South African Pharmacy Council

REQUESTS FOR PROPOSALS (RFP)

RFP NUMBER: 03/2026

RFP DESCRIPTION:

APPOINTMENT OF A SECURITY SERVICE PROVIDER TO PROVIDE PHYSICAL SECURITY SERVICES AND MONITORING OF ALARM SYSTEMS AT THE SOUTH AFRICAN PHARMACY COUNCIL OFFICES FOR THREE (3) YEARS

CLOSING DATE: 02 NOVEMBER 2026 TIME: 16:00

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ADVERT:
APPOINTMENT OF A SECURITY SERVICE PROVIDER TO PROVIDE PHYSICAL SECURITY SERVICES AND MONITORING OF ALARM SYSTEMS AT THE SOUTH AFRICAN PHARMACY COUNCIL OFFICES FOR A PERIOD OF THREE (3) YEARS

The South African Pharmacy Council (SAPC) invites service providers to submit proposals for the physical security services and monitoring of alarm systems at 591 Belvedere Street, Arcadia, 0083, and at the Hatfield offices, 1019 Francis Baard Street.

A site visit can be arranged by appointment from **07 October to 09 October 2026**, between 09H00 and 16H00. Send all requests for site visits to tenders@sapc.za.org.

The RFP documents are on the Tender Page found on our website (https://www.sapc.za.org/tenders)

SAPC subscribes to the DTI's BBBEE Balanced Scorecard for accreditation of all proposals, in accordance with the latest DTI Codes of Good Practice.

Submit proposals as a soft copy to Ms Refilwe Mutlane at tenders@sapc.za.org, or on a USB stick in a sealed envelope at the SAPC Building, 591 Belvedere Street, Arcadia, 0083.

SAPC is not bound to accept any proposals and reserves the right to cancel, withdraw or decline services/tenders in respect of the proposals received, as well as to re-advertise at its sole discretion.

The due date for submission of all documents is 02 November 2026

1. INTRODUCTION

This document provides guidelines for service providers wishing to submit proposals in response to Request for Proposals No. 3/2026 – Request for proposals for the appointment of a security service provider to provide physical security services and monitoring of alarm systems at the South African Pharmacy Council (SAPC) offices for a period of three (3) years.

2. SAPC BACKGROUND

The SAPC is an independent statutory health council established by the legislature in recognition of the pharmacy profession as an exclusive occupational group, and to regulate such profession. The SAPC is responsible for its own funding.

In terms of Section 3 of the Pharmacy Act, 53 of 1974, the objects of the SAPC shall be-

2.1 to assist in the promotion of the health of the population of the Republic;

2.2 to advise the Minister, or any other person, on any matter relating to pharmacy;

2.3 to promote the provision of pharmaceutical care which complies with universal norms and values, in both the public and private sectors, with the goal of achieving definite therapeutic outcomes for the health and quality of life of a patient;

2.4 to uphold and safeguard the rights of the general public to universally acceptable standards of pharmacy practice in both the public and private sectors;

2.5 to establish, develop, maintain and control universally acceptable standards-

2.5.1 in pharmaceutical education and training;

2.5.2 for the registration of a person who provides one or more or all of the services which form part of the scope of practice of the category in which such person is registered;

2.5.3 of the practice of the various categories of persons required to be registered in terms of this Act;

2.5.4 of the professional conduct required of persons to be registered in terms of the Act; and

2.5.5 of the control over persons registered in terms of this Act by investigating in accordance with this Act complaints or accusations relating to the conduct of registered persons;

2.6 to be transparent to the profession and the general public in achieving its objectives, performing its functions, and executing its powers; and

2.7 to maintain and enhance the dignity of the pharmacy profession and the integrity of persons practising that profession.

3. SCOPE OF WORK

3.1 PHYSICAL SECURITY REQUIREMENTS FOR SERVICE PROVIDER

(a) Provide effective 24-hour, seven days a week security guard services and patrol the facilities.

(b) Conduct and monitor access control during regular hours, after hours, weekends and holidays.

(c) Manage access control. Access control management should include, but not be limited to, monitoring vehicle and pedestrian entry to SAPC premises and unauthorised removal of fixed assets and facilities.

(d) Conduct routine inspections of the boundary fence, security doors, windows, and security lights, and report any faults or findings to the maintenance team daily.

