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CENTRAL GAUTENG
LIONS
CRICKET BOARD

Bidvest Wanderers Stadium,
Corlett Drive, Illovo,
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PO Box 55309, Northlands, 2116

REQUEST FOR PROPOSAL (RFP)

PROVISION OF EVENT SECURITY SERVICES

RFP number:	RFP-EVENT SECURITY SERVICES-1/2018
Nature of service:	Event Security Services
Nature of bid:	Open RFP
Closing date for proposal:	Wednesday, 26 September 2018 – 12h00

REQUEST FOR PROPOSAL

It is the intent of the Central Gauteng Lions (CGL) to appoint an Event Security Services provider to secure Central Gauteng Lions offices, Bidvest Wanderers Stadium and any other dedicated area on Event days. The provision of these services must be in accordance with the required international standards that Central Gauteng Lions are expected to deliver to its stakeholders. It is imperative that the required services are delivered in a cost effective manner without compromising the required standards. The Service Provider will ensure that the required levels of staff are adequately trained and familiar with the work environment.

The service will be delivered to the Central Gauteng Lions and Bidvest Wanderers Stadium for the period 1 October 2018 until 30 September 2021.

NATURE OF THE BUSINESS

The CGL is a Non Profit Company (NPC) with legal personality, including the right to acquire rights and obligations in its name. The CGL is currently governed by the Board of Directors.

The objectives of the CGL, amongst others, are:

- Developing financially strong commercial and stadium operations through sound financial planning;
- Promote and encourage strength in all aspects of the affiliated clubs, schools and associations;
- Provide motivate and achieve excellence through its activities, enabling it to produce highly competitive teams;
- Afford all members of its community the opportunity to actively participate and improve their quality of life;
- Nurture, foster and develop young players and
- Maintain its world class cricketing facility.

Additional Information

The CGL employs around 40 employees, all based at its Head Office at the Wanderers and around 50 independent coaches as part of the development program.

The Stadium Department is under the leadership of the Chief Executive Officer, Mr. Greg Fredericks, a Stadium Manager and a Stadium Maintenance Supervisor.

Nature of required Services

You are hereby invited to provide a proposal based on the below outline of the scope of the proposed Service Level Agreement. One company will be appointed to oversee all Event Security Services as detailed below.

1. SCOPE OF SERVICES

1.1. GENERAL

- 1.1.1. The Security Service Provider's staff , whether appointed permanently or temporarily to the site are to be neatly dressed at all times in Company apparel and be courteous and fully aware of the fact that it is a working environment.
- 1.1.2. Provide proper and efficient management and supervision on event days.
- 1.1.3. A walk-through of all the areas to be undertaken by the Bidders to ascertain the extent of the contract.

1.2. ADMINISTRATIVE

- 1.2.1 The Event Security Services provider must have thorough knowledge of the SAFETY at SPORTS and RECREATIONAL EVENTS ACT 2 of 2010, and ensure strict compliance to the ACT and REGULATIONS.
- 1.2.2 The Event Security Services provider must supply staff members that are familiar with the different areas within the stadium.
- 1.2.3 The Event Security Services provider must ensure that all new staff members are inducted to ensure that they have a comprehensive knowledge of the stadium layout and all its facilities.
- 1.2.4 All security deployed whether on the permanent staff of the Event Security Service provider or temporary must be:
 - 1.2.4.1 Registered with P.S.I.R.A.
 - 1.2.4.2 In possession of their P.S.I.R.A registration card.
 - 1.2.4.3 In possession of a Special events training qualification.
 - 1.2.4.4 Neatly dressed and professional at all times.
- 1.2.5 All deployments should be appropriately done with the required level of qualified staff.
- 1.2.6 Security Service provider to provide suitably qualified supervision and management staff at all events.
- 1.2.7 Communication equipment must be provided and must be in good working order.
- 1.2.8 Standard Operating Procedures (SOP's) must be in place for the event and personnel are to be briefed accordingly.
- 1.2.9 Duties of the Event Security Service provider and their staff:
 - 1.2.9.1 Submission of the Event Schedules to the National Commissioner , via the City JOC to ensure the correct EVENT CATEGORISATION in terms of the risk assessment conducted.
 - 1.2.9.2 Implement the general responsibilities relating to the health and safety of all persons within the stadium precinct.
 - 1.2.9.3 Conduct pre-event safety and security checks of the venue.
 - 1.2.9.4 Control the ingress and egress of spectators to optimise the flow of spectators in terms crowd management principles.
 - 1.2.9.5 Personnel to remain focused on the task assigned to them for the duration of the event.
 - 1.2.9.6 To effectively control and manage all entrances and emergency exits, including the playing area.
 - 1.2.9.7 Effective communication with the emergency services as required.
 - 1.2.9.8 Provide basic emergency first aid when required.

