proof Vest if so deemed required
	Patrol Vehicle Tracking System

Security patrol vehicles

It is recommended that these vehicles be LUV's, i.e. Nissan NP200 or better, with at least 1 vehicle having a strengthened canopy. Each vehicle is to be fitted with a radio and co-branded; accordingly, such detail to be discussed on appointment. All drivers are to be dedicated to the WID contract and to possess good leadership and communication skills.

PROPOSED COSTING: OPTION C – ALTERNATIVE

The Proposers are invited to submit and/or propose alternatives to the WID after an assessment site visit /risk assessment was conducted and the Proposers believes alternative technologies/equipment/manpower could be utilised to provide the required service. Please include such as Proposed Alternative Costing: Option C in the Proposal.

7 SECTION 7: PROVISION OF CONTROL ROOM AND CCTV MONITORING SERVICES

Proposers must consider the provision of control room and CCTV services in addition to the provision of the Public Safety deployment. Two options may be considered:

- 7.1. Option 1. Provision of the Control Room and CCTV service may be conducted from the premises of the WID where a basic control room and CCTV monitoring station has been installed. In this Option, proposers need to consider the provision of appropriate manpower to provide the services of a control room and monitoring of the 10 CCTV cameras from the WID facility situated at the offices of the WID.
- 7.2. Option 2. Provision of the Control Room and CCTV service may be conducted from a suitably equipped and staffed off-site control room. In this Option, proposers need to consider the provision of appropriate manpower to provide the services of a control room and monitoring of the 10 CCTV cameras from their own facility but the cost of providing the necessary data links and communication equipment including radio and telephonic communication must be for the account of the proposer and covered in the proposed fee structure set out in Section 7

The service provider is required to provide a proposal for the delivery of a control room and radio network and all such services required to monitor and control the activities of the resources deployed by the public safety service provider including the following:

- Proactively monitor and control the deployment of foot patrollers and patrol vehicles.
- Record and reports staff deployments at the beginning of every shift.
- Monitor and control the movements of foot patrollers and patrol vehicles through the two-way radio system or telephonic communication with the patrol vehicles
- Escalate and coordinate the response of emergency services, Law Enforcement and SAPS in case of incidents and emergencies.
- Direct public safety staff to act on a public safety incident detected through CCTV monitoring and provide an incident report to the WID Management.
- Coordinate the implementation of subsequent response to known hot-spot locations and activities and record all actions.
- Manage and record all incoming phone calls from members of the public, businesses and property owners requesting assistance or requiring emergency services.
- Escalate all priority incidents and emergencies to the WID Management.
- Record all public safety incidents in an appropriate Incident Management System to facilitate accurate and comprehensive reporting of public safety incidents and activities.
- Log all emergency and urgent service requests after hours and on weekends with the City of Cape Town or other relevant authorities and record all reports in an appropriate Incident Management System.
- Monitor community and purpose specific social media groups (primarily Whatsapp) for incidents and request for assistance and coordinate appropriate responses.

Proposal Fee Format

As far as possible, proposers should provide a monthly control room fee. Any other costs that may be envisaged such as the Incident Management System should be incorporated in the control room fee or clearly recorded separately with appropriate explanation of the fee and frequency thereof.

CCTV monitoring

This Request for Proposal requires the proposer to also submit a proposal for the provision of CCTV monitoring services for the Woodstock Improvement District. Proposers are required to provide the following details in their proposals:

Overview of Monitoring Facility

Should the proposer use an independent control room and CCTV monitoring facility, the proposer must provide a general overview of their monitoring facility with some indication of their current monitoring services, existing infrastructure, and relevant CCTV Monitoring experience

Communication Infrastructure

The proposer must provide an indication of how signal feeds from existing WID cameras will be incorporated into their monitoring centre including the communication mediums that the monitoring centre is able to accept including for example fibre or WiFi etc. The cost of linking the existing CCTV cameras into the monitoring system must be noted as a separate once-off cost.

Secondly, the proposer needs to indicate the available communication infrastructure that is used in the control room for communication with patrol officers and patrol vehicles and any other communication media that may be applicable.

Live monitoring of Static and Pan Tilt Zoom cameras

The proposer must indicate how the monitoring centre will incorporate and monitor the proposed WID PTZ and static cameras, the Video Management Software and Hardware that will be utilised and their capacity to monitor such cameras. An understanding of how staff will monitor the cameras should be included.

Monitoring of LPR (Licence Plate Recognition) Cameras

The proposer must indicate how the monitoring centre will incorporate and monitor any existing or any new LPR cameras in the WID. This should include a reference to the current LPR software and the reference database that will be used.

Monitoring of static cameras through analytics

The proposer must indicate how the monitoring centre will incorporate and monitor specific static cameras through the utilisation of analytics such as line crossing, movement detection and similar type of alerts. There is no requirement for advanced analytics such as facial recognition. The aim of this request is focussed on detecting movement in very quiet areas, more specifically at night, so that active monitoring is not required on a full-time basis.

Proposal Fee Format

As far as possible, proposers should provide a monthly per camera monitoring fee, detailed by camera type and/or monitoring requirement such as analytics. Any other costs that may be envisaged such as VMS licensing costs should either be incorporated in the "per-camera" monitoring fee or clearly recorded separately with appropriate explanation of the fee and frequency thereof. All quotations should be valid for 1 year from 1 October 2020 with a clear indication of annual escalations thereafter.

