

TENDER DOCUMENT			
TENDER NUMBER:		T 04 OF 2026/27	
TENDER DESCRIPTION:		THE PROVISION OF SECURITY SERVICES. SECTION A: PHYSICAL SECURITY SERVICES (ACCESS CONTROL, AD HOC CLOSE PROTECTION AND ANTI-LAND INVASION SUPPORT SERVICES) SECTION B: SECURITY SYSTEMS (INSTALLATION, MONITORING, ARMED RESPONSE AND MAINTENANCE OF SECURITY ALARMS, CCTV, SURVEILLANCE SYSTEMS, BEAMS AND RELATED SECURITY TECHNOLOGY).	
CLOSING TIME:	12H00	CLOSING DATE:	09 SEPTEMBER 2026
TENDER BOX AT: SUPPLY CHAIN MANAGEMENT UNIT FINANCE BUILDING, QUEEN STREET KNYSNA 6450		NB: 1. All bids must be submitted on the official forms – (not to be re-typed) 2. No Tippex is allowed. 3. Bids must be completed in black ink in writing. 4. Scanned document in a USB must be submitted with the tender. 5. No bids will be considered from persons in the service of the state	
NAME OF BIDDER:			
TENDERED AMOUNT:			
B-BBEE STATUS LEVEL OF CONTRIBUTOR:			
PREFERENCE POINTS CLAIMED:			
CSD SUPPLIER NUMBER			
CSD UNIQUE REFERENCE NUMBER			
B-BBEE CERTIFICATES SUBMITTED WITH THE BID DOCUMENT MUST BE VALID ORIGINAL BBBEE CERTIFICATES OR VALID CERTIFIED COPIES OF THE B-BBEE CERTIFICATES			
Name, Surname and Signature of Knysna Municipality Officials at Tender Opening		1.	
		2.	

KNYSNA MUNICIPALITY TENDER NOTICE AND INVITATION TO BID DETAILS OF TENDERER									
NAME OF BIDDER:									
TRADING AS (if different from above):									
STREET ADDRESS:									
		City/Town		Code					
POSTAL ADDRESS:									
		City/Town		Code					
CONTACT PERSON:									
ENTERPRISE REGISTRATION NUMBER:				CIDB CRS NUMBER:		N/A			
TCS PIN				FACSIMILE NUMBER:					
E-MAIL ADDRESS:									
TELEPHONE NUMBER:				CELLPHONE NUMBER:					
HAS TAX COMPLIANCE STATUS PIN BEEN ATTACHED?						YES	NO		
HAS AN ORIGINAL OR CERTIFIED COPY OF A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE BEEN SUBMITTED? (MBD 6.1)						YES	NO		
HAS THE DECLARATION BEEN COMPLETED AND CURRENT, ORIGINAL OR CERTIFIED MUNICIPAL ACCOUNTS BEEN ATTACHED? (MBD 15)						YES	NO		
DECLARATION									
I am duly authorised to represent the tenderer for the purpose of this tender and hereby tender to supply all or any of the goods and/or render all or any of the services described in the attached document to the Knysna Municipality on the terms and conditions stipulated in this tender document and in accordance with the specification stipulated in the tender document.									
NAME (PRINT)				SIGNATURE					
CAPACITY				DATE					

	KNYSNA MUNICIPALITY			
	TENDER NOTICE AND INVITATION TO BID			
	NOTICE NO :	1	DEPARTMENT	COMMUNITY SERVICES
ADVERTISED IN:	ACTION ADS, MUNICIPAL NOTICE BOARD, MUNICIPAL WEBSITE, E- TENDER PORTAL			
BID NO:	T 03 OF 2026/27		PUBLISHED DATE:	06 August 2026
Bids are hereby invited for (Tender Description):	THE PROVISION OF SECURITY SERVICES IN THE MUNICIPALITY SECTION A: PHYSICAL SECURITY SERVICES (ACCESS CONTROL, AD HOC CLOSE PROTECTION AND ANTI-LAND INVASION SUPPORT SERVICES). SECTION B: SECURITY SYSTEMS (INSTALLATION, MONITORING, ARMED RESPONSE AND MAINTENANCE OF SECURITY ALARMS, CCTV, SURVEILLANCE SYSTEMS, BEAMS AND RELATED SECURITY TECHNOLOGY).			
CLOSING TIME AND DATE:	No later than 12H00	On the Date:	09 September 2026	
	Bids will be opened immediately thereafter, in public at the Knysna Municipality, Supply Chain Management Unit, Finance Building, Queen Street, Knysna			
AVAILABILITY OF BID DOCUMENTS:				
Tender Documents will be available at no charge from the Knysna Municipality Website at www.knysna.gov.za (Website navigation is as follow: Do Business – Bidding Opportunities - Tenders – Current Tenders).				
Tender documents can be downloaded from the Knysna Municipality website: www.knysna.gov.za at no cost. Website navigation is as follow: Do Business – Bidding Opportunities - Tenders – Current Tenders.				
Date Available:	07 August 2026		Non-refundable Documentation Fee:	R 00.00
GENERAL BIDDING RULES				

6. Bids are to be completed in accordance with the conditions and bid rules contained in the bid document and supporting documents must be placed in a sealed envelope and externally endorsed WITH THE BID NUMBER, DESCRIPTION AND CLOSING DATE OF THE BID, and be deposited in the Bid Box, at the office of the Knysna Municipality, Supply Chain Management Unit, Finance Building, Queen Street, Knysna. Bids may only be submitted on the bid documentation that is issued.

The evaluation of this bid will be subjected to functionality scoring. Tenderers must achieve a minimum functionality score of **70 out of 100** points for functionality in order to be evaluated further on price and preference points system. The functionality criteria and weighting are set out in the tender document.

Bids will be evaluated according to the **90/10** preference points system. The bids are subject to the Preferential Procurement Policy Framework Act 2000 and the Preferential Procurement Regulations 2022 as amended

The Municipality reserves the right to withdraw any invitation to bid and/or re-advertise or to reject any bid or to accept a part of it. The Municipality does not bind itself to accept the lowest bid or to award a contract to the Bidder, scoring the highest number of points.

NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE AS DEFINED IN THE MUNICIPAL SUPPLY CHAIN MANAGEMENT REGULATIONS (GOVERNMENT GAZETTE NO 40553 DATED 20 JANUARY 2017).

Tenderers who are not yet registered are required to register on the Municipality's Accredited Supplier Database as well as the CSD. Application forms are obtainable from the official website – www.Knysna.gov.za.

Preferential Procurement Point System Applicable		90/10	Local Content Requirement	N/A
CIDB Registration Required	Not Applicable		Validity Period	180 Days
Validity period	Bids must remain valid for a period of 180 days after the closing date of the bid. Notwithstanding the period of validity of bids as set out in the bid documents, the Municipality reserve the right to request validity extension.			
Site Meeting/Information Session	A compulsory clarification and site meeting will be held on 19 August 2026, which is more than ten (10) calendar days after publication of the tender advertisement. This period allows prospective bidders sufficient opportunity to study the tender document, prepare questions and familiarise themselves with the service requirements. Bidders must attend the meeting and site inspection at the date, time and venue stated in the tender notice. Bidders arriving more than five (5) minutes after the official starting time will not be admitted, and their bids will be regarded as non-responsive.			
ANY ENQUIRIES REGARDING TECHNICAL INFORMATION MAY BE DIRECTED TO:		ANY ENQUIRIES REGARDING THE BIDDING PROCEDURE MAY BE DIRECTED TO:		
Section:	Public Safety	Section:	Supply Chain Management	
Contact Person:	Mr Vandala	Contact Person:	Mr Mato	
Tel:	Written Enquiries only	Tel:	Written Enquiries Only	
Email:	svandala@knysna.gov.za	Email:	mmato@knysna.gov.za	
Authorised by:		Acting Municipal Manager	Mr. Boy Ngubo	

MBD 2

KNYSNA MUNICIPALITY TAX CLEARANCE CERTIFICATE REQUIREMENTS	
It is a condition of tender that the taxes of the successful bidder must be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations, before an award may be considered.	
1.	In order to meet this requirement bidders are required to complete in full the 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.	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 .
3.	SARS will then furnish the bidder with a Tax Clearance Certificate that will be valid for a period of 1 (one) year from the date of approval.
4.	The original Tax Clearance Certificate must be submitted together with the bid. Failure to submit the original and valid Tax Clearance Certificate will result in the invalidation of the bid. Certified copies of the Tax Clearance Certificate will not be acceptable.
5.	In bids where Consortia / Joint Ventures / Sub-contractors are involved, each party must submit a separate Tax Clearance Certificate.
6.	Applications for Tax Clearance Certificates may also be made via e-Filing. In order to use this provision, taxpayers will need to register with SARS as e-Fileers through the website www.sars.gov.za .

MBD 4

KNYSNA MUNICIPALITY DECLARATION OF INTEREST	
1.	No bid will be accepted from persons in the service of the state*.
2.	Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in the service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority.
3.	In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.
3.1.	Full Name of bidder or his / her representative:
3.2.	Identity number:
3.3.	Position occupied in the Company (director, trustee, shareholder ²)
3.4.	Company Registration Number:

3.5.	Tax Reference Number:																
3.6.	VAT Registration Number:																
3.7.	The names of all directors / trustees / shareholders / members, their individual identity numbers and state employee numbers (where applicable) must be indicated in paragraph 4 below.																
3.8.	Are you presently in the service of the state*	YES / NO															
3.8.1.	If yes, furnish particulars.																
3.9.	Have you been in the service of the state for the past twelve months?	YES / NO															
3.9.1.	If so, furnish particulars.																
3.10.	Do you, have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and or adjudication of this bid?	YES / NO															
3.10.1.	If so, state particulars.																
3.11.	Are you aware of any relationship (family, friend, other) between the bidder and any person in the service of the state who may be involved with the evaluation and or adjudication of this bid?	YES / NO															
3.11.1.	If so, state particulars.																
3.12.	Are any of the company's directors, managers, principal shareholders or stakeholders in service of the state?	YES / NO															
3.12.1.	If so, state particulars.																
3.13.	Is any spouse, child or parent of the company's directors, trustees, managers, principle shareholders or stakeholders in service of the state?	YES / NO															
3.13.1.	If so, furnish particulars.																
3.14.	Do you or any of the directors, trustees, managers, principle shareholders, or stakeholders of this company have any interest in any other related companies or business whether or not they are bidding for this contract?	YES / NO															
3.14.1.	If so, furnish particulars.																
4.	Full details of directors / trustees / members / shareholders:																
COMPLETION OF THE FOLLOWING INFORMATION IS COMPULSORY:																	
Full Name	Identity Number										Individual Tax Number for each Director	State Employee Number					
CERTIFICATION																	
I CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS CORRECT. I ACCEPT THAT THE STATE MAY ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.																	

NAME OF ENTERPRISE			
CAPACITY		DATE	
NAME (PRINT)		SIGNATURE	
¹ MSCM Regulations: "in the service of the state" means to be -			
a)	a member of – (i) any municipal council; (ii) any provincial legislature; or (iii) the National Assembly or the National Council of Provinces;		
b)	a member of the board of directors of any municipal entity;		
c)	an official or any Municipality or municipal entity;		
d)	an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);		
e)	a member of the accounting authority of any national or provincial entity; or		
f)	an employee of Parliament or a provincial legislature.		
² "Shareholder" means a person who owns shares in the company and is actively involved in the management of the company or business and exercise control over the company.			

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 invitations to tender:
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

- a) The applicable preference point system for this tender is the 90/10 preference point system.
- 1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:
- (a) Price; and
 - (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	
SPECIFIC GOALS	
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 or 90 points is allocated for price on the following basis:

80/20	or	90/10
$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$	or	$P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$

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

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10
$P_s = 80 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right)$	or	$P_s = 90 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right)$

Where

P_s = Points scored for price of tender under consideration

P_t = Price of tender under consideration

P_{max} = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(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. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

NB: BBBEE Contribution Status Level will be applied in order to allocate preference points. The 90/10 preference points system is applicable in this tender.

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
L 1	10	N/A		N/A
L 2	9	N/A		N/A
L 3	6	N/A		N/A
L 4	5	N/A		N/A
L 5	4	N/A		N/A
L 6	3	N/A		N/A

L 7	2	N/A		N/A
L 8	1	N/A		N/A
Non-compliant contributor	0	N/A		N/A

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.