- 1.2.9.9 To undertake specific duties in an emergency or as directed by the VOC or the relevant emergency services officer.
- 1.2.9.10 All exceptions must be reported to the VOC.
- 1.2.9.11 Acknowledge that the event is under the control of the VOC Commander under all circumstances with reference to the Safety and Security aspects.

2. SITE SPECIFIC INSTRUCTIONS

2.1. OPERATIONAL:

2.1.1. PRE-EVENT

- 2.1.1.1 Attend Safety and Security Priority Planning meetings with the VOC Commander
- 2.1.1.2 Attend City JOC meetings to present events on behalf of Central Gauteng Lions.
- 2.1.1.3 Adhere to all deliverables and requirements as requested in the meetings by the specified date.
- 2.1.1.4 Ensure that staff are event specific trained.
- 2.1.1.5 Complete pre-event inspection of the stadium and provide Exception Report.
- 2.1.1.6 Submit final quote for deployment of personnel for the event at least 7 days before the event for approval.

2.1.2. EVENT DAY

- 2.1.2.1 Manage vehicle gates 1 – 3 for ingress and egress.
- 2.1.2.2 Manage the public gates 1-4 for ingress and egress
- 2.1.2.3 Managing the pavilion gates, entrances for public seating, and suite access and egress.
- 2.1.2.4 Managing of all VIP and high risk areas for ingress and egress.
- Long-room
 - Media area – Unity Level 4
 - Balcony – Centenary Level 3
 - Office Reception
 - Cash Office
 - All Bars
 - Field of play
 - Players Change-room and Viewing areas.
 - Umpires entrance
 - Venue Operations Centre (VOC)
- 2.1.2.5 Managing of all parking areas under the control of CGL.
- 2.1.2.6 Managing of cash distribution and collection in the stadium.
- 2.1.2.7 Managing the field of play and perimeter for ingress and egress.

- 2.1.2.8 Managing of all event security staff.
- 2.1.2.9 Managing the two tri-visions located within the stadium (Unity & Centenary Pavilion)
- 2.1.2.10 Managing of lost and found and confiscated goods.
- 2.1.2.11 Managing of stadium lock-up.
- 2.1.2.12 Managing any other area as per the clients requests.

2.1.3 POST EVENT

- 2.1.3.1 Compile and supply event report
- 2.1.3.2 Attend post event de-briefing meetings
- 2.1.3.3 Sign-off SLA evaluation sheet
- 2.1.3.4 Submit invoices as agreed by client, with regard to deployment.

The Key Performance Areas listed in the below table are the key areas of measurement and are not the limits to the requirements. These requirements may change at any time to support an improved service delivery. Any changes to the agreed KPA's during the course of the contract will be by written consent of both parties. Changes to the KPA's will not necessarily constitute an automatic increase in costs.