Quantity	Item
10	Monitor 10 current PTZ cameras
1	Provide for radio communication with foot patrollers and patrol vehicles
1	Provide for telephonic communication including a 24-hour control room number
1	Provide for an appropriate Incident Management System to record all public safety and related incidents and activities
1	Provide for the monitoring of all relevant social media groups and feeds
1	Provide for the monitoring of vehicle tracking of patrol vehicles

8 SECTION 8: FORMS FOR PROPOSERS

PROVISION AND MAINTENANCE OF PUBLIC SAFETY SERVICE TO THE WID – OPTION A

We, the undersigned are willing to contract for, perform and complete the whole of the works relating to the provision and maintenance of a physical security guarding service in accordance with the Specifications prepared and furnished pursuant to this PROPOSAL.

(Figures) R _____ per month (Proposed Costing A) without VAT

(Words) _____ per month without VAT

The following documentation is attached:

1. A detailed and full costing schedule as per request for PROPOSAL document.
2. A proposed compliment and costing schedule.
3. Site Survey / Risk Survey.
4. All relevant documentation as requested in Section 3.

We hereby certify that we have inspected the site/s and have fully acquainted ourselves as to the conditions under which the work is to be performed.

We further undertake that this PROPOSAL shall hold good for a period of sixty (60) days from the date of closing of the request for PROPOSAL.

We agree that the lowest, or any, or portion of any PROPOSAL will not necessarily be accepted.

SIGNED: _____
(Printed Name)

SIGNATURE: _____

IN THE CAPACITY: _____
OF (Designation)

ON BEHALF OF : _____

ADDRESS : _____

TELEPHONE NO. : (021) _____ DATE: _____

PROVISION AND MAINTENANCE OF PUBLIC SAFETY SERVICE TO THE WID – OPTION B

We, the undersigned are willing to contract for, perform and complete the whole of the works relating to the provision and maintenance of a physical security guarding service in accordance with the Specifications prepared and furnished pursuant to this PROPOSAL.

(Figures) R_____ per month (Proposed Costing B) without VAT

(Words) _____ per month without VAT

The following documentation is attached:

1. A detailed and full costing schedule as per request for PROPOSAL document.
2. A proposed compliment and costing schedule.
3. Site Survey / Risk Survey.
4. All relevant documentation as requested in Section 3.

We hereby certify that we have inspected the site/s and have fully acquainted ourselves as to the conditions under which the work is to be performed.

We further undertake that this PROPOSAL shall hold good for a period of sixty (60) days from the date of closing of the request for PROPOSAL.

We agree that the lowest, or any, or portion of any PROPOSAL will not necessarily be accepted.

SIGNED: _____
(Printed Name)

SIGNATURE: _____

IN THE CAPACITY: _____
OF (Designation)

ON BEHALF OF : _____

ADDRESS : _____

TELEPHONE NO. : (021) _____ DATE: _____

PROVISION AND MAINTENANCE OF PUBLIC SAFETY SERVICE TO THE WID -- OPTION C - ALTERNATIVE

We, the undersigned are willing to contract for, perform and complete the whole of the works relating to the provision and maintenance of a physical security guarding service in accordance with the Specifications prepared and furnished pursuant to this PROPOSAL.

(Figures) R_____ per month (Proposed Costing C) without VAT

(Words) _____ per month without VAT

The following documentation is attached:

1. A detailed and full costing schedule as per request for PROPOSAL document.
2. A proposed compliment and costing schedule.
3. Site Survey / Risk Survey.
4. All relevant documentation as requested in Section 3.

We hereby certify that we have inspected the site/s and have fully acquainted ourselves as to the conditions under which the work is to be performed.

We further undertake that this PROPOSAL shall hold good for a period of sixty (60) days from the date of closing of the request for PROPOSAL.

We agree that the lowest, or any, or portion of any PROPOSAL will not necessarily be accepted.

SIGNED: _____
(Printed Name)

SIGNATURE: _____

IN THE CAPACITY: _____
OF (Designation)

ON BEHALF OF : _____

ADDRESS : _____

TELEPHONE NO. : (021) _____ DATE: _____

PROVISION CONTROL ROOM AND CCTV SERVICE TO THE WID – CONTROL ROOM AND CCTV

We, the undersigned are willing to contract for, perform and complete the whole of the works relating to the provision and maintenance of a Control Room and CCTV monitoring service in accordance with the Specifications prepared and furnished pursuant to this PROPOSAL.

(Figures) R_____ per month (Proposed Control Room and CCTV Monitoring) without VAT

(Words) _____ per month without VAT

The following documentation is attached:

1. A detailed and full costing schedule as per request for PROPOSAL document.
2. A proposed compliment and costing schedule.
3. All relevant documentation as requested in Section 3.

We hereby certify that we have inspected the site/s and have fully acquainted ourselves as to the conditions under which the work is to be performed.

We further undertake that this PROPOSAL shall hold good for a period of sixty (60) days from the date of closing of the request for PROPOSAL.

We agree that the lowest, or any, or portion of any PROPOSAL will not necessarily be accepted.

SIGNED: _____
(Printed Name)

SIGNATURE: _____

IN THE CAPACITY: _____
OF (Designation)

ON BEHALF OF : _____

ADDRESS : _____

TELEPHONE NO. : (021) _____ DATE: _____

Sealed PROPOSAL to be endorsed “PROPOSAL for Public Safety Services – WID” are to be delivered to the No 1 De Waal House, 172 Victoria Road, Woodstock, 7925 before 12h00 on Monday 23 November 2020.

PROPOSALS RECEIVED AFTER THE CLOSING TIME (12H00 ON MONDAY, 23 NOVEMBER 2020) WILL NOT BE CONSIDERED.