KNYSNA MUNICIPALITY		
DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES		
1.	This Municipal Bidding Document serves as a declaration to be used by municipalities and municipal entities 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.	
2.	The bid of any bidder may be rejected if that bidder, or any of its directors have:	
2.1.	abused the municipality's / municipal entity's supply chain management system or committed any improper conduct in relation to such system;	
2.2.	been convicted for fraud or corruption during the past five years;	
2.3.	wilfully neglected, reneged on or failed to comply with any government, municipal or other public sector contract during the past five years; or	
2.4.	been listed in the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004).	
3.	In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.	
3.1.	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? (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).	Yes / No
3.2.	If so, furnish particulars:	
3.3.	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)? 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.	Yes / No
3.4.	If so, furnish particulars:	
3.5.	Was the bidder or any of its directors convicted by a court of law (including a court of law outside the Republic of South Africa) for fraud or corruption during the past five years?	Yes / No
3.6.	If so, furnish particulars:	
3.7.	Does the bidder or any of its directors owe any municipal rates and taxes or municipal charges to the municipality / municipal entity, or to any other municipality / municipal entity, that is in arrears for more than three months?	Yes / No
3.8.	If so, furnish particulars:	
3.9.	Was any contract between the bidder and the municipality / municipal entity or any other organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes / No
3.10	If so, furnish particulars:	

4.	CERTIFICATION		
I, CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM 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.			
NAME OF ENTERPRISE			
CAPACITY		DATE	
NAME (PRINT)		SIGNATURE	
WITNESS 1		WITNESS 2	

KNYSNA MUNICIPALITY	
CERTIFICATE OF INDEPENDENT BID DETERMINATION	
1.	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 <i>per se</i> prohibition meaning that it cannot be justified under any grounds.
2.	Municipal Supply Regulation 38 (1) prescribes that a supply chain management policy must provide measures for the combating of abuse of the supply chain management system, and must enable the accounting officer, among others, to: a) take all reasonable steps to prevent such abuse; b) reject the bid of any bidder if that bidder or any of its directors has abused the supply chain management system of the municipality or municipal entity or has committed any improper conduct in relation to such system; and c) cancel a contract awarded to a person if the person committed any corrupt or fraudulent act during the bidding process or the execution of the contract.
3.	This Municipal Bidding Document 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.
4.	In order to give effect to the above, the following Certificate of Bid Determination must be completed and submitted with the bid:
CERTIFICATE OF INDEPENDENT BID DETERMINATION	
I, the undersigned, in submitting the accompanying bid:	
Bid Number:	
Description:	
in response to the invitation for the bid ISSUED by the Knysna Municipality , do hereby make the following statements that I certify to be true and complete in every respect:	
certify, on behalf of (Name of Bidder):	

That:

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.
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.

CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM 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.

**NAME
(PRINT)**

SIGNATURE

CAPACITY		DATE	
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. 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.			

MBD 15

KNYSNA MUNICIPALITY CERTIFICATE FOR PAYMENT OF MUNICIPAL SERVICES (To be signed in the presence of a Commissioner of Oaths)				
I, the undersigned, in submitting the accompanying bid, declare that I am duly authorised to act on behalf of:			(name of the enterprise)	
I hereby acknowledges that according to SCM Regulation 38(1) (d) (i), the Municipality may reject the tender of the tenderer if any municipal rates and taxes or municipal service charges owed by the Tenderer or any of its directors/members/partners to the Knysna Municipality, or to any other municipality or municipal entity, are in arrears for more than 3 (three) months.				
To the best of my personal knowledge, neither the firm nor any director/member/partner of said firm is in arrears on any of its municipal accounts with any municipality in the Republic of South Africa, for a period longer than 3 (three) months.				
If the value of the transaction is expected to exceed R10 million (VAT included) I certify that the bidder has no undisputed commitments for municipal services towards any Municipality in respect of which payment is overdue for more than 30 days;				
PHYSICAL BUSINESS ADDRESS(ES) OF THE TENDERER			MUNICIPAL ACCOUNT NUMBER	
FURTHER DETAILS OF THE BIDDER'S Director / Shareholder / Partners, etc.:				
Director / Shareholder / partner	Physical address of the Business	Municipal Account number(s)	Physical residential address of the Director / shareholder / partner	Municipal Account number(s)
NB: Please attach certified copy(ies) of ID document(s)				
NB: Please attach copy(ies) of Municipal Accounts				
Number of sheets appended by the tenderer to this schedule (If nil, enter NIL)				

MBD 15

Therefore hereby agrees and authorises the Knysna Municipality to deduct the full amount outstanding by the Tenderer or any of its directors/members/partners from any payment due to the tenderer; and

I further hereby certify that the information set out in this schedule and/or attachment(s) hereto is true and correct. The Tenderer acknowledges that failure to properly and truthfully complete this schedule may result in the tender being disqualified, and/or in the event that the tenderer is successful, the cancellation of the contract.

NAME OF ENTERPRISE			
NAME (PRINT)			
CAPACITY			
SIGNATURE		DATE:	

COMMISSIONER OF OATHS Signed and sworn to before me at _____, on this _____ day of _____ 20__ by the Deponent, who has acknowledged that he/she knows and understands the contents of this Affidavit, it is true and correct to the best of his/her knowledge and that he/she has no objection to taking the prescribed oath, and that the prescribed oath will be binding on his/her conscience. COMMISSIONER OF OATHS:- Position: _____ Address: _____ Tel: _____	Apply official stamp of authority on this page:
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Version 3.0

MBD 16

KNYSNA MUNICIPALITY	
GENERAL CONDITIONS OF CONTRACT	
1. DEFINITIONS	
The following terms shall be interpreted as indicated:	
"Closing time"	means the date and hour specified in the bidding documents for the receipt of bids.
"Contract"	means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
"Contract price"	means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.

"Corrupt practice"	means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
"Countervailing duties"	are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally
"Country of origin"	means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
"Day"	means calendar day.
"Delivery"	means delivery in compliance of the conditions of the contract or order.
"Delivery ex stock"	means immediate delivery directly from stock actually on hand
"Delivery into consignees store or to his site"	means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
"Dumping"	occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.
"Force majeure"	means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
"Fraudulent practice"	means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
"GCC"	means the General Conditions of Contract.
"Goods"	means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
"Imported content"	means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
"Local content"	means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.

“Manufacture”	means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
“Order”	means an official written order issued for the supply of goods or works or the rendering of a service.
“Project site”	where applicable, means the place indicated in bidding documents.
“Purchaser”	means the organization purchasing the goods.
“Republic”	means the Republic of South Africa.
“SCC”	means the Special Conditions of Contract.
“Services”	means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.
“Supplier”	means the successful bidder who is awarded the contract to maintain and administer the required and specified service(s) to the State.
“Tort”	means in breach of contract.
“Turnkey”	means a procurement process where one service provider assumes total responsibility for all aspects of the project and delivers the full end product / service required by the contract.
“Written” or “in writing”	means handwritten in ink or any form of electronic or mechanical writing.
2. Application	
2.1. These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents. 2.2. Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works. 2.3. Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.	
3. General	
3.1. Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged. 3.2. Invitations to bid are usually published in locally distributed news media and on the municipality / municipal entity website.	
4. Standards	
4.1. The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.	
5. Use of contract documents and information; inspection.	

- 5.1. The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- 5.2. The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3. Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.
- 5.4. The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent rights

- 6.1. The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.
- 6.2. When a supplier developed documentation / projects for the municipality / municipal entity, the intellectual, copy and patent rights or ownership of such documents or projects will vest in the municipality / municipal entity.

7. Performance security

- 7.1. Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.
- 7.2. The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3. The performance security shall be denominated in the currency of the contract or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
 - 7.3.1. bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - 7.3.2. a cashier's or certified cheque
- 7.4. The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified.

8. Inspections, tests and analyses

- 8.1. All pre-bidding testing will be for the account of the bidder.
- 8.2. If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspections tests and analysis, the bidder or contractor's premises shall be open, at all reasonable hours, for inspection by a representative of the purchaser or an organization acting on behalf of the purchaser.
- 8.3. If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4. If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the goods to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5. Where the goods or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such goods or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6. Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7. Any contract goods may on or after delivery be inspected, tested or analysed and may be rejected if found not to comply with the requirements of the contract. Such rejected goods shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with goods which do comply with the requirements of the contract. Failing such removal the rejected goods shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute goods forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected goods, purchase such goods as may be necessary at the expense of the supplier.
- 8.8. The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 22 of GCC.

9. Packing

- 9.1. The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 9.2. The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, and in any subsequent instructions ordered by the purchaser.

10. Delivery

- 10.1. Delivery of the goods shall be made by the supplier in accordance with the documents and terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified.

11. Insurance

- 11.1. The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified.

12. Transportation

12.1. Should a price other than an all-inclusive delivered price be required, this shall be specified.

13. Incidental

13.1. The supplier may be required to provide any or all of the following services, including additional services, if any:

13.1.1. performance or supervision of on-site assembly and/or commissioning of the supplied goods;

13.1.2. furnishing of tools required for assembly and/or maintenance of the supplied goods;

13.1.3. furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;

13.1.4. performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and

13.1.5. training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2. Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

14.1. As specified, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

14.1.1. such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and;

14.1.2. in the event of termination of production of the spare parts:

14.1.2.1. advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and

14.1.2.2. following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1. The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination. 15.2. This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC. 15.3. The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty. 15.4. Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser. 15.5. If the supplier, having been notified, fails to remedy the defect(s) within the period specified, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.
16. Payment
16.1. The method and conditions of payment to be made to the supplier under this contract shall be specified. 16.2. The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of other obligations stipulated in the contract. 16.3. Payments shall be made by the purchaser no later than thirty (30) days after submission of an invoice, statement or claim by the supplier. 16.4. Payment will be made in Rand unless otherwise stipulated.
17. Prices
17.1. Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized or in the purchaser's request for bid validity extension, as the case may be.
18. Variation orders
18.1. In cases where the estimated value of the envisaged changes in purchase does not vary more than 15% of the total value of the original contract, the contractor may be instructed to deliver the goods or render the services as such. In cases of measurable quantities, the contractor may be approached to reduce the unit price and such offers, may be accepted provided that there is no escalation in price.
19. Assignment
19.1. The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.
20. Subcontracts
20.1. The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract, if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.
21. Delays in the supplier's performance

- 21.1. Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.
- 21.2. If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3. The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.
- 21.4. Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 22 without the application of penalties.
- 21.5. Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without cancelling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

- 22.1. Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

- 23.1. The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:
- 23.1.1. if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
 - 23.1.2. if the Supplier fails to perform any other obligation(s) under the contract; or
 - 23.1.3. if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 23.2. In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.
- 23.3. Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.
- 23.4. If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the supplier as having no objection and proceed with the restriction.
- 23.5. Any restriction imposed on any person by the purchaser will, at the discretion of the purchaser, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the purchaser actively associated.
- 23.6. If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:
- 23.6.1. the name and address of the supplier and / or person restricted by the purchaser;
 - 23.6.2. the date of commencement of the restriction
 - 23.6.3. the period of restriction; and
 - 23.6.4. the reasons for the restriction.
- These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.
- 23.7. If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Anti-dumping and countervailing duties and rights

24.1. When, after the date of bid, provisional payments are required, or antidumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him.

25. Force Majeure

25.1. Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

25.2. If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for insolvency

26.1. The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

27.1. If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

27.2. If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.

27.3. Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

27.4. Notwithstanding any reference to mediation and/or court proceedings herein,

27.4.1. the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and

27.4.2. the purchaser shall pay the supplier any monies due for goods delivered and / or services rendered according to the prescripts of the contract.

28. Limitation of liability

28.1. Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6;

28.1.1. the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

28.1.2. the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

29. Governing language

29.1. The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.

30. Applicable law

30.1. The contract shall be interpreted in accordance with South African laws, unless otherwise specified.

31. Notices

31.1. Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice

31.2. The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

32. Taxes and duties

32.1. A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.

32.2. A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.

32.3. No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid SARS must have certified that the tax matters of the preferred bidder are in order.

32.4. No contract shall be concluded with any bidder whose municipal rates and taxes and municipal services charges are in arrears.

33. Transfer of contracts

33.1. The contractor shall not abandon, transfer, cede, assign or sublet a contract or part thereof without the written permission of the purchaser.

34. Amendment of contracts

34.1. No agreement to amend or vary a contract or order or the conditions, stipulations or provisions thereof shall be valid and of any force unless such agreement to amend or vary is entered into in writing and signed by the contracting parties. Any waiver of the requirement that the agreement to amend or vary shall be in writing, shall also be in writing.

35. Prohibition of restrictive practices

- 35.1. In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder(s) is / are or a contractor(s) was / were involved in collusive bidding.
- 35.2. If a bidder(s) or contractor(s) based on reasonable grounds or evidence obtained by the purchaser has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in section 59 of the Competition Act No 89 Of 1998.
- 35.3. If a bidder(s) or contractor(s) has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.

General Conditions of Contract (revised July 2010)

KNYSNA MUNICIPALITY	
TENDER SPECIFICATIONS	
TENDER NUMBER:	T 04 OF 2026/27
TENDER DESCRIPTION:	THE PROVISION OF SECURITY SERVICES IN THE MUNICIPALITY SECTION A: PHYSICAL SECURITY SERVICES (ACCESS CONTROL, AD HOC CLOSE PROTECTION AND ANTI-LAND INVASION SUPPORT SERVICES). SECTION B: SECURITY SYSTEMS (INSTALLATION, MONITORING, ARMED RESPONSE AND MAINTENANCE OF SECURITY ALARMS, CCTV, SURVEILLANCE SYSTEMS, BEAMS AND RELATED SECURITY TECHNOLOGY).
SPECIFICATIONS	
1. SPECIFICATION REQUIREMENTS	
Non-compliance with the required specifications will result in bids being deemed as non-responsive.	

