sport, arts & culture
Department:
Sport, Arts and Culture
REPUBLIC OF SOUTH AFRICA

PACOFS
PERFORMING ARTS CENTRE
OF THE FREE STATE
An agency of the Department
of Sport, Arts and Culture

Bid Number: SCM88SECURITY2026

PROVISION OF PHYSICAL SECURITY SERVICES FOR VARIOUS AREAS WITHIN PACOFS FOR A PERIOD OF Five (5) MONTHS

TERMS OF REFERENCE

Closing date: Friday , 20 November 2026

Site meeting/Inspection: Prior arrangement is required

1. PURPOSE:

The purpose of the bid is to invite potential, qualified and experienced Physical Security Service providers to provide Physical Security Service for the premises of PACOFS for a period of Five (5) months.

2. OBJECTIVES:

To ensure that the assets, employees and visitors of PACOFS are safe and always secure.

3. BACKGROUND:

The Performing Arts Centre of the Free State (PACOFS) is a schedule 3A public entity of the Department of Sport, Arts and Culture. It is a playhouse (theatre) based in Bloemfontein in the Free State province, established in terms of the Cultural Institutions Act, Act No 119 of 1998.

4. ELIGIBILITY AND PRE-QUALIFICATION

The bidder must adhere to the following requirements: Failure will lead to disqualification (NB): Please supply a copy of each document required.

- Certified copies of Private Security Industry Regulation Authority (PSIRA) and letter of good standing with PSIRA.
- Registration certificate of the business with Companies Intellectual Property Commission (CIPC).
- Submit certified copies of the following documents regarding directors of the company as they appear on Companies and Intellectual Property Commission registration: **ID documents**, **Competency certificates** and Curriculum vitae.
- Letter of good standing from department of employment and labour (COIDA).
- Public liability insurance (Submit proof of insurance contract) to amount of at least R1 million.
- Provide proof of UIF registration.
- The bidder must have a local office as well as a local control room. Please

attach recent municipality utilities bill or a lease agreement not older than three months.

NB!! Impromptu physical verification will be conducted!!

5. INVITATION FOR PROPOSALS/BIDS/RFQ

PACOFS invite proposals/bids from well experienced and registered service providers to provide a Physical Security Service to the entire premises of PACOFS that includes the following:

- First Avenue Main entrance and Guard room.
- Sand Du Plessis entrance.
- Service Road/Parking.
- PACOFS Flats Elizabeth Street.
- Inside and outside the Buildings of PACOFS.
- Ground floor (Stores and Maintenance).
- 1st Floor (Theatres) Sand and Andre Huguenet.
- 2nd Floor (Offices).
- 3rd Floor (Wardrobe).
- 4th Floor (Rooms, Lesedi Joint, Kitchen).
- Free State Room.

6. SCOPE OF WORK

6.1. The potential bidder must provide security officers that will render guarding (Static protection) services on 24/7 for a fixed term of 5 months.

6.2. The Security Officers shall execute the Security duties at the respective Security points as directed by PACOFS.

6.3. Act as an authorized Officer in Terms of the Control of Access to Public Premises and Vehicle Act of 53 of 1985 as amended and perform those duties.

6.4. Conduct Access Control to premises to ensure that free access to and from the building is not obtainable by applying the principles of Access Control (identification, acceptable reasons, authorization, search, records,

conditions, accompany and escort.)

6.5. Conduct frequent patrol on daily basis to ensure the safeguarding of assets, personnel, visitors of PACOFS and information from damage or loss and execute other security functions as requested by respective security management at PACOFS.

6.6. Record all incidents in respective Security management registers or relevant books.

6.7. Record attendance of security guards in the daily attendance register.

6.8. Not allow unauthorized people to sit at the Security main gate or guard room.

6.9 Monitor and manage surveillance footage and inform OHSS manager about suspicious incidents. (CCTV camera footage).

6.10. Conduct Security Risk Assessment when requested by PACOFS and submit a report.

6.11. Report any cameras that are not operational for immediate repair to OHSS Manager.

6.12. Escort finance and staff members when they cash money.

6.13. The Operational Manager of the Physical Security Service provider must attend a monthly meeting on site.

6.14. The Managing Director of the Physical Security Service provider must be available on his or her cell phone 24/7 for any emergencies.

7. THE APPOINTED PHYSICAL SECURITY SERVICE PROVIDER MUST:

7.1. Sign a Service Level Agreement with PACOFS before commencement with security functions and duties.

7.2. Submitting a personnel file of each security guard that will be deployed to PACOFS contains the following information to the OHSS Manager upon commencement with the security functions:

- Certified copies of Security guard's grades (C,B,A)
- Certified copies of PSIRA registration for all Security guards
- Certified copies of educational qualifications (Grade 12).
- Certified copies of competency certificate for type of firearm to be used by Security personnel (Supervisors) during patrol at PACOFS.
- Certified copies of firearm license.

Should the service provider deem it necessary to change the deployed officer's prior/during the implementation, the service provider will be expected to seek approval from PACOFS.

