

**REQUEST FOR PROPOSAL**  
**FOR**  
**THE PROVISION OF PUBLIC SAFETY PATROL SERVICES ON A FIXED-TERM**  
**CONTRACT**  
TO THE  
**STRAND BUSINESS IMPROVEMENT DISTRICT (SBID) NPC**

**MAY 2024**



## NOTE TO ALL PROPOSERS

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## **INTRODUCTION**

The Strand Business Improvement District (SBID) was formally established in 2014 providing supplementary public safety, urban maintenance, and urban cleaning services in close cooperation with the various City Departments as well as the South African Police Services (SAPS). The formation of the Strand Business Improvement District (SBID) enabled the establishment of a statutory body to manage and implement the additional services in addition to those provided by the City of Cape Town. The property owners from the area paid an additional rate to fund additional services for that specific area as set out in the business plan for the area.

## **MISSION AND VISION OF THE SBID**

It is the mission of the SBID to create an inviting and safe business district attractive and safe for visitors and shoppers alike.

The vision of the SBID is to establish and maintain a safe, clean, well-managed CBD area that attracts and retains business investment and attractive retail opportunities.

## **GOALS OF THE SBID**

- Improve Public Safety significantly by proactive visible patrolling and cooperation with existing SAPS and City of Cape Town Law Enforcement efforts as well as other security service providers in the area.
- Creating a safe and clean public environment by addressing issues of maintenance and cleaning of streets, pavements and public spaces.
- Manage existing and new public infrastructure for the future benefit of all the users of the area.
- Protect property values.
- Attract new investment to the area.
- Support and promote social responsibility in the area.
- The sustained and effective management of the SBID area.

## **PUBLIC SAFETY AND SECURITY**

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

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

The SBID is patrolled during the day, seven days a week. This is achieved by patrol officers on foot, a radio and communications network and a manned control room. Night-time detection of people movement is done through strategically placed CCTV cameras.



1.1.6. Section 5 and 6 covers the deployment of the Public Safety officers.

1.1.7. The Board may, at their sole discretion consider the appointment of a separate service provider for the provision of CCTV monitoring services. Should this option be followed, the public safety service provider will be required to provide compatible radios and/or set all their radios to the prescribed frequency/ies of the centralised control room. The cost of provision of and the programming of radios suitable to communicate with the centralised control room must be borne by the service provider and should be considered in the costing for Options A or B.

1.1.8. No claims for any extras in connection with the location, conditions, or nature of the services, will be entertained for the duration of the contract.

## 1.2 SCOPE OF CONTRACT

1.2.1. The Proposal is for the provision and maintenance of public safety patrol services for a period of 60 months, commencing 1 July 2024 until 30 June 2029. The successful Proposer will be required to conduct handover from 1 July 2024 at no cost to the SBID.

1.2.2. This Proposal comprises the provision and maintenance of physical security services (public safety) as defined under section 5 (five) and section 6 (six) hereof, including all aspects contained in the Site Instructions in respect of SBID site/function which shall be defined and signed by both parties.

## 1.3 PROPOSALS

1.3.1. All proposals must be submitted via email to [rfp@strandbid.co.za](mailto:rfp@strandbid.co.za) with the subject: **“Proposal for Public Safety Services – SBID”**, by no later than 12h00 on Monday, 3 June 2024. Proposers are referred to the FORM FOR PROPOSERS, included in this document.

**1.3.2. The lowest, or any, or portion of any Proposal will not necessarily be accepted and the SBID does not bind itself to assign any reason for the rejection, or acceptance of a Proposal. Any addition, omission or condition added to the FORM FOR PROPOSERS could result in the Proposal being disqualified.**

1.3.3. All costs related to the submission of this proposal must be borne by the relevant applicants/companies/service providers and they shall have no claim for cost recovery to the Board or its representatives whatsoever.

1.3.4. The Proposal shall remain valid and open for acceptance for a period of sixty days (60) days from 3 June 2024.

**1.3.5. The SBID Board decision on the appointment of the preferred public safety service provider will be final and no negotiations will be entered into.**

## 1.4 CONTRACT PRICE ADJUSTMENT PROVISIONS

1.4.1. The contract price, excluding VAT, will remain fixed and firm for the duration of 12 (twelve) months of the contract period.

1.4.2. The contract price shall be increased at the end of each 12 (Twelve) month period in line with the approved SBID budget. It must be noted that no increase

beyond the City of Cape Town approved SBID budget for Public Safety will be considered. Proposers should also note that the provision of control room services, based on a separate Request for Proposal is also funded from the Public Safety budget of the SBID.