1. PURPOSE

The purpose of this tender is to appoint a suitably qualified, competent, experienced and legally compliant security service provider/s for the provision of security services namely.

- Access control, armed guarding services, normal guarding services, ad hoc close protection services and anti-land invasion support services for Knysna Municipality.
- warm bodies / physical security / access control guards and is separate from the alarm, CCTV, monitoring, surveillance and armed response tender.

The appointed service provider/s will be required to provide trained, competent and properly supervised security officers at municipal sites as and when required by the municipality.

The municipality has identified certain sites as critical sites requiring armed guards, while other sites may require normal guarding / access control guarding. The classification of sites is provided for pricing and planning purposes. The final deployment of armed or normal guards will be determined by the municipality based on security needs, risk assessment outcomes, operational requirements and available budget. The services will be rendered when and where needed.

2. BACKGROUND AND MOTIVATION

Knysna Municipality has various municipal buildings, offices, depots, water and wastewater treatment works, reservoirs, pump stations, community facilities, libraries, sports facilities and strategic municipal assets that require physical security and access control services.

The Knysna Municipality Public Safety Section does not currently have sufficient internal capacity to render these physical security and access control services with its own personnel. The municipality therefore requires the services of a suitably qualified external service provider/s.

The appointed service provider/s must be able to provide armed Grade C security officers, unarmed Grade C security officers, Grade B supervisors, a functional 24-hour control room, guard movement monitoring, proper reporting, access control support, ad hoc anti-land invasion support and legally compliant close protection services when requested in writing by the municipality.

3. CONTRACT PERIOD AND FINANCIAL YEARS

The contract period shall commence from the date of appointment and shall continue for a period of 36 months subject to the availability of funds, satisfactory performance, municipal requirements and compliance with supply chain management processes.

For pricing purposes, bidders must submit pricing for the 2026/2027, 2027/2028 and 2028/2029 municipal financial years. The first pricing year shall be the base year. In line with the municipal financial year and collective bargaining agreement.

4. COMPULSORY SPECIFICATION / CLARIFICATION MEETING

A compulsory specification / clarification meeting will be held on a date, time and venue indicated in the tender advert.

Attendance at the compulsory specification / clarification meeting is mandatory. Bidders who fail to attend the compulsory meeting will not be considered for further evaluation and will be declared non-responsive.

Bidders who arrive more than five minutes late after the official starting time of the meeting will not be allowed to sign the attendance register and will not be permitted to participate further in the tender process.

The purpose of the compulsory meeting is to ensure that all bidders understand the scope of work, armed guarding requirements, normal guarding requirements, site requirements, pricing schedule, supervision requirements, control room expectations, firearm compliance, access control duties, close protection requirements and anti-land invasion support requirements.

5. CERTIFICATION OF DOCUMENTS

All copies of documents submitted by bidders must be certified, and the certification must not be older than three months before the tender closing date. Any document that is required to be certified and is not certified, or where the certification is older than three months before the closing date, may be regarded as non-responsive.

6. SCOPE OF SERVICES

The appointed service provider/s shall provide physical guarding and access control services only at municipal sites and deployments approved in writing by the municipality. These services are separate from alarm monitoring, CCTV, surveillance systems and armed-response services. The physical security services shall include, but are not limited to:

1. deployment of PSIRA-registered Grade C Security Officers;
2. deployment of armed Grade C Security Officers at critical sites where required;
3. deployment of normal Grade C Security Officers at sites where armed guarding is not required;
4. access control at municipal buildings, gates, offices, depots and facilities;
5. visitor and vehicle control and monitoring of visitors allowed to access offices;
6. patrolling of municipal premises and perimeters;
7. protection of municipal property, officials, visitors, contractors and members of the public;
8. prevention of unauthorised access, theft, vandalism and damage to municipal property;
9. monitoring of municipal infrastructure sites, including pump stations, reservoirs, substations, stores and treatment works;
10. maintaining occurrence books, visitor registers, access registers, incident registers and site inspection registers;
11. recording laptops, tablets and similar devices entering municipal buildings;
12. immediate reporting of incidents, emergencies, suspicious activities and unlawful conduct;
13. opening SAPS cases where required and providing case numbers to the municipality;
14. deployment of Grade B supervisors;
15. provision of a 24-hour control room and guard movement monitoring system;

16. installation of clocking points / patrol monitoring devices at all sites where warm bodies are deployed;
17. operation of municipal desktop / monitoring screens at critical access points where provided by the municipality;
18. operation of walk-through scanners at identified critical municipal offices;
19. provision and installation of firearm safes at identified critical municipal buildings;
20. ad hoc close protection services where required;
21. ad hoc anti-land invasion support services where required;
22. monthly reporting; and
23. attendance at contract management meetings.

7. SITE SELECTION, INCREASE, DECREASE AND WITHDRAWAL

The site schedule provided in this tender serve as a guideline for pricing and planning purposes. It must not be interpreted as a guarantee that all sites will be activated for the full contract period.

The municipality reserves the right to select, activate, withdraw, increase or decrease sites during the contract period, depending on security needs, risk assessment outcomes, operational requirements, available budget, performance of the service provider, changes in municipal priorities and written instruction by the municipality.

Any increase, decrease, withdrawal or addition of sites must be recommended by the Manager: Public Safety and approved by the Director: Community Services.

Where the municipality intends to withdraw a site or reduce the number of guards at a site, the municipality will give the service provider one month written notice, unless immediate action is required due to emergency, serious breach, safety risk, budgetary instruction or urgent operational need.

The municipality will only pay for sites and guards that are formally approved in writing and actually serviced.

8. THIRD-PARTY UNDERTAKINGS

Where this tender allows an undertaking, such undertaking must be issued by the relevant third party who will provide the required service, facility, equipment, insurance or support. An undertaking issued only on the bidder own company letterhead will not be accepted where the requirement depends on a third party.

1. where vehicles are required, the undertaking must come from the vehicle owner, dealership, rental company or fleet provider;
2. where insurance is required, the undertaking must come from the insurance provider or broker;
3. where office space is required, the undertaking must come from the property owner, landlord or estate agent;
4. where equipment is required, the undertaking must come from the supplier or service provider; and

5. where a control room is outsourced or shared, the undertaking must come from the control room provider.

The undertaking must clearly state that should the bidder be awarded the tender, the third party will provide the required service, equipment, facility, vehicles, insurance cover or support for the duration of the contract or for the approved period required by the municipality. The municipality reserves the right to verify any undertaking directly with the third party before award or during the contract period.

1.1 Response time. **MANDATORY PRE-QUALIFICATION CRITERIA OF BIDDERS: BIDDERS THAT DO NOT COMPLY WITH ALL BELOW CRITERIA WILL BE DISQUALIFIED:**

To qualify the bidders must comply with the following conditions;

9. ELIGIBILITY CRITERIA

Only bidders who meet the following eligibility requirements will proceed to the next stage of evaluation.

No.	Eligibility Requirement	Proof Required	Status
1	Attendance of compulsory specification / clarification meeting.	Signed compulsory meeting attendance register.	Compulsory
2	Bidder must be registered with PSIRA as a security service provider.	Certified copy of valid PSIRA company registration certificate.	Compulsory
3	Directors, members or owners of the bidder must be registered with PSIRA.	Certified copies of valid PSIRA registration certificates.	Compulsory
4	Bidder must be registered with the relevant security industry bargaining council.	Proof of bargaining council registration, or proof from the bargaining council confirming application / registration status.	Compulsory

MINIMUM REQUIREMENTS

Bidders who meet the eligibility criteria must submit the following minimum requirements to confirm that they have the legal and operational capacity to deliver the required services.

No.	Minimum Requirement	Proof Required	Status
1	Minimum of 10 armed Grade C Security Officers eligible to carry firearms for business purposes.	Certified PSIRA Grade C certificates and certified firearm competency certificates for at least 10 Grade C Security Officers.	Compulsory

2	Six Grade B supervisors.	Certified PSIRA Grade B certificates, certified driver license copies, certified PDP where required, and certified firearm competency certificates for six supervisors.	Compulsory
3	Minimum of 20 firearms are available for the contract.	Proof that at least 20 firearms are lawfully registered in the name of the company or in the name of the director/s of the company. This certificate must be issued by SAPS.	Compulsory
4	At least Four (4) qualified close protection officers.	Certified PSIRA Grade B certificates or higher, certified accredited close protection certificates, certified firearm competency certificates and certified driver license copies for at least four close protection officers.	Compulsory
5	Responsible person for firearms.	Name, details and certified firearm competency certificate of the person responsible appointed to control and account for firearms used under this contract.	Compulsory
6	Public liability insurance of at least R10 million.	Proof of public liability insurance cover of not less than R10 million, or third-party undertaking from an insurance provider / broker confirming that such cover will be provided should the bidder be awarded the tender.	Compulsory
7	Public health / affinity insurance cover for employees deployed under the contract.	Proof of public health / affinity insurance cover, or third-party undertaking from an insurance provider / broker confirming that such cover will be provided should the bidder be awarded the tender.	Compulsory
8	Security industry employee benefits and bargaining council compliance.	Proof of compliance with the Security Bargaining Council and Private Security Sector Provident Fund or employee benefits provident fund applicable to employees deployed under this contract.	Compulsory
9	Local operational base and control room establishment.	Proof of existing local operational base and control room with office number, or third-party undertaking from a landlord, property owner or estate agent confirming that office space with an office number will be made available should the bidder be awarded the tender.	Compulsory
10	Six vehicles for supervision, response	Proof of ownership, lease agreement, pre-lease agreement or third-party undertaking	Compulsory

	and operational support.	from a dealership, rental company, fleet provider or vehicle owner confirming that six vehicles will be provided should the bidder be awarded the tender.	
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KEY TO NOTE: Failure to provide the required documents, as listed above, will result in your tender being non-responsive.

11. SECURITY INDUSTRY EMPLOYEE BENEFITS AND BARGAINING COUNCIL COMPLIANCE

The appointed service provider/s must comply with employee benefit and bargaining council obligations applicable to the private security industry. This includes compliance with the Security Bargaining Council and the Private Security Sector Provident Fund or any applicable employee benefits provident fund for employees deployed under this contract. This requirement is intended to ensure that security personnel deployed under the contract are lawfully covered, treated fairly and not deprived of benefits applicable to the private security industry.

12. DUTIES AND RESPONSIBILITIES OF THE SERVICE PROVIDER/S

The service provider/s shall be responsible for rendering professional physical security, access control and guarding services at approved municipal sites. The service provider must:

1. deploy guards at approved sites on time and in full uniform;
2. ensure all guards are PSIRA registered and properly graded;
3. ensure all armed guards are legally eligible to carry firearms for business purposes;
4. ensure all guards are properly equipped for the site;
5. ensure guards remain on site until properly relieved;
6. control access to municipal premises;
7. screen visitors and vehicles entering municipal property;
8. record entrance and exit times;
9. record vehicle registration numbers and purpose of visit;
10. record laptops, tablets and similar electronic equipment entering municipal premises;
11. patrol municipal buildings, premises and perimeters;
12. prevent unauthorised access, theft, vandalism and unlawful activity;
13. report emergencies and suspicious activities immediately;
14. open SAPS cases where required;
15. maintain occurrence books and registers;
16. ensure registers are available for inspection by the municipality;
17. record inspections by supervisors and municipal officials;
18. comply with site instructions;

19. provide communication equipment;
20. provide torches, batons, pepper spray and other required equipment;
21. provide firearms where required and legally compliant;
22. install clocking points / patrol monitoring devices at sites where warm bodies are deployed;
23. provide suitable facilities for guards at remote sites where facilities are not available;
24. provide proper supervision and site inspections;
25. correct absenteeism, late coming, sleeping on duty and poor conduct;
26. submit monthly reports within five working days after the end of each month;
27. submit serious incident reports immediately;
28. make recommendations to the municipality on security risks;
29. attend contract management meetings when required; and
30. comply with applicable security industry, labour, tax, employment and health and safety requirements.

Non-deployment, site abandonment, deployment of unqualified personnel, poor supervision or failure to submit proper reports may be treated as breach of contract.

13. SPECIAL CONDITIONS FOR SECURITY PERSONNEL

1. wear full company uniform while on duty;
2. display valid PSIRA identification;
3. be neat, presentable and professional;
4. communicate properly with municipal officials and the public;
5. be able to read and write basic reports;
6. communicate in English and at least one other official language commonly used in the Western Cape;
7. have no criminal record;
8. be physically fit and able to perform security duties;
9. remain alert while on duty;
10. not sleep, drink alcohol, use drugs or abandon the site;
11. not allow unauthorised persons onto municipal property;
12. not accept money, gifts or favours while on duty;
13. report all incidents immediately; and
14. comply with municipal instructions.

14. SUPERVISOR REQUIREMENTS

The municipality will require and pay for one (1) Grade B Supervisor per day shift and one (1) Grade B Supervisor per night shift. The purpose of the supervisors is to improve

response time to incidents, strengthen supervision, ensure proper reporting, support guard discipline and ensure that complaints from the municipality are attended to without delay.

Any additional supervisors required by the service provider for internal management, relief arrangements, administration, quality control or operational support shall be for the cost of the service provider and may not be charged separately to the municipality unless specifically requested and approved in writing.