(e) Develop and implement an effective incident management system.

(f) Ensure security visibility within the SAPC office to maintain a coherent and effective environment.

(g) Collect security intelligence and report to SAPC.

(h) Conduct monthly or weekly operations meetings with SAPC facilities management and the health and safety officer.

(i) Conduct searches of employees and visitors entering and leaving the SAPC office during working hours.

(j) Supply, install, manage and service the electronic guard monitoring system, and provide a daily report to facilities management in the early morning of the next day, between 06:00 and 08:00.

(k) Provide four remote panic buttons, two fixed at the reception and security areas, and the other two should be carried by security guards.

(l) Three-button panic buttons are required to give security guards different options.

(m) Provide armed back-up response within 15 minutes of the panic button being activated or when called upon.

(n) A panic test should be conducted at least once a week, and a report given to facilities management.

(o) Comply with all Occupational Health and Safety and Public Safety regulations, including other relevant legislation.

(p) Ensure that the Occurrence Book and registers are kept.

(q) The service provider must provide a contingency plan in the event of a security guards' strike, unrest, or any other unplanned event that could disrupt the SAPC services.

(r) Detailed operational plan for how the sites will be managed and controlled during the provision of security services (posting procedures, patrolling and access control, communication and operating tools, reporting, management and supervision)

(s) Provide a risk assessment plan for physical security services (how risks will be identified and mitigated, and how mitigation will be implemented).

(t) Provide an emergency response plan for security services, i.e., in terms of fire, security threats, intruders, and/or civil unrest.

(u) Provide the accredited training provided to security guards over the past three (3) years.

(v) A Standard Operating Procedure (SOP) for security guards should be submitted on appointment.

3.2 SERVICE PROVIDER MANDATORY DOCUMENTS REQUIRED

3.2.1 ADMINISTRATIVE DOCUMENTS

(a) Company Profile

(b) B-BBEE rating certificate

(c) Valid tax compliance status certificate

(d) Company registration documents

(e) Audited financial statements

(f) Risk Assessment Audit Form (Annexure A)

(g) Declaration of interest form (Annexure B)

(h) Pricing must be inclusive of VAT

3.2.2 MANDATORY DOCUMENTS

(a) Certified copy of the Private Security Industry Regulatory Authority (PSIRA) registration certificate for the owner(s) and/or directors of the company. (Which should be supplied every year)

(b) A valid Letter of Good Standing from PSIRA

(c) A valid proof of registration of the Unemployment Insurance Fund (UIF)

(d) A valid Letter of Good Standing from the Compensation for Occupational Injuries and Diseases (COIDA) from the Department of Employment and Labour or its Agencies.

(e) Health and Safety file (to be submitted on appointment)

(f) Proof of a valid Public Liability Insurance cover with a minimum of R5 million.

(g) Proof of a valid ICASA Radio Communications Licenses

3.2.3 FUNCTIONAL DOCUMENTS

(a) The company must submit at least 4 contactable reference letters/ completion certificates on client letterhead that indicate the bidder has successfully completed similar projects in the past five years, including description of work, value of work and period of service.

(b) Detailed operational plan for how the sites will be managed and controlled during the provision of security services (posting procedures, patrolling and access control, communication and operating tools, reporting, management and supervision)

(c) The service provider must provide a contingency plan in the event of a security guards' strike, unrest, or any other unplanned event that could disrupt the SAPC services.

(d) Provide a risk assessment plan for physical security services (how risks will be identified and mitigated, and how mitigation will be implemented).

(e) Provide an emergency response plan for security services, i.e., in terms of fire, security threats, intruders, and/or civil unrest.

(f) Provide the accredited training provided to security guards over the past three (3) years.

3.3 MANAGERIAL AND SUPERVISORY REQUIREMENTS

(a) The service provider must provide a Contract/Operations manager who shall supervise the security officers and/or activities on the service provider's behalf.

(b) The Contract/Operations manager shall be a competent and responsible individual with three (3) years' experience in security functions at the management level.

(c) The SAPC shall be notified in writing of the appointment of the Contract/Operations manager and of any changes.

(d) The director shall visit sites at least once a month and hold operations meetings with SAPC Facilities management.