1.4.3. The current SBID Budget and business plan for 2024 to 2029 is available on the SBID website.

#### 1.4.4. RATES/PRICES

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

- Deployment and collection of officers.
- Supervision.
- All costs associated with recruiting, training and uniforms.
- Equipment used by the officers on site in the course of their duties including two-way radios.
- Stationery such as attendance registers and occurrence books.
- The costs of internal investigations and polygraph examinations occasioned by the contractor on its own initiative. Please note that the Proposers costing needs to include two random polygraphs to be conducted at least every 3 months as part of a pro-active initiative.
- Overtime paid by the contractor to its staff in all circumstances.
- All statutory wages increased for the duration.
- All increases in the price of fuel for the duration.
- A fixed rate for additional guards and services.

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

### 1.5 PROGRAMME

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

## 2 SECTION 2: CONDITIONS OF CONTRACT

### 2.1 STANDARD CONTRACT

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

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

2.1.3. The contract for the provision and maintenance of physical security services is for a period of 60 (Sixty) months, commencing 1 July 2024 until 30 June 2029. However, a clause shall be drafted into the public safety contract which gives the SBID the option to cancel the contract:

- 2.1.3.1. if the appointed service provider does not perform satisfactorily.
- 2.1.3.2. if the SBID is dissolved in accordance with Chapter 4 of the CID By-law of the City of Cape Town.
- 2.1.3.3. if the SBID Term and Business Plan is not renewed by the City of Cape Town should a renewal application be submitted in the course of the contract period.

### **3 SECTION 3: SPECIAL CONDITIONS OF CONTRACT**

#### **3.1 REQUIREMENTS FOR PROPOSALS**

##### **GENERAL**

- 3.1.1. Proposers should note that prior to award of this contract, the SBID will require the Proposer to provide satisfactory assurances regarding availability and suitability of managerial and supervisory personnel and other resources, and methods of deployment, to demonstrate that the required level of service **and supervision** can be attained and maintained. It is proposed that the most senior mobile patrol officer (Officer patrolling by vehicle) on duty will also act as the Shift Manager to further enhance supervision.
- 3.1.2. Submission of a Proposal shall be deemed to be the Proposers acknowledgement and acceptance of the detailed specification (Section 5) of the Proposal. Prior to formal award of this contract the successful Proposers will be required to provide proof of current and valid professional indemnity insurance.
- 3.1.3. Notwithstanding this being an invited request for Proposal, the formal employment of the successful Proposers will only be made where the Proposer has complied with the foregoing requirements.
- 3.1.4. Service providers with proven City Improvement District and Public Safety experience are preferred and Proposers should provide substantive proof thereof in their proposal.

##### **CONDITIONS OF EMPLOYMENT**

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

##### **DOCUMENTATION**

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

##### **INSURANCE**

- 3.1.7. The Proposers are required to maintain their own insurance in respect of Public Liability claims with a limit of indemnity of not less than R5 000 000 (Five million Rand) for any one incident. The Proposers are required to maintain their own



insurance in respect of Professional Indemnity claims with a limit of indemnity of not less than R5 000 000 (Five million Rand) per event.

- 3.1.8. The Proposers are required to effect insurances in respect of the C.O.I.D. Act 1993 and Employer's Liability claims. Proof of such insurances will be required prior to your appointment as a security contractor to SBID in terms of this Proposal. The Proposers are reminded that they are responsible for insurance of their own equipment and vehicles etc.

#### **FINANCIAL**

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

#### **DEPLOYMENT SCHEDULE**

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

#### **STAFF FACILITIES**

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



cell phones. The cost of provision of such facilities should be included in the fixed price of the Proposer.

## **SAFETY**

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

## **GENERAL**

- 3.1.18. The Proposers will be obliged to fully comply with the agreed Site Procedures on site and in each function to give effect to their obligations in terms of the service to be rendered.
- 3.1.19. The following are mandatory requirements that must be included and considered by the Proposers in formulating their Proposal. It must expressly be dealt with in the Proposal document:
- Signed request for Proposal document.
  - Manpower deployment schedule /quotation (Section 6).
  - Proposed alternative manpower schedule/quotation (Section 6).
  - List of contactable CID references.
  - Registration certificate and PSIRA registration.
  - Site survey and/or risk assessment.
  - Company profile.
- 3.1.20. The following documents must be made available at request during the evaluation process and/or prior to the commencement of the contract:
- Copy of company registration document.
  - Copy of company public liability insurance cover.
  - Bank letter.
  - BBBEE certificate or Empowerment credential.
  - Letter of good standing from COIDA.
  - Tax clearance certificate.
  - Contingency plans in the event of labour action.
  - Copy of the company's standard contract regarding the provision of security services and all relevant annexures thereto.