1. be PSIRA Grade B registered;
2. have valid firearm competency business purposes;
3. have a valid Code B / Code 8 driver license (minimum)
4. have a valid PDP where required;
5. be available during the relevant shift;
6. respond to incidents and complaints without unreasonable delay;
7. conduct site inspections;
8. ensure guards are on duty, in uniform and properly equipped;
9. inspect occurrence books and registers;
10. report incidents to the municipality; and
11. submit shift reports where required.

If the municipality is not satisfied with supervisor response time, incident management, quality of reporting or handling of complaints, the municipality reserves the right to request corrective action, request replacement of the supervisor, withdraw affected sites or reduce the services, subject to the contract.

15. CONTROL ROOM, GUARD MOVEMENT MONITORING AND MUNICIPAL OVERSIGHT

The appointed service provider/s must have a fully functional 24-hour control room or operational monitoring center for the duration of the contract.

The control room must not only receive calls. It must be properly equipped to actively monitor the safety, attendance, patrols and movement of security officers while they are deployed at municipal sites.

Where the municipality has a complaint regarding the conduct, whereabouts, non-performance or movement of a guard, the service provider must be able to demonstrate the movement and activity of the guard for the relevant period.

The service provider control room must support the municipality in confirming correct deployment, attendance and availability of guards on site.

Public Safety, Law Enforcement and Security staff of Knysna Municipality may from time to time conduct site visits and inspections to monitor guards on site, verify correct deployment and confirm availability of guards at municipal sites.

The service provider must cooperate with such inspections and must ensure that occurrence books, registers, clocking reports, patrol movement reports and incident records are available for inspection when requested.

Failure to demonstrate guard movement, attendance, patrol activity or correct deployment when requested will be treated as poor performance or non-compliance.

The control room must be able to monitor and demonstrate:

1. whether guards reported for duty at the correct site and time;
2. whether guards remained on the approved municipal site;
3. movement of guards during patrols;
4. patrol points visited by guards;
5. time and duration of patrols;
6. missed patrols or incomplete patrols;
7. panic or emergency alerts from guards;
8. communication between guards, supervisors and the control room;
9. supervisor site visits;
10. incidents reported from each site; and
11. response action taken after complaints or incidents.

16. CLOCKING POINTS / GUARD PATROL MONITORING DEVICES

The appointed service provider must install clocking points, patrol monitoring devices or similar guard movement monitoring devices at all municipal buildings and sites where warm body / physical security guards are deployed.

The purpose of the clocking points or devices is to allow the municipality and the service provider to trace, verify and monitor the patrols, attendance and movement of security officers while on duty. The system must be linked to, or monitored by, the service provider control room or operational monitoring center.

The clocking / monitoring system must be able to show guard attendance, patrol routes completed, patrol points visited, time of each patrol point activation, missed patrols, movement of guards during the shift, supervisor site visits, incident response times where applicable and reports that can be made available to the municipality upon request.

The service provider must install, operate and maintain the required clocking points or patrol monitoring devices at its own cost. All costs for the system, connectivity, installation, maintenance, replacement, reporting and control-room monitoring must be included in the applicable monthly guarding rates, and no separate charge will be permitted unless the municipality expressly requests and approves a separate item in writing. Failure to install, maintain or properly operate the system may be treated as non-compliance, poor performance or breach of contract.

17. ACCESS CONTROL, VISITOR MONITORING AND MUNICIPAL DESKTOP / MONITORING SCREEN

At identified critical municipal access points, the municipality may place a municipal desktop, computer or monitoring screen to assist with access control and monitoring of visitor movement.

The monitoring screen may be placed at critical municipal sites and offices, including political offices, the Mayor / political office bearers building, the Municipal Manager office, Finance offices and any other municipal office identified as sensitive or high-risk.

The security service provider personnel deployed at these access points must monitor and control visitor movement before allowing access to restricted or sensitive offices.

1. confirm the availability of the relevant political office bearer, municipal official or staff member before allowing a visitor access to the office;
2. ensure that no visitor proceeds to a restricted office without confirmation and permission;
3. complete the visitor register before access is granted;
4. record the visitor full name, contact details, purpose of visit, time of entry, office visited and time of exit;
5. record vehicle registration details where applicable;
6. record laptops, tablets or similar electronic devices brought into the building, including serial number, asset number, code or identifiable marking;
7. ensure that visitors are screened through walk-through scanners where such scanners are installed;
8. operate walk-through scanners properly and respectfully;
9. use the scanner as a preventative measure against unlawful activities, dangerous items and security incidents;
10. report any suspicious item, refusal to be screened, unauthorised access attempt or security concern immediately to the supervisor and municipality;
11. monitor visitor movement through the municipal desktop / monitoring screen where such system is provided;
12. ensure that visitors do not move freely into restricted areas without permission; and
13. comply with all site-specific access control instructions issued by the municipality.

The purpose of the access control process is to protect municipal officials, councillors, visitors, staff, municipal property and sensitive municipal offices by ensuring that visitor movement is controlled, recorded and properly monitored. Failure by security personnel to properly control access, complete registers, operate scanners or verify availability of officials before granting access may be treated as poor performance or breach of site instructions.

18. WALK-THROUGH SCANNERS

The service provider must provide, install and maintain walk-through scanners at identified critical municipal offices or access points where required by the municipality. The purpose of the scanners is to improve access control, prevent dangerous items from entering municipal buildings and strengthen the safety of municipal officials, councilors, visitors and members of the public.

1. scanners are properly installed and functional;
2. guards are trained to operate scanners;

3. visitors are screened respectfully and lawfully;
4. faults are reported and repaired without delay;
5. scanner use is supported by access control procedures;
6. scanner placement does not obstruct emergency exits; and
7. operational guidance is provided to the municipality.

Pricing must provide separately for the once-off supply and installation cost, and any monthly maintenance cost where applicable.

19. FIREARM SAFES AT CRITICAL MUNICIPAL SITES

The service provider must, where specifically instructed in writing by the municipality, provide and install legally compliant firearm safes at selected critical municipal buildings or sites where an operational need has been confirmed.

The number, type and location of firearm safes will be determined after a site-specific risk assessment and written approval by the municipality. There is no automatic requirement for six firearm safes at every critical building. Any approved safe must comply with applicable firearm-control legislation, prescribed standards and the license conditions of the service provider.

Where a firearm safe is purchased and paid for as a separate municipal asset, it shall remain the property of Knysna Municipality after the completion, expiry or termination of the contract. The safe must be properly installed, securely fixed, functional and suitable for its approved purpose. Ownership of the safe does not transfer responsibility for the lawful custody, issuing or control of the service provider's firearms to the municipality.

20. FIREARM CONTROL AND SAFE MANAGEMENT

The service provider remains fully responsible for the lawful custody, issuing, return, storage and control of all firearms used under the contract. The municipality will not hold a key, access code or firearm on behalf of the service provider. The following controls must apply:

1. keys, access codes and safe combinations must be controlled by the authorized service provider and may only be issued to an authorized competent firearm holder;
2. access to a firearm safe must be limited to authorized persons authorized by the service provider in terms of its firearm-control procedures;
3. the municipality and municipal employees may not take possession of, issue, receive or store the service provider's firearms;
4. every issuing and return of a firearm must be recorded in the prescribed firearm register;
5. every access to the safe must be recorded in a firearm safe register;
6. the registers must record the date, time, name, signature, purpose of access and full firearm details;
7. access must only be allowed to authorized and competent persons;
8. lost keys, compromised access codes, missing firearms or ammunition discrepancies must be reported immediately to the service provider, SAPS where required, and the municipality;

9. duplicate keys or access codes must be controlled strictly in accordance with the service provider's approved firearm-control procedures; and

10. the municipality reserves the right to inspect the firearm safe and relevant registers for contract-compliance purposes, without assuming custody or control of any firearm.

21. CRITICAL SITES REQUIRING ARMED GUARDS

The following twenty sites are identified as potentially critical because of the nature of the asset, public interface, financial exposure, infrastructure importance or risk profile. Listing a site does not automatically require armed guarding. The municipality will confirm the guard category, number of officers, shift and hours of deployment in writing before activation and may amend the classification following a risk assessment.

No.	Critical Site	Reason for Armed Guarding Classification
1	Main Building	High public interface, political and administrative offices.
2	Finance Building	Financial records, revenue and staff safety.
3	Customer Care Centre	Public interface and payment-related services.
4	Khayaletu Rent Office	Revenue-related public interface.
5	Knysna WWTW	Critical wastewater infrastructure.
6	Knysna Vigilance Drive WWTW / Vigilance Drive WWTW	Critical wastewater infrastructure.
7	Sedgefield WWTW	Critical wastewater infrastructure.
8	Karataka WWTW	Critical wastewater infrastructure.
9	Rheenendal WWTW	Critical wastewater infrastructure.
10	Akkerkloof Dam	Critical water infrastructure.
11	Gleep Dam	Critical water infrastructure.
12	Balancing Dam	Critical water infrastructure.
13	Workshop Substation	Critical electrical infrastructure.
14	Qolweni Substation	Critical electrical infrastructure.
15	Knysna Workshop / Stores	Municipal assets, tools, vehicles and operational stores.
16	Green Stores	Municipal assets and operational stores.
17	Old Place Reservoir	Critical water infrastructure.
18	Sedgefield Reservoir	Critical water infrastructure.
19	Khayaletu Reservoir	Critical water infrastructure.
20	White Location Water Works	Critical water infrastructure.

22. NORMAL GUARDING / ACCESS CONTROL SITES

The following sites are identified as potential unarmed guarding or access-control sites. The municipality will confirm the number of officers, shift and hours of deployment in writing before activation. A site may be reclassified only after a risk assessment and written municipal approval.

No.	Site / Property
1	Eastford Pump Station
2	Sedgefield Cloud Nine Reservoir
3	Sedgefield Borehole Pump Station
4	Damsebos Pump
5	Homtini Pump Station
6	Bigai Pump Station
7	Collette Drive Pump Station
8	Sedgefield Stores
9	Khayaletu Housing Office
10	Housing Support Centre, Concordia
11	Hornlee Library
12	Karataru Swimming Pool & Hall
13	Parks Department Office & Workshop
14	Smuttsville Community Hall
15	Old Vehicle Testing Station
16	Rheenendal Sports Centre
17	White Location Sport Centre / SafeHub
18	Loerie Park
19	Smuttsville Sportsground
20	Transfer Station
21	Knysna Library
22	Tourism Office
23	Vigilance Pump Station
24	Joodse Kamp Pump Station
25	Bigai Heights Highsite
26	Cathies Park / Loerie Park Pump
27	Greenstores Additional Site
28	Rheenendal Sportsground

Where a site appears under both critical and normal guarding due to duplicate naming or operational uncertainty, the municipality will confirm the final classification before activation.

23. MONTHLY PERFORMANCE MANAGEMENT AND KPI EVALUATION

The municipality will evaluate the service provider/s performance on a monthly basis. The monthly performance assessment may include:

1. guards on duty at the correct site and time;
2. guards in full uniform and properly equipped;
3. occurrence books and registers properly completed;
4. visitor access properly controlled;
5. laptops and electronic devices properly recorded;
6. supervisors conducting proper site inspections;
7. monthly reports submitted on time;
8. incidents reported immediately;
9. conduct and discipline of security personnel;
10. effectiveness of patrols and access control;
11. prevention of theft, vandalism and unauthorised access;
12. response time of supervisors;
13. availability of relief guards;
14. operation of clocking points / monitoring devices;
15. operation of walk-through scanners where installed;
16. compliance with firearm requirements where armed guards are deployed; and
17. overall delivery service.

Where performance is below the required standard, the municipality may issue written instructions for improvement. If poor performance is not corrected, the municipality may impose penalties, request replacement of personnel, issue a formal breach notice, withdraw sites, reduce services or cancel the contract.

24. PRICING REQUIREMENTS

Bidders must provide pricing based on monthly rates for armed Grade C Security Officer Day shift, armed Grade C Security Officer night shift, normal Grade C Security Officer day shift, normal Grade C Security Officer night shift, Grade B Supervisor Day shift and Grade B Supervisor night shift.

The pricing schedule is intended to establish clear unit rates for each guard category and approved additional service. The listed sites are provided for planning purposes and do not

guarantee activation for the full contract period. Before commencement at any site, the municipality will issue a written deployment instruction stating the site, guard category, number of officers, shift and service hours.

The municipality reserves the right to select, activate, withdraw, increase or decrease sites during the contract period, depending on security needs, risk assessment outcomes, operational requirements and available budget. The municipality will only pay for sites and guards that are formally approved in writing and actually serviced.

25. THREE-YEAR PRICING AND ESCALATION STRUCTURE

Bidders must submit pricing for the full contract period 36 months (Vat Inclusive)

Financial Year	Pricing Requirement
2026/2027	Base year pricing. No escalation applies during this financial year.
2027/2028	Percentage increase to apply from 1 July 2027.
2028/2029	Percentage increase to apply from 1 July 2028.