(e) The Contract/Operations manager shall visit the sites at least once a month and hold operations meetings with SAPC Facilities management.

(f) The service provider shall provide a site supervisor to supervise security officers and/or activities on behalf of the service provider.

(g) Supervisors must have Grade 12 and a Grade B PSIRA certificate.

(h) Supervisors must have completed and passed a formal security training course.

(i) Supervisors must always be dedicated and conduct themselves professionally, which implies, inter alia, that there shall be no unnecessary arguments with visitors or discourteous behaviour towards them.

(j) The site supervisor shall visit the sites at least twice weekly, with one visit after hours. Record these visits in the weekly report. The bidder shall record details of such visits in the bidder's occurrence book.

(k) Furthermore, the service provider shall be required to adequately supervise its officers by ensuring at least two visits by a site supervisor per shift.

(l) The service provider shall always be responsible for the acts and omissions of employees providing security services to SAPC under this agreement while acting within the course and scope of their duties and employment.

3.4 SECURITY OFFICERS REQUIREMENTS

(a) Security officers should be South African citizens.

(b) Officers must have at least Grade 10 and a minimum of Grade C for PSIRA registration. (required every two years).

(c) At a minimum, the security officers must have three (3) years' security experience.

(d) Security officers must be at least 18 years of age.

(e) Officers must have completed and passed a formal security training course.

(f) Security officers must consistently demonstrate dedication and maintain professional conduct. This includes, among other aspects, avoiding unnecessary arguments with visitors and refraining from discourteous behaviour towards them.

(g) Security officers are required to maintain a professional and appropriate appearance at all times, including refraining from attracting undue attention or from smoking, eating, or drinking while attending to individuals.

(h) Security officers are not permitted to use their mobile phones while on duty.

(i) Security officers deployed at SAPC must always wear their full, branded uniform and display visible name tags. The SAPC reserves the right to remove any officer who fails to comply with this requirement.

(j) The service provider must ensure that security officers deployed at SAPC sites hold a valid PSIRA registration for the duration of the contract. If any services within the scope of the tender are performed by unqualified personnel, SAPC will treat this as a breach of contract and impose penalties.

Table 1: Summary of Required Personnel

Arcadia Building Day Shift	**No. of Security Officers**	**Weekends/Public Holidays**
Reception Area (Unarmed Security Officers Grade C)	2	-
Outside Parking/Building Patrols (Unarmed Security Officer) Grade C	1	1
Total	3	1

Arcadia Building Night Shift	**No. of Security Officers**	**Weekends/Public Holidays**

Building Patrols (Unarmed Security Officer) Grade C	1	1
Total	1	1

Hatfield Building Day Shift	**No. of Security Officers**	**Weekends/Public Holidays**
Reception Area (Unarmed Security Officers Grade C	2	-
Outside Parking/Building Patrols (Unarmed Security Officer) Grade C	-	1
Total	2	1

Hatfield Building Night Shift	**No. of Security Officers**	**Weekends/Public Holidays**
Building Patrols (Unarmed Security Officer) Grade C	1	1
Total	1	1

3.5 LEGAL REQUIREMENTS

Bidders shall comply with, but not be limited to, the following relevant legislation, including any replacement and/or amendments:

(a) The Private Security Industry Regulation Act, 2001 (Act No. 56 of 2001).

(b) The Private Security Industry Regulations, 2002 dated 14 February 2002.

(c) Provisions from the Security Officers Act, 1987 (Act 92 of 1987).

(d) Compensation for Occupational Injuries and Diseases Act, 1993 (Act No. 103 of 1993).

(e) The Occupational Health and Safety Act, 1993 (Act No. 85 of 1993).

(f) The Criminal Procedure Act, 1977 (Act No. 51 of 1977).

(g) Firearms Control Act. 2000 (Act No. 60 of 2000).

(h) The Control of Access to Public Premises and Vehicle Act, 1985 (Act No. 53 of 1985).

(i) The Unemployment Insurance Act, 2001(Act No. 63 of 2001).

(j) Constitution of the Republic of South Africa, 1996 (Act No. 108 of 1996).

(k) Promotion of Access to Information Act, 2000 (Act No. 2 of 2000).

(l) Protection and Personal Information Act, 2013 (Act No. 4 of 2003).