7.3 The 16.1 (Director) of the appointed Physical Security Service provider

must visit the site at least twice per quarter and sign an attendance register at the main security gate for PACOFS.

7.4. The 16.1 (Director) of the appointed service provider shall attend a quarterly meeting with the OHSS manager and at a date agreed with PACOFS shall sign the minutes of the meeting.

7.5 The Operational Manager of the appointed service provider shall attend a monthly meeting with the OHSS manager and at a date agreed with PACOFS shall sign the minutes of the meeting.

8. TIME FRAMES

8.1. The appointed service provider is expected to attend an OHS and Security induction and sign an acknowledgment of the induction before commencement of the Security duties and functions at PACOFS.

8.2. Following the induction, the service provider will be expected to produce a detailed work plan reflecting all the tasks necessary to complete the security duties and functions.

9.PERFORMANCE

9.1. The performance of the appointed Physical Security Service provider will be reviewed regularly based on the Service Level Agreement.

9.2. Should performance be below the required standard according to the Service Level Agreement or the contract, services should be terminated through a written notification.

9.3. Adequate opportunities to improve performance will be provided to the Physical Security Service provider through written notices of poor performance.

9.4. The Service Provider must submit a monthly security report to the OHSS Manager.

10. ACCOUNTABILITY AND REPORTING

The Senior Manager Facilities and the OHSS Manager will be responsible for the liaison and interaction with the Service provider.

11. PRICING

11. 1. The bidder must indicate a total bidding price over a five-month period (5 months) including VAT.

12. DURATION OF THE CONTRACT

The provision of the Physical Security Service will be for a period of Five (5) months.

STATION	QUANTITY	SHIFTS	WEEKDAYS	SECURITY PERSONNEL GRADES
1ST Avenue Main Entrance and Guard room	1 (One Armed Guard) Supervisor 1 Guard	Day and night Shift (Weekends and Holidays)	Sunday –Sunday 24/7	Grade B (Supervisor) Grade C Guard
Escorting and Patrolling buildings	1 Security Guard	Day and night Shift (Weekends and Holidays)	Sunday –Sunday 24/7	Grade C
Service Road, Parking lot, exit gate patrolling	1 Security Guard	Day and night Shift (Weekends and Holidays)	Sunday –Sunday 24/7	Grade C
Sand Du Plessis entrance/Patrol buildings	1 Armed Guard	Day and night Shift (Weekends and Holidays)	Sunday –Sunday 24/7	Grade C

13. POSTING OF SECURITY PERSONNEL

13.1. It is the obligation of the Physical Security Service provider to ensure that all the five guards for each shift are available at work 24/7 for the duration of the contract.

14. THE SERVICE PROVIDER MUST:

- Be fully responsible for all work and services performed by its personnel, and shall for this purpose employ qualified, competent and well-trained guards to perform the services under the Contract;
- Take all reasonable measures to ensure that the Security officers conform to the highest standards of moral and ethical conduct. PACOFS may, at any time, request in writing the withdrawal or replacement of any Security officer assigned to perform work or services under this Contract.
- The Service provider shall, at its own cost and expense, withdraw or replace such Security officer forthwith.
- A request by PACOFS for withdrawal or replacement of the Security officer shall not be deemed a termination of this Contract;
- PACOFS shall not be liable for any action, omission, negligence or misconduct of the Service provider's employees, agents, servants, or subcontractors nor for any insurance coverage which may be necessary or desirable for the purpose of this Contract, nor for any costs, expenses or claims associated with any illness, injury,

death or disability of the Service provider's employees, agents, servants, or subcontractors performing work or services in connection with this Contract.

- In case of theft and damage to property based on negligence by security personnel, all costs will be the responsibility of the security company. **NB!!**

15. BEHAVIOUR AND CONDUCT OF THE SECURITY OFFICERS

- Security officers must always, when on duty, wear a corporate security uniform with clear identification name or logo of the Physical Security Service provider.
- PSIRA registration cards that shall be worn **conspicuously** on the outer garment by all security officers at all times whilst on duty;
- They must at all-times present a professional and dedicated attitude/approach;
- They must be physically fit and mentally capable of executing their security duties;
- The service provider or its security officers will under no circumstance divulge, furnish or disclose any sensitive information concerning PACOFS or any other parties' activities to the public or news media.
- The security officer must always be present on site during his/her specific shift.
- The security officer must always be alert and in a state of readiness during his/her specific shift.
- The security officer may not be under the influence of any intoxication, liquor, or any other drug while on duty.

16. COMPULSORY EQUIPMENT AND OTHER SECURITY RELATED AIDS

The appointed Physical Security Service provider must supply the following compulsory equipment's and other Security related aids at the site and must also ensure that they are always in good working conditions at the service provider's own cost:

- Radios in good and serviceable conditions with good communication of the control room of the Institution.
- Batons and Hand cuffs.
- Firearms for Grade B Security Officers (Copies of Competency Certificates for Security Officers that will be issued with a Firearm). Firearms should comply with all the requirements for the Firearm Control Act 28 of 2006.
- Lockable safe for safe custody of the Firearms (that complies with the requirement of a Safe by the Firearm Control Act 28 of 2006).
- Full company uniforms with company logo, access card and ID and name tag.
- Occurrence book.
- Information book.