The percentage increase must be aligned with applicable PSIRA pricing guidelines, Security Bargaining Council requirements and lawful private security industry cost adjustments. The percentage increase will only apply from 1 July of the relevant financial year and may not be applied before the start of the municipal financial year. The municipality reserves the right to assess whether the proposed increase is reasonable, lawful and aligned with PSIRA pricing guidelines, bargaining council requirements and value for money.

26. FIXED SITE PRICING STRUCTURE FOR BIDDERS

26.1 Monthly Guarding Rates

Item	Description	Monthly Rate 2026/2027	% Increase 2027/2028	Monthly Rate 2027/2028	% Increase 2028/2029	Monthly Rate 2028/2029
1	Armed Grade C Security Officer - Day Shift	R	%	R	%	R
2	Armed Grade C Security Officer - Night Shift	R	%	R	%	R
3	Normal Grade C Security Officer - Day Shift	R	%	R	%	R
4	Normal Grade C Security Officer - Night Shift	R	%	R	%	R
5	Grade B Supervisor - Day Shift	R	%	R	%	R

6	Grade B Supervisor - Night Shift	R	%	R	%	R
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26.2 Guideline Monthly Cost Based on Current Guard Numbers

Item	Description	Quantity	Monthly Rate 2026/2027	Total Monthly Cost 2026/2027
1	Armed Grade C Security Officer - Day Shift	To be completed based on armed sites activated	R	R
2	Armed Grade C Security Officer - Night Shift	To be completed based on armed sites activated	R	R
3	Normal Grade C Security Officer - Day Shift	To be completed based on normal sites activated	R	R
4	Normal Grade C Security Officer - Night Shift	To be completed based on normal sites activated	R	R
5	Grade B Supervisor - Day Shift	1	R	R
6	Grade B Supervisor - Night Shift	1	R	R
	Total Monthly Cost for Guideline Services			R

The final monthly amount payable will be based only on approved active sites and approved guard deployment.

27. PRICING CONDITIONS

The monthly rate per guard and supervisor must include all costs necessary to render the service properly, including:

1. lawful wages and benefits;
2. Security Bargaining Council compliance;
3. Private Security Sector Provident Fund or employee benefits provident fund compliance;
4. firearm competency and firearm compliance where armed guards are deployed;
5. uniforms;

6. communication equipment;
7. torches, batons, pepper spray and other required equipment;
8. control room monitoring;
9. guard movement monitoring;
10. installation and maintenance of clocking points / patrol monitoring devices;
11. transport;
12. relief personnel;
13. occurrence books and registers;
14. supervision, except for the two supervisors separately paid by the municipality;
15. administration and management fees;
16. insurance;
17. statutory contributions; and
18. VAT, where applicable.

The PSIRA pricing guideline will be used as a benchmark to assess whether the pricing is reasonable and lawful, but it will not be used as the only factor. The municipality will also consider operational capacity, supervision, equipment, firearm compliance, bargaining council obligations, control room monitoring and value for money. The municipality reserves the right to request written clarification where pricing appears abnormally low, unrealistic or not aligned with lawful employment and operational requirements.

28. ONCE-OFF PRICING FOR EQUIPMENT

Item	Description	Unit	Rate Excl. VAT	VAT	Rate Incl. VAT
1	Walk-through scanner, supplied and installed	Each	R	R	R
2	Firearm safe, supplied and installed	Each	R	R	R
3	Additional firearm safe, only where approved in writing	Per building	R	R	R
4	Clocking / patrol monitoring system - included in monthly guarding rate	No separate charge	R	R	R
5	Control room monitoring and system setup - included in monthly guarding rate	No separate charge	R	R	R

Only firearm safes specifically approved, separately purchased and paid for by the municipality shall become municipal property after the contract ends. All clocking, patrol-monitoring and control-room costs must be included in the monthly guarding rates.

29. AD HOC ANTI-LAND INVASION SUPPORT

The municipality may require anti-land invasion support services from time to time, depending on land invasion threats, emergency incidents, risk assessment outcomes or operational requirements. Anti-land invasion support services must be priced separately and must not be included in the fixed monthly site guarding price.

The service provider may not conduct evictions, demolitions or enforcement actions on its own. Any anti-land invasion operation must be led by the municipality and must comply with applicable law, court orders and lawful municipal instructions.

The role of the anti-land invasion team shall be limited to visible security presence, monitoring of identified hotspots, protection of municipal employees and property, access control during authorized operations, reporting of unlawful activity, supporting municipal Law Enforcement and SAPS where required, and assisting with safety and crowd management within the law. Security personnel may not exercise municipal law-enforcement powers, remove occupiers, demolish structures, seize property or independently enforce a court order.

Anti-Land Invasion Pricing Schedule

Item	Description	Unit	Rate Excl. VAT	VAT	Rate Incl. VAT
1	Anti-land invasion team, including guards, supervisor, vehicle and standard equipment	Per hour	R	R	R
2	Anti-land invasion team, including guards, supervisor, vehicle and standard equipment	Per day	R	R	R
3	Anti-land invasion team, including guards, supervisor, vehicle and standard equipment	Per night	R	R	R
4	Anti-land invasion team, including guards, supervisor, vehicle and standard equipment	Weekend rate	R	R	R
5	Anti-land invasion team, including guards, supervisor, vehicle and standard equipment	Public holiday rate	R	R	R
6	Additional armed Grade C Security Officer	Per hour	R	R	R
7	Additional armed Grade C Security Officer	Per day	R	R	R

8	Additional supervisor / team leader	Per hour	R	R	R
9	Additional vehicle where required	Per day	R	R	R
10	Special protective equipment, where required and approved	Per deployment	R	R	R

Ad hoc anti-land invasion services will only be paid for where the service was requested, approved in writing and actually rendered.

30. AD HOC CLOSE PROTECTION SERVICES

The municipality may require close protection services from time to time for municipal office bearers, senior officials, visiting delegations, public meetings, high-risk engagements, special events or other approved municipal safety needs. Each deployment must be based on an approved security need or risk assessment and must be authorised in writing by the Municipal Manager or a formally delegated official. Close protection services must be priced separately and may not be included in the fixed monthly site-guarding price.

Close protection services must comply with all legal requirements applicable to PSIRA registration, close protection training, firearm control, business-purpose firearm use and any other applicable legislation.

Close protection officers must meet the following minimum requirements:

1. valid PSIRA Grade B registration or higher;
2. valid accredited close protection certificate;
3. valid firearm competency certificate;
4. lawful authorisation to carry a firearm for business purposes;
5. firearm issued and controlled in terms of applicable legislation;
6. no criminal record;
7. physically fit and suitable for close protection duties;
8. experience in close protection operations;
9. ability to work professionally in a municipal environment;
10. ability to work with SAPS, Law Enforcement and authorised security structures;
11. valid driver licence where required;
12. proper communication equipment; and
13. ability to submit written reports after each deployment.

Close Protection Pricing Schedule

Item	Description	Unit	Rate Excl. VAT	VAT	Rate Incl. VAT
1	Close protection officer, PSIRA Grade B or higher, accredited and armed	Per hour	R	R	R
2	Close protection officer, PSIRA Grade B or higher, accredited and armed	Per day	R	R	R
3	Close protection officer, PSIRA Grade B or higher, accredited and armed	Per night	R	R	R
4	Close protection team with vehicle and communication equipment	Per day	R	R	R
5	Close protection team with vehicle and communication equipment	Per night	R	R	R
6	Close protection service	Weekend rate	R	R	R
7	Close protection service	Public holiday rate	R	R	R
8	Additional close protection vehicle	Per day	R	R	R
9	Additional close protection officer	Per hour	R	R	R
10	Emergency close protection deployment	Per deployment	R	R	R

Close protection services will only be paid for where the service was requested by an authorized municipal official, approved in writing and actually rendered.

31. FUNCTIONALITY EVALUATION

SECTION A AND SECTION B FUNCTIONALITY EVALUATION CRITERIA

1. FUNCTIONALITY EVALUATION

1.1 Functionality for Section A and Section B will be evaluated separately.

1.2 A bidder must achieve a minimum score of 70 points out of 100 for the applicable Section in order to proceed to the next stage of evaluation.

1.3 Points will be awarded strictly according to the scoring tables contained in this document and only on the basis of the documentary evidence submitted with the bid.

1.4 Where the required documentary evidence is not submitted, is not relevant to the criterion, or cannot reasonably be verified, zero points will be awarded for that criterion.

1.1 ARRANGEMENT OF FUNCTIONALITY DOCUMENTS

Bidders are advised to separate the supporting documents for each functionality criterion by using clearly marked file dividers or clearly labelled sections in the bid submission.

The following order should be used: Functionality 1 - Company Experience; Functionality 2 - Proven Track Record / References; Functionality 3 - Operational Manager; Functionality 4 - Contract Manager; and Functionality 5 - the applicable final criterion for the Section tendered for.

1.2 PSIRA PROOF

A valid PSiRA registration certificate issued in the name of the bidding company will be accepted as proof of company PSiRA registration where company registration is required.

Where an individual employee, manager or technician is being scored, the relevant individual PSiRA registration certificate must be submitted for that person.

1.3 REFERENCE LETTERS

Reference letters submitted for functionality scoring must be issued on the client's official letterhead and signed by the client or a duly authorised representative.

Each reference letter must identify the bidder, indicate the type of service rendered, indicate the contract or service period, and provide contact details of a person who can verify the reference.

Unsigned reference letters, letters not issued on the client's official letterhead, self-generated reference letters, or references issued by the bidder itself will not be accepted for functionality scoring.

Knysna Municipality reserves the right to verify any reference submitted.

1.4 DISTINCTION BETWEEN THE OPERATIONAL MANAGER AND CONTRACT MANAGER

The bidder must nominate two separate individuals for the positions of Operational Manager and Contract Manager. The same person may not be nominated or scored for both positions.

OPERATIONAL MANAGER

The Operational Manager is responsible for the day-to-day operational delivery, supervision and coordination of the security services. The Operational Manager must ensure that services are physically rendered in accordance with the approved operational requirements, site instructions and contractual service standards.

The Operational Manager's responsibilities include managing daily operations; coordinating the deployment of guards, response personnel or technical teams, as applicable; monitoring attendance, shift coverage and operational performance; ensuring required posts and duties are covered; managing incidents, emergencies and operational complaints; monitoring response times; supervising personnel; and ensuring corrective action is implemented where operational shortcomings are identified.

FOR SECTION B,

The Operational Manager is also responsible for overseeing the day-to-day delivery of alarm, CCTV, surveillance, monitoring, armed response, maintenance and related security technology services.

CONTRACT MANAGER

The Contract Manager is responsible for the overall administration and management of the contract between the service provider and Knysna Municipality. The Contract Manager will serve as the main contractual contact person and must ensure compliance with the tender conditions, contractual requirements and agreed service levels.

The Contract Manager's responsibilities include attending contract and performance meetings; submitting required reports and supporting documents; monitoring contractual compliance and service levels; managing contractual performance matters and corrective actions; coordinating responses to formal Municipal instructions; ensuring invoices and supporting documents correspond with approved services rendered; and managing contract-related communication and administration.

A company director, member, owner or senior employee may be nominated as the Contract Manager, provided that the person meets all applicable functionality requirements. The Contract Manager's supporting documents must be submitted separately under Functionality 4 - Contract Manager, even where the same documents or details appear elsewhere in the bid.

For purposes of functionality evaluation: the Operational Manager manages the operational delivery of the service, while the Contract Manager manages the contractual relationship and administration of the contract.

2. SECTION A - PHYSICAL SECURITY / ACCESS CONTROL SERVICES (PHYSICAL GUARDING, ACCESS CONTROL, ARMED GUARDING, MUNICIPAL SECURITY, PUBLIC FACILITY SECURITY OR INFRASTRUCTURE CLOSE PROTECTION SERVICES, LAND INVASION)

NB: Primary work entails Physical Guarding, Close Protection Services and Land Invasion Services will be required on an ad-hoc basis. Therefore **80%** of reference's provided must cover Physical/Access Control, the remaining **20%** of references must cover Close Protection and Land Invasion)

Minimum qualifying functionality score for Section A: 70/100.

No.	Functionality Criterion	Maximum Points
1	Years of Relevant Company Experience (Evidence Required: PSIRA Registration accompanied by Audited Financial Statements, Oldest Project in order to substantiate active years of existence.)	10
2	Proven Track Record / Reference Letters of Proven Similar / Comparable Security Contracts to the value of R7.5M pa. 80% covering Physical Guarding/Access Control, remaining 20% to cover Close Protection and Land Invasion	50
3	Operational Manager: PSIRA Grade, Qualification and Experience	20
4	Contract Manager: PSIRA Grade, Qualification and Experience	20
	TOTAL	100

A1. Years of Relevant Company Experience - 10 Points

Relevant experience must relate to physical guarding, access control, armed guarding, municipal security, public facility security, infrastructure protection or Close Control Protection, Land Invasion similar physical security services. Years of Relevant Company Experience (Evidence Required: PSIRA Registration accompanied by Audited Financial Statements, Oldest Project in order to substantiate active years of existence.)

Proven Relevant Experience	Points
9 or more	10
7 - 8	8
5-6 years	6
3-4 years	4
1-2 years	2
Less than 1 year / no acceptable proof	0

Evidence required: appointment letters, signed contracts, completion letters, service confirmation letters or other verifiable client documentation clearly indicating the nature and duration of the service.