KPA	STANDARDS	MEASUREMENT
<p>1. Finance (documentation)</p>	<ul style="list-style-type: none"> • All invoices to be submitted by the 15th of each month • All invoices to be accurate and correct and to be in the name of Central Gauteng Lions. • Invoices to reflect Event management, staff costs and all related costs. • Credit notes to be submitted for any changes to the services, which could not be reflected in the same months invoices • Accurate reconciliation of accounts to be completed monthly by CGL Finance Dept. • All invoices to be signed off by Stadium Manager before payment. 	<ul style="list-style-type: none"> • Register of invoices and credit notes delivered. • Monthly evaluation of accounts • Complaints via Stadium Manager. • Monthly vendor assessments. • No late submission
<p>2. Administration</p>	<ul style="list-style-type: none"> • Event reports to be submitted 2 days following any event and should reflect the following: <ul style="list-style-type: none"> ○ Staffing issues ○ Service delivery issues ○ Record of all incidents. ○ Changes to service requirements ○ OHS incidents • All Staff related issues must not impact on service delivery and must be resolved by 3rd party contractor management and not escalated to the client. • incidents on the event to be communicated to the VOC. • Service Provider to comply with the Private Security Regulatory Act no.56 of 2001 and regulations , SHE and OHS Act and acceptable industry norms and standards. 	<ul style="list-style-type: none"> • No late reports • Report to be completed and accurate. • Ad hoc audits • No complaints for public or client • VOC incident report to be submitted. • No breach of PSIRA (ACT)

KPA	STANDARDS	MEASUREMENT
3. Staffing and supervision	<ul style="list-style-type: none"> • ALL deployed staff members must PSIRA registered. • Staff members must produce PSIRA on request of client or PSIRA inspectorate. • All staff members must have obtained a training qualification in special events. • Staff to display exceptional public relations with spectators at all times. • Staff must be aware of the client’s work environment and only access these areas with the permission of the client. • Deployment of staff must take cognisance of the level of responsibility required for a particular area. • Staff to be neat and clean and easily identifiable. • Staff deployed at VIP areas to be in formal wear (Tie and jacket) • Management and supervisors must be clearly distinguishable from the normal staff. 	<ul style="list-style-type: none"> • No unauthorised , non qualified personnel. • No unidentified personnel. • Posting sheets and register. • No complaints re: dress code.
4. Equipment	<ul style="list-style-type: none"> • Equipment provided by the service provider must of the highest standard within the industry. • No sub-standard delivery due to defective equipment related to the contract will be acceptable. • <u>Minimum radio issue:</u> <ul style="list-style-type: none"> ○ One per High Risk/profile identified. ○ One per Manager ○ One per VOC Manager ○ One per Reaction team ○ One per parking area ○ One at each Pavilion entry/exit point. 	<ul style="list-style-type: none"> • No impact to service delivery due to faulty equipment.

KPA	STANDARDS	MEASUREMENT
<p>5. OPERATIONAL -</p> <ul style="list-style-type: none"> • EVENT DAY (continued) 	<ul style="list-style-type: none"> • Gates to be effectively staffed at all times. • Ensure that everybody entering or exiting the stadium have their ticket scanned in and out. • Searchers are to wear latex surgical gloves or white waiters gloves. • No prohibited items are to be allowed into the stadium. • Routine checks for the functionality of turnstiles to be carried out. • All incidents/problems to be reported to the VOC. • Staff deployment to be maintained at all times. • All exceptions to be reported to the VOC. <p>Management of Pavilion Entrance</p> <ul style="list-style-type: none"> • Only authorized ticket holders are allowed to enter the relevant stand. • Only authorized people with tickets to the relevant suites may enter at suite level gates. • No alcohol, glass or tins may be removed from the suite. • No prohibited items as documented are allowed into the pavilion or suites. • All exceptions to be reported to the VOC Manager. 	