- Access control register.
- Asset register.
- Visitors' register.
- After hour register.
- Motor Vehicle registers (Client to provide).
- Private owned Vehicle register(Client to provide).
- Lost and found property registers.
- Hand held metal detector for searching purposes.
- Torches (Flush light) with chargers to be used during the night patrols.

17. OBLIGATION OF THE SERVICE PROVIDERS

17.1. The appointed Physical Security Service provider must ensure that he/she complies with the Sectoral Determination 6: Private Security Sector and other applicable legislations pertaining to the provision of Physical Security Services in the public sector.

17.2. As per paragraph 19 of the General Conditions of Contract, the services may not assign, cede or transfer any right or obligation in this agreement to any person without notifying PACOFS and with the consent of the Accounting Authority of PACOFS.

18. BIDDING PROCESS REQUIREMENTS

Phase 1

The bidders are required to complete and provide the following documentation. Failure to provide all the required documentation will result in immediate disqualification of the bidder:

- Valid Tax Pin certificate
- Declaration of Interest SBD 4
- Preference certificate SBD 6.1
- Certified copies of Private Security Industry Regulation Authority (PSIRA) and letter of good standing with PSIRA
- Centralised Supplier Database registration report
- At least 3 reference letters and appointment letters for provision of Physical Security Services not older than 3 years and the value of those contracts
- Company profile
- Certified ID copies of directors of the Security company.

Phase 2: Evaluation Criteria

Functionality criteria

NO	CRITERIA	POINTS
1	**Experience of the company in Physical Security Services** • Proof of experience to be demonstrated by the number of the Security Company **appointment or reference letters** (valid letters are those letters on the client's letterhead, signed by the authorized person and specifying that the appointment was for Physical Security Services, specifying contract duration, which must not be for less than one year and containing client contact details). **5 points will be allocated for every valid letter**	**30**
2	**Competency of the Managing Director / Owner of the Security Company** • The Managing Director / Owner of the Company must have a **Grade A registration** with PSIRA, • A formal qualification in Security Management or certificate proving high level / intensive training in Physical Security Services. (Maximum points for the managing director / owner possessing one or more of the above-mentioned)	**20**
3	**Execution Plan for the project** • Copy of Contingency Plan (see number 19 below for details). Points on a scale of 0 to 10 points will be allocated based on relevance, whether it is implementable and coverage of the issues indicated in number 19 below. • Security Personnel Training Plan (0-10 points based on whether the plan is realistic and implementable)	**10**
4	Security Systems used by the company **(Attach proof of agreement, serial numbers and invoices)**	**10**
5	**Company Firearms** Number of firearms owned by the company **(Copies of firearm licenses and SAPS firearm registry firearm list)**	**20**
6	**Bank Rating** (Attach the stamped bank rating letter not olde than three (3) months and three (3) years financial statement	**10**
	TOTAL	**100**

Note: Only bidders who obtain the cut-off score of 70 points out of 100 will qualify to be evaluated on Price and Preferential Points.

Phase 3: 80/20 Preference Point System (i.e. Price and B-BBEE)
Stage 3 will be evaluated on 80/20 Preference Point System (i.e. 80 points on Price and 20 points on B-BBEE). The points for price will then be added to the B-BBEE points to determine the highest scoring tender. Points for B-BBEE contribution are allocated according to the table below:

	POINTS
PRICE	80
SPECIFIC GOALS (AS PER SBD6.1)	20
TOTAL POINTS FOR PRICE AND SPECIFIC GOALS	**100**

19. CONTRACT PERIOD

The service provider will be appointed for a maximum period of five (5) months.

20. TENDER DEFAULTERS AND RESTRICTED SUPPLIERS

No bid shall be awarded to a bidder whose name (or any of its members, directors, partners, or trustees) appear on the register of Tender Defaulters kept at the National Treasury or who have been placed on National Treasury's list of Restricted Suppliers. The entity reserves the right to withdraw an award, or cancel a contract concluded with a bidder should it be established, at any time, that the bidder has been blacklisted with National Treasury or any government institution.

21. OUT CLAUSE

PACOFS reserves the right not to appoint any service provider. PACOFS does not bind itself to accept either the lowest price or any other bid and reserves the right to accept the bid which it deems to be in the best interest of the entity.

22. VALIDITY PERIOD

Quotations must be valid for a period of 30 days.

23. SUBMISSION

Quotations must be emailed to quotation@pacofs.co.za not later than Friday, 20 November 2026 @ 11:00. No hand delivered documents will be accepted.

24. CLOSING DATE

24.1 The closing date for submitting proposals is 20 November 2026 @ 11:00.

25. ENQUIRIES

For more technical information please contact, Senior Manager Facilities, 051 447 7771 ext. 2238, or e-mail:mabasom@pacofs.co.za and quotation@pacofs.co.za for any SCM related information queries

CLOSING DATE FOR THE SUBMISSION OF THE BID

20 NOVEMBER 2026 11:00

No late submissions will be accepted