(m) Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000).

(n) Labour Relations Act, 1995 (Act No. 66 of 1995).

3.6 LIABILITY

(a) Once appointed, the Service Provider shall indemnify the SAPC from any claim from a third party and all costs or legal expenses related to such a claim for loss or damage resulting from the death, injury, or ailment of any person or the damage of property of the service provider or any other person that may result from or be related to the execution of physical security services.

(b) The Service Provider will be held responsible for any damage or theft caused by its employees or due to their negligence, whether in the normal execution of their duties or otherwise. The SAPC can accordingly impose a claim for indemnification against the service provider.

(c) The SAPC reserves the right to claim damages against the service provider arising from negligence and/or poor performance by the service provider or its registered security officers.

(d) In the event of property loss or damage resulting from the provision of service, the service provider undertakes to repair/rectify the damage immediately upon notification by the Facilities Management Division. If the Service Provider fails to act after such notification, SAPC will repair the damage at its discretion, and the costs will be recovered from the Service Provider

(e) The bidders must have a minimum of R5 million liability cover to cover any damage or theft by their employees or due to their negligence, whether in the normal execution of their duties or otherwise. A claim for indemnification can accordingly be imposed by the SAPC against the Service Provider.

3.7 ALARM MONITORING SYSTEM

(a) SAPC has installed an alarm system with a DSC panel, motion detectors and perimeter beams at both the Arcadia and Hatfield offices.

(b) The alarm system is in good working condition.

REQUIREMENTS

(a) The alarm system should be integrated with the service provider for 24-hour dispatching.

(b) Mobile notifications and remote arming/disarming for designated personnel.

(c) The alarm system should include 24-hour, seven-day-a-week monitoring, i.e. receiving and tracking signals sent from the alarm system to the service provider's control room.

(d) Emergency dispatch of armed response officers upon alarm activation.

(e) Signal verification by calling designated contacts to confirm whether an alarm is genuine or false.

(f) Conduct system testing at least once a week and quarterly to verify signals with the control room and ensure reliable communication. Submit the report to facilities management.

(g) System maintenance to repair or replace faulty equipment and to conduct routine checks.

(h) Technical phone support or dispatching a technician to fix hardware or software faults.

(i) Regulatory Compliance with the Independent Communications Authority of South Africa (ICASA).

(j) Registration with PSIRA is required for the service provider managing the monitoring.

4 VALIDITY OF PROPOSAL

Tenderers are required to maintain the validity of their proposal for a duration of 90 days from the closing date. The South African Pharmacy Council reserves the right to request an extension of the validity period if deemed necessary.

5 SERVICE PROVIDER ORGANISATION DUTIES AND RESPONSIBILITIES

The service provider will be required to fully comply with all requirements/deliverables as stipulated in section 3 of this document.

6 DESIRED CONFIDENTIALITY TERMS AND CONDITIONS

(a) The successful service provider must strictly treat all SAPC's information with a high degree of confidentiality.

(b) The SAPC’s information must not be provided to a third party by any means.

(c) The successful service provider must be compliant with the requirements of the POPI Act.

(d) SAPC undertakes to maintain confidentiality relating to any unpublished information you supply to us as part of this RFP and will only use any information provided for the purposes of evaluating this RFP.

(e) South African Pharmacy Council reserves the right:

i. To negotiate with one or more preferred service provider (s) identified in the evaluation process, regarding any terms and conditions, including price, without offering the same opportunity to any other service provider (s) who has not been awarded the status of the preferred service provider;

ii. To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the service provider(s), whether before or after adjudication of the RFP;

iii. To correct any mistake at any stage of the RFP that may have been in the RFP documents or occurred at any stage of the RFP process; and

iv. To cancel and/or terminate the RFP process at any stage, including after the closing date and/or after presentations have been made, and/or after proposals have been evaluated and/or after the preferred service provider has been notified of their status as such.