KPA	STANDARDS	MEASUREMENT
<p>5. OPERATIONAL -</p> <ul style="list-style-type: none"> • EVENT DAY (continued) 	<p>Management of Internal and External parking areas.</p> <ul style="list-style-type: none"> • Only the vehicles with the correct parking permit are allowed to park in these areas. <p>Management of cash distribution and collection.</p> <ul style="list-style-type: none"> • Manage the cash float received at the beginning of the season for the entire season correctly with a proper audit trail. • Manage all cash received at entrance gates, token outlets and parking areas with proper auditable documentation and processes. • Supply staff for the ticket kiosks, token selling points and external parking with floats. • Testing of the ticket-system before each event. • Opening and locking of the ticket and token kiosks. • Cashing up at the end of the event. • Cash to be deposited into the required account within 2 working days following an event. <p>Management of field and perimeter for ingress and egress.</p> <ul style="list-style-type: none"> • No unauthorized access onto the field. • Early warning and identification of potential invaders to the 	<ul style="list-style-type: none"> • No unauthorized entry. • Balancing of relevant books and reconciliations. • Report back on errors in the balancing of books to CGL. • No game interruptions • No official complaints from client and public.

KPA	STANDARDS	MEASUREMENT
<p>5. OPERATIONAL -</p> <ul style="list-style-type: none"> EVENT DAY (continued) 	<p>zone supervisor and VOC.</p> <ul style="list-style-type: none"> Minimum force to be utilized during removal of pitch invaders and or troublesome public. <p>Management of Tri-vision signage.</p> <ul style="list-style-type: none"> Scrolling of Tri-vision boards as trained and instructed. No interruption of game due to incorrect scrolling will be tolerated. <p>Management of Lost and Found items and confiscated items.</p> <ul style="list-style-type: none"> Accurate inventory and record keeping of all found and confiscated items must be kept and returned to owner upon request at the end of the game. Confiscated liquor to be managed as per legislation requirements. 	<ul style="list-style-type: none"> No game interruptions. No official complaints from client and advertiser. Status report on lost and found articles. No official complaints from client and public.
<p>6. OPERATIONAL -</p> <ul style="list-style-type: none"> STADIUM LOCK-UP 	<p>Lock up inspection of the stadium must be done with the view of:</p> <ul style="list-style-type: none"> Identifying and exiting of unauthorized public. Identifying and exiting of unauthorized vehicles. check and report major vandalism. Lost and Found items. Checking and reporting of unlocked suites. 	<ul style="list-style-type: none"> Post-event report

COMPETENCY REQUIREMENTS

- The firm must be registered with the Private Security Industry Regulatory Authority (PSIRA)
- The team to be assigned to the account of the Group must be competent and efficient;
- The firm must be independent and objective; and
- Preference will be given to the firm that demonstrates excellent technical ability as well as reputation in the industry.

SUBMISSION REQUIREMENTS

All submissions should, at minimum, contain the following information:

- A cover letter (see Annexure A).
- Company profile including the organogram of the organisation.
- Relevant information about the bidder to enable the Group to assess the competency of the bidder.
- A brief curriculum vitae of the Director/Partner who will be in charge of the Group's account as well as the Manager or Supervisor.
- Capacity of the bidder to execute the services.
- A detailed approach and methodology that will be adopted by the bidder and an explanation of how the approach and methodology will be efficient and effective.
- The details of the contact person who will be the primary liaison with the Group in all correspondence.
- Broad-Based Black Economic Empowerment credentials of the bidder
- Detailed statement on the independence of the bidder, including a declaration of any conflict of interest that may exist and any threats to independence that may exist.
- Details of at least three clients of the bidder including the contact details of the references.
- A valid original tax clearance certificate.
- Standard terms and conditions of the engagement.
- A detailed breakdown of the costing proposal.

Statement of Additional Requirements

Documentation that MUST accompany application / minimum criteria

- a. Company Registration Certificate.
- b. Three contactable references.
- c. BEE-Certificate.
- d. Tax clearance certificate from SARS.
- e. Letter of good standing from COIDA.