A company profile or bidder declaration on its own will not be accepted as proof of experience.

A2. Proven Track Record / Reference Letters - 50 Points. Proven Track Record / Reference Letters of Proven Similar / Comparable Security Contracts to the value of R7.5M pa. 80% covering Physical Guarding/Access Control, remaining 20% to cover Close Protection and Land Invasion

Valid Similar Reference Letters	Points
10 or more	50
8-9	40
6-7	30
4-5	20
2-3	10
0-1	0

References must relate to similar physical guarding, access control, armed guarding, municipal security, public facility security or infrastructure protection services and must comply with the reference-letter requirements in paragraph 1.3.

A 3. Operational Manager - 20 Points

The bidder must nominate one Operational Manager. The nominated person must have a minimum of five (5) years' relevant security management experience.

PSiRA Grade and Qualification	Points
Valid PSiRA Grade A + relevant NQF Level 7 qualification or higher	20
Valid PSiRA Grade B or higher + relevant NQF Level 6 Diploma	15
Valid PSiRA Grade B or higher + relevant NQF Level 5 qualification	10
Valid PSiRA Grade B or higher + Grade 12 / Matric	5
No acceptable proof	0

Evidence required: individual valid PSiRA registration certificate, qualification certificate and detailed CV confirming at least five (5) years' relevant security management experience.

A4. Contract Manager - 20 Points

The bidder must nominate one Contract Manager responsible for the day-to-day management and administration of the Knysna Municipality contract. The Contract Manager must be a person separate from the Operational Manager and must have a minimum of five (5) years' relevant security or contract management experience.

PSiRA Grade and Qualification	Points
Valid PSiRA Grade A + relevant NQF Level 7 qualification or higher	20
Valid PSiRA Grade B or higher + relevant NQF Level 6 Diploma	15
Valid PSiRA Grade B or higher + relevant NQF Level 5 qualification	10
Valid PSiRA Grade B or higher + Grade 12 / Matric	5
No acceptable proof	0

A Company Director, member, owner or senior employee may be nominated as the Contract Manager, provided that the nominated person independently meets the published requirements for the Contract Manager.

The Contract Manager's supporting documents must be submitted separately under Functionality 4 - Contract Manager, even where the same documents or details appear elsewhere in the bid.

Documents submitted under the Operational Manager criterion will not automatically be considered under the Contract Manager criterion.

Evidence required: individual valid PSiRA registration certificate, qualification certificate, detailed CV confirming at least five (5) years relevant experience, and clear identification of the person as the nominated Contract Manager.

2. SECTION B - ALARMS, CCTV, SURVEILLANCE AND SECURITY TECHNOLOGY SERVICES

Minimum qualifying functionality score for Section B: 70/100 points.

No.	Functionality Criterion	Maximum Points
1	Years of Relevant Company Experience (Evidence Required: PSiRA Registration accompanied by Audited Financial Statements, Oldest Project in order to substantiate active years of existence.)	10
2	Proven Track Record / Reference Letters (Reference letters must be in the letter head of the referee and must entail a minimum value of R 1, 500 000 per annum or more.	35
3	Operational Manager: PSiRA Grade, Qualification and Experience	20
4	Contract Manager: PSiRA Grade, Qualification and Experience	20
5	Technical Personnel / Technician Capacity	15
	TOTAL	100

B1. Years of Relevant Company Experience - 10 Points

Relevant experience must relate to alarm systems, CCTV, surveillance systems, electronic security, 24-hour monitoring, armed response, installation, maintenance or related security technology services Years of Relevant Company Experience (Evidence Required: PSIRA Registration accompanied by Audited Financial Statements, Oldest Project in order to substantiate active years of existence.).

Proven Relevant Experience	Points
9 or more	10
7 - 8	8
5-6 years	6
3-4 years	4
1-2 years	2
Less than 1 year / no acceptable proof	0

Evidence required: appointment letters, signed contracts, completion letters, service confirmation letters or other verifiable client documentation clearly indicating the nature and duration of the service, Audited Financial Statements.

B2. Proven Track Record / Reference Letters - 35 Points. Proven Track Record / Reference Letters

(Reference letters must be in the letter head of the referee and must entail a minimum value of R 1, 500 000 per annum or more.

Valid Similar Reference Letters	Points
10 or more	35
8-9	25
6-7	15
4-5	10
2-3	5
0-1	0

References must relate to CCTV, alarms, surveillance, monitoring, armed response, electronic security installation, maintenance or related services and must comply with the reference-letter requirements in paragraph 1.3.

B3. Operational Manager - 20 Points

The bidder must nominate one Operational Manager. The nominated person must have a minimum of five (5) years relevant experience in alarms, CCTV, surveillance, monitoring, electronic security or related security technology services.

PSiRA Grade and Qualification	Points
Valid PSiRA Grade A + relevant NQF Level 7 qualification or higher	20
Valid PSiRA Grade B or higher + relevant NQF Level 6 Diploma	15
Valid PSiRA Grade B or higher + relevant NQF Level 5 qualification	10
Valid PSiRA Grade B or higher + Grade 12 / Matric	5
No acceptable proof	0

Evidence required: individual valid PSiRA registration certificate, qualification certificate and detailed CV confirming at least five (5) years relevant experience.

B4. Contract Manager - 20 Points

The bidder must nominate one Contract Manager responsible for the day-to-day management and administration of the Knysna Municipality contract. The Contract Manager must be a person separate from the Operational Manager and must have a minimum of five (5) years relevant contract management, electronic security or related experience.

PSiRA Grade and Qualification	Points
Valid PSiRA Grade A + relevant NQF Level 7 qualification or higher	20
Valid PSiRA Grade B or higher + relevant NQF Level 6 Diploma	15
Valid PSiRA Grade B or higher + relevant NQF Level 5 qualification	10
Valid PSiRA Grade B or higher + Grade 12 / Matric	5
No acceptable proof	0

A Company Director, member, owner or senior employee may be nominated as the Contract Manager, provided that the nominated person independently meets the published requirements for the Contract Manager.

The Contract Manager's supporting documents must be submitted separately under Functionality 4 - Contract Manager, even where the same documents or details appear elsewhere in the bid.

Documents submitted under the Operational Manager criterion will not automatically be considered under the Contract Manager criterion.

Evidence required: individual valid PSiRA registration certificate, qualification certificate, detailed CV confirming at least five (5) years relevant experience, and clear identification of the person as the nominated Contract Manager.

B5. Technical Personnel / Technician Capacity - 15 Points

The bidder must nominate suitably qualified technical personnel responsible for installation, repair, maintenance and technical support of alarms, CCTV, surveillance and related electronic security systems.

Technical Evidence and Relevant Experience	Points
Valid PSiRA registration + valid relevant technician certificate + 5 years or more relevant technical experience	15
Valid PSiRA registration + valid relevant technician certificate + 3-4 years relevant technical experience	10
Valid PSiRA registration + valid relevant technician certificate + 1-2 years relevant technical experience	5
No acceptable proof	0

Relevant technical experience includes installation, maintenance or repair of CCTV systems, alarm systems, beams, surveillance systems, electronic access-control systems, monitoring equipment or related security technology.

Evidence required: individual valid PSiRA registration proof, valid relevant technician certificate and detailed CV indicating relevant technical experience.

4. GENERAL FUNCTIONALITY EVALUATION RULES

4.1 Section A and Section B will be evaluated separately.

4.2 The minimum qualifying functionality score is **70/100** for each Section.

4.3 Points will be awarded strictly according to the published scoring tables.

4.4 The Bid Evaluation Committee will evaluate the evidence submitted under each functionality criterion.

4.5 Where no acceptable evidence is submitted for a criterion, zero points will be awarded for that criterion.

4.6 Knysna Municipality may verify PSiRA registrations, qualifications, technician certificates, references, employment history and contract information submitted.

4.7 The Operational Manager and Contract Manager must be two separate individuals.

4.8 A Company Director, member, owner or senior employee may be nominated as Contract Manager provided that the person meets the applicable requirements and the supporting documents are submitted separately under Functionality 4 - Contract Manager.

4.9 Bidders must not rely on the Bid Evaluation Committee to search through unrelated sections of the bid for functionality evidence. Supporting documents should be filed under the applicable functionality divider or clearly cross-referenced.

4.10 False, misleading or unverifiable information may be dealt with in accordance with the tender conditions and applicable Supply Chain Management requirements.

4.11 Only bidders achieving at least **70 points out of 100** for the applicable Section will proceed to the next stage of evaluation.

5. BIDDER FUNCTIONALITY SUBMISSION CHECK

Functionality Category	Section A	Section B	Bidder Check
1. Company Experience	Required	Required	☐
2. Proven Track Record / References	Required	Required	☐
3. Operational Manager	Required	Required	☐
4. Contract Manager	Required	Required	☐
5. Comparable Security Contracts / Technical Personnel	Comparable Contracts	Technical Personnel	☐

Bidder Name: _____

Authorised Representative: _____

Signature: _____ Date: _____

32. SERVICE LEVEL AGREEMENT

The Service Level Agreement will be discussed and negotiated between Knysna Municipality and the successful bidder after appointment and before the commencement of services. The SLA will include detailed operational arrangements such as reporting lines, site instructions, response requirements, penalties, performance standards, monthly meetings, incident escalation, replacement of guards, deployment changes and contract management processes. The SLA will not replace the tender requirements but will give practical effect to the services required under this tender.

33. FULL SCHEDULE OF MUNICIPAL SITES AND GUARD DEPLOYMENT REQUIREMENTS

The following schedule is used as a guideline for pricing and planning purposes.

No.	Directorate	Service Type	Site / Property	Day Guards	Night Guards	Pricing Category
1	Corporate Services	Grade C Guard	Main Building	2	0	Critical Armed
2	Infrastructure Services	Grade C Guard	Akkerkloof Dam	1	2	Critical Armed
3	Infrastructure Services	Grade C Guard	Workshop Substation	1	1	Critical Armed
4	Infrastructure Services	Grade C Guard	Green Stores	1	1	Critical Armed
5	Infrastructure Services	Grade C Guard	Knysna Vigilance Drive WWTW	1	1	Critical Armed
6	Infrastructure Services	Grade C Guard	Knysna WWTW	2	2	Critical Armed
7	Infrastructure Services	Grade C Guard	Knysna Workshop / Stores	1	3	Critical Armed
8	Infrastructure Services	Grade C Guard	Sedgefield WWTW	1	1	Critical Armed
9	Infrastructure Services	Grade C Guard	Karatara WWTW	1	1	Critical Armed
10	Infrastructure Services	Grade C Guard	Eastford Pump Station	1	1	Normal Guarding
11	Infrastructure Services	Grade C Guard	Old Place Reservoir	1	2	Critical Armed
12	Infrastructure Services	Grade C Guard	Rheenendal WWTW	1	1	Critical Armed

13	Infrastructure Services	Grade C Guard	Sedgefield Cloud Nine Reservoir	1	2	Normal Guarding
14	Infrastructure Services	Grade C Guard	Sedgefield Borehole Pump Station	1	1	Normal Guarding
15	Infrastructure Services	Grade C Guard	Sedgefield Reservoir	1	2	Critical Armed
16	Infrastructure Services	Grade C Guard	Damsebos Pump	1	2	Normal Guarding
17	Infrastructure Services	Grade C Guard	Khayaletu Reservoir	1	2	Critical Armed
18	Infrastructure Services	Grade C Guard	Homtini Pump Station	1	2	Normal Guarding
19	Infrastructure Services	Grade C Guard	Bigai Pump Station	1	2	Normal Guarding
20	Infrastructure Services	Grade C Guard	Collette Drive Pump Station	1	1	Normal Guarding
21	Infrastructure Services	Grade C Guard	Sedgefield Stores	1	1	Normal Guarding
22	IHS	Grade C Guard	Khayaletu Housing Office	1	0	Normal Guarding
23	IHS	Grade C Guard	Housing Support Centre, Concordia	1	0	Normal Guarding
24	Financial Services	Grade C Guard	Finance Building	1	0	Critical Armed
25	Community Services	Grade C Guard	Hornlee Library	1	1	Normal Guarding

26	Community Services	Grade C Guard	Karatara Swimming Pool & Hall	1	2	Normal Guarding
27	Community Services	Grade C Guard	Parks Department Office & Workshop	1	1	Normal Guarding
28	Community Services	Grade C Guard	Smuttsville Community Hall	1	0	Normal Guarding
29	Community Services	Grade C Guard	Old Vehicle Testing Station	1	2	Normal Guarding
30	Community Services	Grade C Guard	Rheenendal Sports Centre	1	0	Normal Guarding
31	Community Services	Grade C Guard	White Location Sport Centre / Safehub	2	2	Normal Guarding
32	Community Services	Grade C Guard	Loerie Park	1	0	Normal Guarding
33	Community Services	Grade C Guard	Smuttsville Sportsground	1	1	Normal Guarding
34	Community Services	Grade C Guard	Transfer Station	1	1	Normal Guarding
35	Community Services	Grade C Guard	Knysna Library	1	1	Normal Guarding
36	Infrastructure	Grade C Guard	Balancing Dam	1	1	Critical Armed
37	Infrastructure	Grade C Guard	Gleep Dam	2	2	Critical Armed
38	Finance	Grade C Guard	Customer Care Centre	1	0	Critical Armed