7 CONTENT OF THE PROPOSAL

The proposal must include the following:

(a) Company Profile

(b) Company experience in providing security services for at least 5 years. As per section 3.2 (h)

(c) The company must submit at least 4 contactable reference letters/ completion certificates on client letterhead that indicate the bidder has successfully completed similar projects in the past five years, including a description of work, value of work and period of service

(d) BBBEE rating certificate

(e) Valid Tax Compliance Status Certificate

(f) Company Registration Documents

(g) Audited Financial Statement

(h) Risk Assessment Audit Form (Annexure A)

(i) Declaration of Interest Form (Annexure B)

(j) Certified copy of the PSIRA registration certificate for owners (s) and/or directors of the company

(k) A valid Letter of Good Standing from PSIRA

(l) A valid proof of registration of Unemployment Insurance Fund (UIF)

(m) A valid Letter of Good Standing from the Compensation for Occupational Injuries and Diseases (COIDA) from the Department of Employment and Labour or its Agencies

(n) Health and Safety file (to be submitted on appointment)

(o) Proof of a valid public Liability Insurance cover with a minimum of R5 million

(p) Proof of a valid ICASA Radio Communications Licenses

(q) Provide a contingency plan as per section 3.1 (n)

(r) Detailed operational plan as per section 3.1 (o)

(s) Risk Assessment plan as per section 3.1 (p)

(t) Provide an emergency response plan as per section 3.1 (q)

(u) Proof of security officers' PSIRA registration, Grade 10 or above certificate, experience, and formal security training course (Documents required when placing the officers)

Other important conditions:

(v) The prospective service provider is responsible for all costs incurred in the preparation and submission of the proposal.

(w) By accepting to take part in the proposal process, you agree to keep all information shared with you in relation to the proposal process confidential, not to disclose it to third parties and not to use it for purposes other than the proposal.

(x) The SAPC reserves the right not to award this contract.

(y) The SAPC reserves the right to disregard a service provider's proposal should it be found that work was previously undertaken for the SAPC for which poor performance was noted during the execution of such contract in the last 5 years.

(z) Should the bidder present information intentionally incorrectly/fraudulently, their proposal will be disqualified.

(aa) It is the responsibility of prospective service providers to ensure that their proposal is submitted before the closing date and time of the RFP, and to ensure that the proposal is received by the SAPC.

8 ENQUIRIES AND SUBMISSION

(a) All enquiries must be made in writing and will be responded to during office hours 08:00 to 15:00, Monday to Friday.

Refilwe Mutlane	E-mail	**tenders@sapc.za.org**

(b) Proposals should be submitted by **02 November 2026** at 16:00 in soft copy format to tenders@sapc.za.org or on a USB in a sealed envelope at the SAPC Building, 591 Belvedere Street, Arcadia 0083.

(c) Proposals not meeting the submission requirements or submitted after the due date will be disqualified.

(d) If you do not hear from us within 90 days after the closing date, please accept that your proposal was unsuccessful.

9 EVALUATION OF PROPOSALS

(a) The SAPC will apply the principles of the Preferential Procurement Policy Framework Act, 5 of 2000 (PPPFA), to this proposal.

(b) The evaluation of the proposals will be based on the 90/10 PPPFA principle and will be done in three (3) phases, namely-

i. Pre-qualifications.

ii. Functionality.

iii. Pricing and BBBEE.

(c) Phase 1- Pre-qualification Evaluation

Proposals will be disqualified or excluded by the Adjudicating Committee under any of the conditions listed below:

i. Submission after the deadline.

ii. Proposals submitted at an incorrect location.

iii. Proposals submitted in the wrong format; other than via email or soft copy on a USB dropped at designated location per Paragraph 7.2 above.

iv. Service providers whose tax matters/statuses are not in good standing with the South African Revenue Service (SARS).

v. Proposal not fully completed.

vi. BBBEE Original Certificate/Affidavit (not older than 3 Months) not submitted, or an expired certificate is submitted.

vii. No company registration documents, and IDs of registered directors are submitted.

viii. Non -compliance with any of the mandatory requirements in 9 above

(d) Phase 2 - Functionality Evaluation

i. A total of 27 points (30% of 90) is allocated for the functionality score.

ii. A form will be used to evaluate proposals by members of the Tender Committee, and thereafter an average/aggregate score of the Committee will be used.