RFP EVALUATION

The quotes will be evaluated on three elements, that is, technical, reputation and credibility; B-BBEE and the price. The weighting for the evaluation categories is as follows:

Category	Weighting
Technical, reputation, credibility	60%
B-BBEE	20%
Price	20%

The Group will not be bound to accept the lowest bid.

The optimisation of the parameters:

Technical, reputation, credibility, cost transparency, quality service provision, reporting and advice to management and empowerment targets will be the basis for the award of the contract.

Confidentiality

Bidders are prohibited to disclose to any other person, any information provided to them by the Group in the process of bidding.

The Group shall not disclose to any other persons, any confidential proposal information, such as costing, provided by the bidders.

Contact persons

Any queries the bidders may have must be directed to the following CGL personnel, in writing to:

Mr Cyril Martin, Stadium Manager, cyrilm@cricket.co.za

Closing date and quotation submission

The closing date for the submission of proposals is 26 September 2018 at 12h00. **Proposals received after the deadline date and time will not be considered.**

Distribution date: 4 September 2018

Closing date: 26 September 2018

Walk-about date: Monday, 10 September 2018 at 11h00 (CGL Boardroom)

Appointment date: 1 October 2018

All submissions by the bidders will become the property of the Group and will not be returned to the sender.

The quotations must be enclosed in a sealed envelope to be marked "Event Security Services – RFP- EVENT SECURITY SERVICES -1/2018" and must be addressed to the CEO.

*****Please include four (4) copies of the RFP for Evaluation purposes.**

Quotations may be hand delivered or couriered to the Central Gauteng Lions' head office by the deadline date to the address below:

Attention: Greg Fredericks
Bidvest Wanderers Stadium
Corlett Drive
Illovo
Johannesburg
2196

Proposals sent by email or fax will not be accepted.

Presentations

Shortlisted bidders may be invited to make presentations to the Central Gauteng Lions.

Disclaimers

Bidders must take note that the Group reserves the right to:

- withdraw this RFP on good cause shown;
- amend any terms of this RFP, change the closing dates and time, amend the specifications of this RFP any time prior to the finalisation of its adjudication;
- reject all proposals received, if it so decides;
- not compensate the bidders for any costs incurred by them in preparing, submitting or presenting their proposal;
- reject any quotation which does not conform to the requirements stated in the RFP;
- disqualify any bidder if found guilty of contravening any of the terms of this RFP;
- extend the closing of this RFP; and
- disqualify any bid submitted after the deadline date and time.

Representation

The bidders acknowledge that in responding to this RFP:

- they do not rely on any representation, letter, document or arrangement, whether oral or in writing, or other conduct as adding to or amending this RFP;
- they do not rely upon any warranty or representation made by or on behalf of the Group, except such as are expressly provided for in this RFP, but rely entirely upon their own enquiries.

ANNEXURE A

<Cover letter to be printed on the bidder's letterhead and to be signed by the person authorised to sign on behalf of the bidder>

<Date>

Mr Gregory Fredericks
Chief Executive Officer
Central Gauteng Lions
Bidvest Wanderers Stadium
Corlett Drive
Illovo
Johannesburg
2196

Dear Sir

Re: Proposal for provision of Event Security Services.

We hereby offer to provide our professional Event Security services for the Central Gauteng Lions ("CGL") in accordance with your Request for Proposal RFP-EVENT SECURITY SERVICES-1/2018. We hereby submit our proposal.

We declare that all the information and statements made in this quotation are true and we accept that any misrepresentations contained in it may lead to our disqualification.

We also confirm that we have read, understood the terms of reference describing our duties and responsibilities required of us in this RFP.

We agree to abide by this Proposal for 90 days.

We fully understand that the Group is not bound to accept this quotation, that we shall bear all costs associated with the preparation and the submission of this quotation, and that the CGL will not be responsible or liable for the costs regardless of the outcome of the bid evaluation.

Yours faithfully,