## **4 SECTION 4: PROGRAMME**

### **4.1 Issue of request for Proposal documentation:**

Friday, 24 May 2024

### **4.2 Proposal to be submitted:**

Strictly by 12h00 on Monday, 3 June 2024

### **4.3 Proposers adjudication:**

Monday, 3 June 2024 to Friday, 14 June 2024

### **4.4 Optional presentation by at most 2 selected companies to SBID Board:**

TBD if required.

### **4.5 Awarding of contract by SBID Board:**

17 June 2024

### **4.6 First Deployment:**

1 July 2024 or as agreed upon with the Board.

### **4.7 End of Contract:**

30 June 2029

## **5 SECTION 5: DETAILED SPECIFICATIONS - PUBLIC SAFETY PATROL SERVICE**

The management of the SBID is set on succeeding in its mandate to make the area a safe, secure and pleasant working environment for the property owners, businesses and customers that work, visit and shop in the area every day. Therefore, the management will have a zero-tolerance approach towards non-performance and ill-discipline. Any non-performance issues will be dealt with firmly and include insistence on removing any officer from the contract if he or she does not perform to the high standards expected and must be replaced by a suitable and trained officer. Financial penalties will also be drafted into the contract to ensure compliance and effectiveness.

### **5.1 Fundamental Requirements**

- 5.1.1. Conducting foot patrols of public spaces within the CID area in order to attend to incidents and accidents and to identify, monitor and report disorder and violations of City by-laws to the relevant CID.
- 5.1.2. Effectively communicate with the City's Safety and Security Directorate, SAPS, the local Community Policing Forum and any Neighbourhood Watch operating in the area, when required.
- 5.1.3. Reporting hazardous street conditions to the relevant CID who will bring same to the attention of the relevant City departments.
- 5.1.4. Monitor suspicious, violent and or dangerous behaviour and report such to the CID control room.
- 5.1.5. Monitoring street vendors to ensure public safety, and reporting violations of relevant City by-laws to the relevant CID who will bring same to the attention of the relevant City departments.
- 5.1.6. Perform any duties that might be required by the Client.
- 5.1.7. Ensure that all crime and or accident scenes are cordoned off until the SAPS and Traffic Services arrive.

- 5.1.8. Assist City Law Enforcement agencies and the SAPS when specifically tasked to do so by the CID.
- 5.1.9. Conduct visits to specific hot-spot areas as identified by the CID
- 5.1.10. Perform citizen's arrests and hand-over suspects to SAPS on their arrival.
- 5.1.11. All personnel assigned to SBID shall:
- Possess and be able to produce documentary proof of their current and valid PSIRA registration as a security officer of the required grade to perform the duties of the position in which they are deployed.
  - All officers must be South African Citizens and hold a valid South African ID.
  - Have at least 5 full years of experience as a registered security officer.
  - Demonstrate the ability to read and write in English equivalent to the requirements of the post.
  - Have the ability to communicate orally in English, more specifically in emergency situations requiring clear and definitive articulation to assure confidence, control and safety of those involved.
  - Agree to submit to and pass polygraph examinations, an annual physical fitness examination, including drug testing if required by the SBID at the service provider's cost.
  - Pass a test on Public Safety and Customer Service Relations, to be set forth by agreement between the SBID and service provider, and undergo periodic training applied by the contractor at its cost to maintain the required standard.
  - All officers will be required to do conversion training from being a static security officer or armed response officer to a patrolling public safety officer ("bobby on the beat") and to be proactive in his or her approach.
  - They are also to have basic knowledge regarding the policing of City of Cape Town by-laws (i.e. illegal dumping, illegal trading, illegal posters etc.).
- 5.1.12. The service provider undertakes:
- That no security officer directly deployed in connection with the SBID site shall be assigned, reassigned or transferred within or away from the SBID site without prior written notification and explanation to the SBID. This is applied to ensure a long-term deployment of staff in one area thereby underscoring the public safety principle of "know and be known".
  - That all site complements will be correctly deployed on every shift with relation to total number of staff, and grade of officer.
  - To provide annual testing of all personnel on each element of SBID's emergency management procedures insofar as these relate to the physical duties of security officers.
  - To guarantee and provide documentation proof to the SBID that all personnel have been subjected to and passed a comprehensive pre-employment background and reference check, this notwithstanding the fact that the employee is a registered security officer.
  - To provide the SBID with a letter of certification in respect of each employee assigned to the SBID site to the effect that the officer satisfies all the appointment and training requirements as set forth in this document.
  - All security officers must ideally be 25 years or older.
- 5.1.13. In connection with operations, the service provider undertakes to give effect to the following:

- Portable Radio communication, body armour, handcuffs, a functional and effective torch, standard issue baton, foul weather gear and an Identity card bearing the Officer's PSIRA grade and registration number, etc. will be supplied by the Contractor. This needs to be included in detail in Section 6, Deployment.
- The service provider needs to ensure that the area is served by the dedicated vehicles at all times and need to plan accordingly for issues related to break-down and servicing so as to ensure a continuous service. This also applies to shift changes.
- No Security Officer shall be permitted or required to work on the SBID site longer than 12 hours, and furthermore no Security Officer that has completed a shift elsewhere within the preceding ten hours may be posted on the SBID site. In short, officers are not allowed to work double shifts.
- The Security Officer on duty will always wear full uniform, with visible logos/badges. Dress code to be supplied.
- All officers to wear specific branded “bibs”; this will be discussed on appointment.