39	Infrastructure	Grade C Guard	Qolweni Substation	1	0	Critical Armed
40	Planning	Grade C Guard	Tourism Office	1	0	Normal Guarding
41	Infrastructure	Grade C Guard	Vigilance Pump Station	1	1	Normal Guarding
42	Infrastructure	Grade C Guard	Joodse Kamp Pump Station	1	2	Normal Guarding
43	Infrastructure	Grade C Guard	White Location Water Works	2	2	Critical Armed
44	Finance / IT	Grade C Guard	Bigai Heights Highsite	1	0	Normal Guarding
45	Infrastructure	Grade C Guard	Cathies Park / Loerie Park Pump	1	0	Normal Guarding
46	Infrastructure	Grade C Guard	Greenstores Additional Site	1	1	Normal Guarding
47	Community	Grade C Guard	Rheenendal Sportsground	1	0	Normal Guarding
48	Community	Grade C Guard	Hornlee Sportsground - Ad Hoc	1	0	Ad Hoc / Normal Guarding
49	Finance	Grade C Guard	Khayaletu Rent Office	1	1	Critical Armed
50	Community	Grade C Guard	Knysna Library	1	0	Normal Guarding
51	Infrastructure	Grade C Guard	Vigilance Drive WWTW	1	1	Critical Armed - duplicate/additional point subject to confirmation

			Total Guard Posts	56	53	
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Summary of Guard Requirements

Description	Total
Total day guard posts	56
Total night guard posts	53
Total active guard posts	109
Grade B supervisor - day shift	1
Grade B supervisor - night shift	1

Notes on Site Schedule

1. The site schedule is a guideline for pricing and planning purposes.
2. The municipality reserves the right to confirm which sites will be activated.
3. The municipality reserves the right to classify a site as armed or normal guarding based on risk assessment.
4. Knysna Library appears more than once in the list provided. This must be confirmed before final activation.
5. Vigilance Drive WWTW appears more than once in the list provided. This must be confirmed before final activation.
6. Hornlee Sportsground is marked as ad hoc and must be activated only when required.
7. The municipality reserves the right to activate, withdraw, increase or reduce sites based on security needs and risk assessment outcomes.

PART B- SUPPLY, DELIVERY, INSTALLATION, MONITORING, ARMED RESPONSE AND MAINTENANCE OF SECURITY ALARMS, CCTV, SURVEILLANCE SYSTEMS, BEAMS AND RELATED SECURITY TECHNOLOGY, AS AND WHEN REQUIRED

1. PURPOSE

The purpose of this tender is to appoint a suitably qualified, experienced and legally compliant service provider to SUPPLY AND DELIVER of install, monitor, maintain and support security alarms, CCTV, surveillance systems, external beams, panic systems and related security technology, including armed response, at Knysna Municipality sites as and when required. The services must be linked to our own/ municipal ICT system. The appointed service provider must provide a complete operational service for a period of 36 months.

2. AS-AND-WHEN-REQUIRED CONTRACT

This is an as-and-when-required contract. The site schedule identifies municipal sites that may require security technology services, including sites appearing in the physical guarding and access-control tender. Listing a site does not create an automatic obligation on the Municipality to activate that site, does not guarantee any quantity or value of work, and does not entitle the service provider to payment. A site becomes payable only after written activation by an authorized municipal official and successful commissioning of the approved service.

3. CONTRACT PERIOD

The contract will commence on the date stated in the written appointment or service level agreement and will end on 30 June 2029, subject to budget availability, satisfactory performance and continued operational need.

4. SEPARATION FROM PHYSICAL GUARDING

This tender is for alarms, CCTV, surveillance systems, monitoring, armed response, maintenance, connectivity and related security technology. It does not provide fixed physical guarding or access-control officers. Where a listed site also receives physical guarding, the technology service must complement, and not duplicate, the guarding service.

5. ALL-INCLUSIVE MONTHLY RENTAL PRICING

The bidder must provide one all-inclusive monthly rental price per activated site or approved site category. The monthly rental must include all equipment, installation, commissioning, monitoring, armed response, preventative maintenance, call-outs, repairs, replacement of faulty equipment, software, licenses, connectivity, data, SIM cards, radio links, backup power, labour, travel, training, reporting, technical support and removal at the end of activation. No separate or once-off charge may be claimed unless specifically provided for in the approved pricing schedule.

6. SCOPE OF SERVICES

The required services include, but are not limited to, the following:

Physical site inspections and security-risk assessments.
Site-specific system design and written recommendations.
Supply, installation, configuration, testing and commissioning of alarm systems.
Supply, installation, configuration, testing and commissioning of CCTV and surveillance systems.
External beams, panic buttons, sensors, sirens, keypads and related security devices.
24-hour control-room linking, monitoring and signal management.
Opening and closing monitoring, exception reporting and authorized remote arming or de-arming.
Armed response to alarm, panic and verified surveillance incidents.
Connectivity, backup communication and backup power.
Preventative maintenance, repairs, emergency callouts and replacement of faulty equipment.

Secure retrieval, preservation and release of footage and electronic evidence.

Monthly incident, performance, fault and maintenance reporting.

7. SITE ASSESSMENT AND APPROVAL

Before a site is activated, the service provider must conduct a physical site assessment and submit a written site-specific recommendation. The recommendation must identify the risks, proposed equipment, camera positions, alarm zones, beam coverage, panic-device positions, connectivity, backup power, monitoring method, response route and estimated implementation period. No installation may begin without written municipal approval. The assessment and recommendation form part of the all-inclusive service and may not be separately charged.

8. INSTALLATION AND COMMISSIONING

Equipment must be fit for purposes and professionally installed. Cabling must be protected, neat, labelled and safely routed. Cameras must be positioned to reduce blind spots and provide usable images. Alarm zones and devices must be clearly identified. Each system must be fully tested, commissioned and demonstrated before activation. The service provider must provide a site diagram, equipment registers, test results, commissioning certificate and basic user training.

9. 24-HOUR MONITORING AND CONTROL ROOM

All activated systems must be monitored continuously, including weekends and public holidays. The control room must receive and record alarm, panic, tamper, power, battery, communication and system-fault signals; verify activations through cameras where possible; dispatch armed response; notify authorized municipal contacts; escalate serious incidents; and retain an electronic audit trail of every event and action.

10. ARMED RESPONSE

The service provider must provide armed response to activations and verified incidents using clearly identifiable, properly equipped and roadworthy response vehicles. Response officers must secure the immediate area, protect life and municipal property, preserve evidence, contact SAPS or emergency services where required and submit an incident report for serious or confirmed incidents.

11. CCTV, SURVEILLANCE AND FOOTAGE

Cameras must provide suitable day and night images. Recording systems must retain footage for the approved period, allow secure authorized remote viewing where required, and export footage in a commonly readable format with accurate date and time. Footage, passwords, access codes and security information may not be copied, disclosed, altered or deleted without municipal authority. POPIA and municipal information-security requirements apply. **It must be kept for 3 months in the absence of incidents, and until the finalization of the court case if there is a pending case.**

12. OPENING, CLOSING AND REMOTE CONTROL

The system must record opening, closing, arming, de-arming, failure to arm, failure to de-arm, activity outside approved hours, incorrect code attempts, panic activations, power failures, low batteries, communication failures and tampering. Remote arming or de-arming may occur only after proper verification and in accordance with an approved written procedure. Every remote action must be recorded.

13. CONNECTIVITY AND BACKUP POWER

The service provider must provide all primary and backup connectivity, data and backup power required to maintain the service. Power, connectivity or communication failures must be reported immediately, and temporary risk-control measures must be provided where a system is materially offline.

14. MAINTENANCE, REPAIRS AND REPLACEMENTS

The service provider must provide preventative maintenance, 24-hour fault reporting, emergency technical call-outs, repairs and replacement of faulty equipment at no additional cost. All faults must be recorded, prioritized, escalated and tracked to closure. Persistent or recurring faults must be investigated and permanently corrected.

15. ACTIVATION, SUSPENSION, RELOCATION AND WITHDRAWAL

Services may be activated, suspended, relocated, increased, reduced or withdrawn only through written instruction issued by the Manager: Public Safety or an authorized delegate. Billing must start and stop on the dates stated in the instruction. When a site is withdrawn, the service provider must remove its equipment safely and repair reasonable installation damage. Equipment may be retained temporarily if the Municipality instructs the provider to transfer it to another activated site.

16. ADDITIONAL SITES

The Municipality may activate a municipal building, facility, infrastructure point, public space or temporary operational site that is not included in the initial site schedule. Such activation is subject to a site assessment, written approval, budget availability and an applicable tendered rate. Adding a site does not create a right to further work or alter the as-and-when-required nature of the contract.

17. REPORTING

A monthly report must be submitted within five working days after month-end. It must include active sites, system status, activations, verified incidents, false alarms, response times, SAPS case numbers, footage requests, faults, downtime, repairs, replacements, opening and closing exceptions, connectivity failures, backup-power failures, maintenance completed, identified risks and corrective action.

18. CONTRACT MANAGEMENT AND SERVICE LEVEL AGREEMENT

The successful bidder must enter into a service level agreement regulating mobilisation, activation, installation, response, fault resolution, planned maintenance, reporting, footage retrieval, confidentiality, POPIA, downtime, performance deductions, escalation and dispute resolution. The service level agreement may clarify the tender but may not reduce any tender obligation.

19. POTENTIAL MUNICIPAL SITES - AS AND WHEN REQUIRED

The following sites are included to align this tender with the physical guarding and access-control tender and to allow the Municipality to activate security technology where required. The lists are for planning and pricing purposes only. The Municipality may activate none, some or all of the sites, may reclassify a site after a risk assessment, and may add other municipal sites in terms of section 17.

20.1 Potential high-risk / critical sites

No.	Potential site	Reason for risk classification
1	Main Building	High public interface, political and administrative offices.
2	Finance Building	Financial records, revenue and staff safety.
3	Customer Care Centre	Public interface and payment-related services.
4	Khayaletu Rent Office	Revenue-related public interface.
5	Knysna WWTW	Critical wastewater infrastructure.
6	Vigilance Drive WWTW	Critical wastewater infrastructure.
7	Sedgefield WWTW	Critical wastewater infrastructure.
8	Karatara WWTW	Critical wastewater infrastructure.
9	Rheenendal WWTW	Critical wastewater infrastructure.
10	Akkerkloof Dam	Critical water infrastructure.
11	Gleep Dam	Critical water infrastructure.
12	Balancing Dam	Critical water infrastructure.
13	Workshop Substation	Critical electrical infrastructure.
14	Qolweni Substation	Critical electrical infrastructure.

15	Knysna Workshop / Stores	Municipal assets, vehicles, tools and operational stores.
16	Green Stores	Municipal assets and operational stores.
17	Old Place Reservoir	Critical water infrastructure.
18	Sedgefield Reservoir	Critical water infrastructure.
19	Khayaletu Reservoir	Critical water infrastructure.
20	White Location Water Works	Critical water infrastructure.

20.2 Other potential municipal sites

No.	Potential site / property
1	Eastford Pump Station
2	Sedgefield Cloud Nine Reservoir
3	Sedgefield Borehole Pump Station
4	Damsebos Pump
5	Homtini Pump Station
6	Bigai Pump Station
7	Collette Drive Pump Station
8	Sedgefield Stores
9	Khayaletu Housing Office
10	Housing Support Centre, Concordia
11	Hornlee Library
12	Karatara Swimming Pool & Hall
13	Parks Department Office & Workshop
14	Smuttsville Community Hall
15	Old Vehicle Testing Station
16	Rheenendal Sports Centre
17	White Location Sport Centre / SafeHub
18	Loerie Park

19	Smuttsville Sportsground
20	Transfer Station
21	Knysna Library
22	Tourism Office
23	Vigilance Pump Station
24	Joodse Kamp Pump Station
25	Bigai Heights Highsite
26	Cathies Park / Loerie Park Pump
27	Green Stores Additional Site
28	Hornlee Sportsground (ad hoc)

20. SITE ACTIVATION REGISTER

The Municipality will maintain a written activation register. The register must identify the site, approved equipment or service package, activation date, monthly rental, responsible municipal official, service status and withdrawal date. The service provider may invoice only according to the signed activation register and the approved tendered rates.

No.	Site / Property	Approved Service Package	Activation Date	Monthly Rental	Status

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21. PRICING SCHEDULE PRINCIPLES

Pricing must support an as-and-when-required contract and must permit objective activation of different site needs. The final pricing schedule must contain all-inclusive monthly rental rates for approved system categories or site packages. The Municipality must not be required to renegotiate prices after award. The bidder may not submit separate charges for items already included in the monthly rental.