FUNCTIONAL EVALUATION CRITERIA = 27 POINTS (30% OF 90)

Functional Requirements	***Substantiating evidence and Scoring Matrix Criteria (used to evaluate bid)***	**Total points**	**Score**
1. Detailed operational plan for how the sites will be managed and controlled during the provision of security services (posting procedures, patrolling and access control, communication and operating tools, reporting, management and supervision)	*0= No operational plan submitted* *5=Operational plan submitted with Posting procedures, patrolling and access control, communication and operating tools, reporting, management and supervision* *4= Operational plan submitted with five requirements* *3= Operational plan submitted with four requirements* *2= Operational plan submitted with three requirements* *1= Operational plan submitted with two or one requirements*	*5*	
2. Provide a risk assessment plan for physical security services (how risks will be identified and mitigated, and how mitigation will be implemented).	*0= No risk assessment plan submitted* *6=Risk assessment plan including how risks will be identified, mitigated, and how the mitigation will be implemented* *4= Risk assessment plan including how risks will be identified and mitigated* *2= Risk assessment plan including how risks will be identified*	*6*	
3. The service provider must provide a contingency plan in the event of a security guards' strike, unrest, or any other unplanned event that could disrupt the SAPC services.	*0= No contingency plan submitted* *4= A Contingency plan in the event of a security guards' strike, unrest or any other unplanned event that could disrupt the SAPC services* *3= A Contingency plan in the event of a security guards' strike and unrest. 2 = = A contingency plan in the event of any other unplanned event that could disrupt the SAPC services.* *1 = A contingency plan in the event of a security guards' strike*	*4*	
4. The company must submit at least 4 contactable reference letters/ completion certificates on client letterhead that indicate the bidder has successfully completed similar projects in the past five years, including description of work, value of work and period of service	*0= No supporting reference letters/completion certificates* *4= 4 reference letters/completion certificates with completed similar projects in the past five years; description of work, value of work and period of service* *3=3 reference letters/completion certificates with completed similar projects in the past five years; description of work, value of work and period of service*	*4*	

	2=2 reference letters/completion certificates with completed similar projects in the past five years; description of work, value of work and period of service *1=1 reference letters/completion certificates with completed similar projects in the past five years; description of work, value of work and period of service*		
5. Provide the accredited training provided to security guards over the past three (3) years.	0= *No training provided* *4= Accredited training provided to security guards over the past three years* *3= Accredited training provided to security guards more than 3 years* *1= Non-accredited training provided to security guards over the past three years*	*4*	
6. Provide an emergency response plan for security services, i.e., in terms of fire, security threats, intruders, and/or civil unrest.	*0*= No emergency response plan for security services in terms of fire, security threats, intruders, and/or civil unrest provided *4= Emergency response plan for security services in terms of fire, security threats, intruders, and/or civil unrest* *3= Emergency response plan for security services in terms of security threats/intruders/civil unrest* *2 = Emergency response plan for security services in terms of (two requirements)* *1 =Emergency response plan for security services in terms of (one requirement)*	*4*	

8.5 Phase 3: Pricing and Black Economic Empowerment (BEE)

(a) A maximum of 63 points is allocated for price on the following basis/ formula.

$$Ps = 90\left(1 - \frac{Pt - P\min}{P\min}\right)$$

Where -

Ps = Points scored for price of bid under consideration

Pt = Rand value of bid under consideration

Pmin = Rand value of the lowest acceptable bid

(b) A maximum of 10 points is allocated to BBBEE on the following sliding scale.

BBBEE Status	BBBEE Scorecard rating	BBBEE Points
Level 1 Contributor	100 Points and above	10
Level 2 Contributor	Between 85 and 100 points	9
Level 3 Contributor	Between 75 and 85 points	8
Level 4 Contributor	Between 65 and 75 points	5
Level 5 Contributor	Between 55 and 65 points	4

Level 6 Contributor	Between 45 and 55 points	3
Level 7 Contributor	Between 40 and 45 points	2
Level 8 Contributor	Between 30 and 40 points	1
Non-Compliant Contributor	Less than 30	0

8.6 The overall aggregate score for service providers qualifying for consideration at Phase 3 evaluation will be used to recommend appointment to the Executive Committee of SAPC.

Description	**Maximum points**
Functionality	27
Pricing	63
BBBEE	10
Total Points	100

Bidder Declaration

I declare that the information furnished in this application is as accurate as any other supporting documents, and that the information is true and correct in every aspect:

_____
Name of applicant

_____ _____
Signature of applicant Date