## 6 SECTION 6: DEPLOYMENT

The Proposers is requested to submit costing for Proposal as Proposed Costing Options A. The Proposers are invited to submit and/or propose alternatives to the SBID as part of their Proposal as Proposed Costing B – Alternative.

### PROPOSED COSTING: OPTION A

Currently the SBID is patrolled during day-shift (06:00 to 18:00), seven days a week. This is achieved through the deployment of four (4) visible security officers based on the “bobby on the beat” principle. In addition, this deployment is supported by a radio and communications network and a centralized control room.

In addition the service provider is required to cost the services of a **non-dedicated** response vehicle that will respond to public safety incidents detected by the human detection CCTV cameras of the SBID. Currently, 6 “AI Cameras” are strategically located and monitored throughout the SBID area and it is envisaged that the number of cameras will grow to 9 cameras in 2024/2025 financial year. The cameras will be monitored by a CCTV surveillance centre and the alerts that are deemed actionable will be escalated to the Public Safety Service Provider to respond. This component of the service is only applicable during night-shift when the alerts on the cameras are active. Proposers are required to provide a per camera per month response fee as part of their proposal.

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

Quantity	Grade	Description	Day	Hours
4	B or C	Foot-based Patrol Officers	Mon -Sun	Dayshift
1		Non-dedicated Response Vehicle to act on specific AI Alerts	Mon -Sun	Nightshift

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

The following equipment needs to be quoted on. Please note that where no quantity is stipulated the Proposers must indicate the proposed quantity per item to be adequate and to enable the

Proposers to conduct the service required. If additional equipment is required based on the site survey, additional items motivated for costing should be included here.

Equipment	
Quantity	Item
4	Two-way Handheld Radio Sets
1	Non Dedicated Response Vehicle -- Night Shift Only -- to respond to AI alerts based on a per camera monthly response fee.
8	Co-branded Security Bibs
	Allowances as may be required
	Non-Lethal Firearm for self-protection as so deemed required
	Bullet Proof Vest if so deemed required

**PROPOSED COSTING: OPTION B – ALTERNATIVE**

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



**7 SECTION 7: FORMS FOR PROPOSERS**

**PROVISION AND MAINTENANCE OF PUBLIC SAFETY SERVICE TO THE SBID**

**OPTION A**

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

(Figures) R\_\_\_\_\_ per month (Proposed Costing A) without VAT

(Words) \_\_\_\_\_ per month without VAT

The following documentation is attached:

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

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

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

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

SIGNED BY:

\_\_\_\_\_  
(Printed Name)

SIGNATURE:

\_\_\_\_\_

IN THE CAPACITY:

(Designation)

\_\_\_\_\_

ON BEHALF OF:

\_\_\_\_\_

ADDRESS:

\_\_\_\_\_

\_\_\_\_\_

TELEPHONE NO:

\_\_\_\_\_

DATE:

\_\_\_\_\_

**PROVISION AND MAINTENANCE OF PUBLIC SAFETY SERVICE TO THE SBID**

**OPTION B - ALTERNATIVE**

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

(Figures) R \_\_\_\_\_ per month (Proposed Costing B) without VAT

(Words) \_\_\_\_\_ per month without VAT

The following documentation is attached:

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

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

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

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

SIGNED BY:

\_\_\_\_\_  
(Printed Name)

SIGNATURE:

\_\_\_\_\_

IN THE CAPACITY:

(Designation)

\_\_\_\_\_

ON BEHALF OF:

\_\_\_\_\_

ADDRESS:

\_\_\_\_\_

\_\_\_\_\_

TELEPHONE NO:

\_\_\_\_\_

DATE:

\_\_\_\_\_

All proposals must be submitted via email to [rfp@strandbid.co.za](mailto:rfp@strandbid.co.za) with the subject: "Proposal for Public Safety Services – SBID, by no later than 12h00 on Monday, 3 June 2024.

**PROPOSALS RECEIVED AFTER THE CLOSING TIME (12H00 ON MONDAY, 3 JUNE 2024) WILL NOT BE CONSIDERED.**