Item	All-inclusive service category	Unit	Tendered amount incl. VAT
1	Basic alarm and panic system package	Per activated site / month	R
2	Alarm, beams and panic system package	Per activated site / month	R
3	CCTV and recording package - small site	Per activated site / month	R
4	CCTV and recording package - medium site	Per activated site / month	R
5	Integrated alarm, CCTV, beams and panic package	Per activated site / month	R
6	Remote surveillance / highsite package	Per activated site / month	R
7	Temporary or ad hoc site package	Per activated site / month	R

22. EVALUATION STAGES AND NON-DUPLICATION

Each requirement must appear and be assessed once only. A requirement assessed under eligibility must not be repeated under minimum requirements or functionality. A requirement assessed under minimum requirements must not be scored again under functionality. Functionality assesses only the quality and relevance of the bidder's proposed methodology.

Stage	Purpose	Outcome
Stage 1: Eligibility	Administrative entry requirements	Comply / Do Not Comply

Stage 2: Minimum requirements	Essential operational capacity	Comply / Do Not Comply
Stage 3: Functionality	Quality of proposed methodology	Scored out of 100
Stage 4: Price and preference	Applied after functionality	In terms of tender rules

23.1 Stage 1: Eligibility requirements

No.	Eligibility requirement	Compliance test	Required evidence
1	Compulsory clarification and site meeting	Authorised representative attends the full meeting and signs the official attendance register. The meeting must be held ten calendar days after advertisement. Bidders arriving more than five minutes late will not be admitted.	Official municipal attendance register.
2	Official tender document	Bid submitted on the official municipal tender document.	Completed official tender document.
3	Closing requirements	Bid received at the correct place before the closing date and time.	SCM bid-opening record.
4	CSD registration	Bidder registered on the Central Supplier Database.	CSD number and SCM verification.
5	Tax compliance	Bidder tax compliant or has an acceptable arrangement.	Valid TCS PIN and verification.
6	Signed compulsory forms	All compulsory municipal bidding forms completed and signed.	Completed MBD forms.
7	Authority to sign	Person signing is duly authorised.	Resolution, power of attorney or acceptable authority.

23.2 Stage 2: Mandatory minimum requirements

No.	Minimum requirement	Minimum test	Acceptable proof
1	PSIRA business registration	Bidder registered with PSIRA and in good standing.	Valid PSIRA business certificate or verifiable confirmation.
2	Five relevant reference letters	Five signed letters from different clients confirming similar installation, rental, monitoring, response or maintenance services.	Client letterhead, scope, contract period and contact details.

3	Ten operational response vehicles	At least ten vehicles available for the contract.	Registration certificates, valid lease/rental agreements or third-party confirmation.
4	Ten armed-response officers	At least ten PSIRA-registered armed-response officers available for the contract.	Officer list, valid PSIRA proof, identity documents, firearm competency and employment/lawful engagement proof.
5	24-hour control room	A functional 24-hour control room available before commencement.	Proof of existing control room or binding establishment undertaking with implementation plan.
6	Technical personnel	Qualified technicians available to install, maintain and repair systems.	List, qualifications/training and employment/lawful engagement proof.
7	Public liability insurance	At least R10 million cover for the contract period.	Current insurer or broker confirmation.
8	Operational office or base	Operational base capable of supporting the contract before commencement. No scoring advantage for an existing local office.	Proof of premises or binding undertaking to establish before commencement.

23.3 Stage 3: Functionality scoring

No.	Functionality criterion	Maximum points
1	Implementation and mobilisation plan	20
2	Site-assessment and system-design methodology	20
3	Monitoring, verification, dispatch and escalation methodology	20
4	Maintenance, fault management and business continuity plan	20
5	Reporting, evidence management, POPIA and contract-management approach	20

23.3.1 Implementation and mobilisation plan - 20 points

Score	Substantiated scoring standard
0	No plan, or unrelated submission.
5	Generic plan without clear activities, responsibilities or timeframes.

10	Addresses mobilisation and installation but lacks sequencing, resources, transition or handover detail.
15	Clear plan covering mobilisation, site engagement, installation, testing, commissioning and handover.
20	Detailed contract-specific plan covering responsibilities, timelines, resources, transition, risk controls, testing, commissioning, training and handover.

23.3.2 Site-assessment and system-design methodology - 20 points

Score	Substantiated scoring standard
0	No methodology.
5	Generic description without risk assessment or design process.
10	Addresses inspections and equipment selection but lacks risk criteria, documentation or approval controls.
15	Clear process for risk assessment, equipment selection, camera placement, alarm zoning, connectivity, backup power and approval.
20	Detailed integrated methodology with templates, risk ranking, blind-spot control, diagrams, approval workflow, commissioning criteria and quality assurance.

23.3.3 Monitoring, verification, dispatch and escalation methodology - 20 points

Score	Substantiated scoring standard
0	No methodology.
5	Generic response description without verification, dispatch or escalation.
10	Addresses monitoring and dispatch but lacks event classification, notification or record keeping.
15	Clear methodology covering signal receipt, verification, dispatch, municipal contact, escalation and closure.
20	Detailed 24-hour method with event classification, camera verification, dispatch priorities, response tracking, emergency escalation, false-alarm management and audit trail.

23.3.4 Maintenance, fault management and business continuity - 20 points

Score	Substantiated scoring standard
0	No plan.
5	Generic maintenance statement without response or resolution process.

10	Addresses repairs but lacks escalation, temporary mitigation or preventative-maintenance detail.
15	Clear plan covering fault logging, response, repairs, replacement, preventative maintenance, escalation and reporting.
20	Detailed plan with priority levels, target times, spare-equipment arrangements, backup communication/power, temporary mitigation, recurring-fault analysis and continuity controls.

23.3.5 Reporting, evidence, POPIA and contract management - 20 points

Score	Substantiated scoring standard
0	No approach.
5	Generic reporting statement without samples, evidence or privacy controls.
10	Addresses monthly reporting and footage but lacks authorisation, audit trail or escalation.
15	Clear approach covering reports, footage, evidence handling, POPIA, confidentiality, meetings and corrective action.
20	Detailed approach with samples, registers, chain of custody, access controls, retention/deletion controls, breach procedure, dashboards and corrective-action tracking.

24. FUNCTIONALITY SUBSTANTIATION RULES

Scores must be based only on information submitted with the bid. Every score must be supported by a written reason. Unsupported statements must not earn points. A generic company profile is not a methodology unless it directly answers the criterion. Where a criterion requires a plan, procedure, template, schedule or sample, that evidence must be submitted. No criterion may be introduced or changed after closing.

25. COMPULSORY MEETING ARRANGEMENT

The compulsory clarification and site meeting must take place ten calendar days after publication of the tender advertisement. The final advertisement, tender notice and attendance register must show the same date, time and venue. Bidders arriving more than five minutes after the official start time will not be admitted.

26. ANNEXURES

The final tender pack should include: Annexure A - potential municipal site schedule; Annexure B - all-inclusive monthly pricing schedule; Annexure C - site-assessment template; Annexure D - activation,

suspension, relocation and withdrawal form; Annexure E - monthly report template; Annexure F - incident and footage request form; and Annexure G - SLA performance schedule.

DECLARATION BY TENDERER

I / We certify that I / we am / the information provided is correct and accurate. It is the bidder's responsibility to ensure that their references are contactable.

I / We agree that the laws of the Republic of South Africa shall be applicable to the contract resulting from the acceptance of *my / our tender and that I / we elect domicillium citandi et executandi in the Republic at:

Postal Code:

I / We furthermore confirm that I / we satisfied myself / ourselves that I/We comply with the stipulated tender specifications.

NAME OF ENTERPRISE:

NAME (PRINT):

CAPACITY:

DATE:

SIGNATURE

WITNESS 1

WITNESS 2

APPLICABLE LAWS AND REGULATIONS

Supply Chain Management (SCM) Regulations
Preferential Procurement Regulations, 2022, as amended
Knysna SCM Policy

PRICING REQUIREMENTS

Tender prices must be in ZAR Currency (Rand).

Bid prices must be inclusive of VAT.

The tender must be valid for 180 days after closing date. Notwithstanding the period of validity of bids as set out in the bid documents, the Municipality reserve the right to request validity extension. Failure of bidder/s to accept or confirm the bid validity extension period on or before the closing date, it will be accepted that there are no objections to the extension of the bid validity period.

KNYSNA MUNICIPALITY	
PRICING SCHEDULE FOR SERVICES	
Tender Number:	
Tender Description:	
TENDER PRICE SUBMISSION	
I / We (full name of Bidder)	
the undersigned in my capacity as	
of the enterprise	
hereby offer to Knysna Municipality to provide the goods as described, in accordance with the specifications and conditions of contract to the entire satisfaction of the Knysna Municipality and subject to the conditions of tender, for the amounts indicated hereunder:	
Tenders will be evaluated on a comparative basis, which is the reason for the design of the tender specification and additional schedules (if applicable). All tenders received shall be evaluated in accordance with the Municipal Finance Management Act, Act 56 of 2003 (read with its accompanying supply chain management regulations), Knysna SCM Policy, and the Preferential Procurement Policy Framework Act, Act 5 of 2000 (read with its accompanying regulations). Points will be awarded to tenderers who are eligible for preferences in terms of MBD 6.1: Preference Point Claim Schedule (where preferences are granted in respect of B-BBEE contribution). The terms and conditions of MBD 6.1 shall apply in all respects to the tender evaluation process and any subsequent contract.	
ABBREVIATIONS	
SCM	Supply Chain Management
MBD	Knysna Municipality Bidding Document
VAT	Value-Added-Tax

The Tender Document **MUST** be completed in non-erasable black ink.

The use of correction fluid/tape is not permitted.

All prices must include VAT.

The increase in rates for the security guards will be allowed and in accordance to the approved PSIRA rates (Bargaining council rates).

Evaluation will be done on the year one price.

The tender will be deemed non-responsive if prices are not specified as indicated in the pricing schedule

Pricing must be specified as stipulated in the pricing schedule.

The total tendered amount will be used for evaluation purposes only; cost will be incurred in accordance with the tendered rates.

All the rates in the document must be completed. Incomplete pricing schedules will be seen as non-responsive bids. Suppliers to ask for clarity before the tenders close. Where a service or item's cost is R0 it should be indicated that the cost is R0 and Included

N/B: Price must be inclusive of all costs, including VAT, etcetera (No escalations will be allowed)

Signature of Knysna Municipality Officials at Tender Opening	

DECLARATION BY TENDERER			
I / We acknowledge that I / we am / are fully acquainted with the contents of the conditions of tender of this tender form and that I / we accept the conditions in all respects.			
I / We agree that the laws of the Republic of South Africa shall be applicable to the contract resulting from the acceptance of *my / our tender and that I / we elect domicillium citandi et executandi in the Republic at:			
	Postal Code:		
I / We furthermore confirm I / we satisfied myself / ourselves as to the corrections and validity of my / our tender: that the price quoted cover all the work items specification in the tender documents and that the price cover all my / our obligations under a resulting contract and that I / we accept that any mistake(s) regarding price and calculations will be at my / our risk.			
NAME OF ENTERPRISE:			
NAME (PRINT):			
CAPACITY:		DATE:	
SIGNATURE		WITNESS 1	
		WITNESS 2	

CONTRACT FORM - RENDERING OF SERVICES

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)

I hereby undertake to render services described in the attached bidding documents to Knysna Municipality in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number **T 04 of 2026/27** 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.

The following documents shall be deemed to form and be read and construed as part of this agreement:

Bidding documents, viz

Invitation to bid;

Tax clearance certificate;

Pricing schedule(s);

Filled in task directive/proposal;

Preference claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations 2022; as amended;

Declaration of interest;

Declaration of Bidder's past SCM practices;

Certificate of Independent Bid Determination;

Special Conditions of Contract;

General Conditions of Contract; and

Other (specify)

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.

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 fulfilment of this contract.

I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.

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

SIGNED AT ON

NAME (PRINT)

SIGNATURE

OFFICIAL STAMP

CONTRACT FORM - RENDERING OF SERVICES

PART 2 (TO BE FILLED IN BY THE PURCHASER)

I..... in my capacity
as.....

accept your bid under reference number **T 04 of 2026/27** dated.....for the
rendering of services indicated hereunder and/or further specified in the annexure(s).

An official order indicating service delivery instructions is forthcoming.

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.

I confirm that I am duly authorized to sign this contract.

The contract duration will be for a period of 36 months from.....

to

The contract will be governed by the General Conditions of Contract and Special Conditions of Contract as stipulated in the tender document.

DESCRIPTION OF SERVICE	PRICE (ALL APPLICABLE TAXES INCLUDED)	COMPLETION DATE	B-BBEE STATUS LEVEL OF CONTRIBUTION
SECTION A: PHYSICAL SECURITY SERVICES (ACCESS CONTROL, AD HOC CLOSE PROTECTION AND ANTI-LAND INVASION SUPPORT SERVICES)		36 Months contract from date of appointment.	
SECTION B: SECURITY SYSTEMS (INSTALLATION, MONITORING, ARMED RESPONSE AND MAINTENANCE OF SECURITY ALARMS, CCTV, SURVEILLANCE SYSTEMS, BEAMS AND RELATED SECURITY TECHNOLOGY).		36 Months contract from date of appointment.	

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

SIGNED AT ON

NAME (PRINT)

SIGNATURE

OFFICIAL STAMP