



ESWATINI POSTS AND TELECOMMUNICATIONS CORPORATION (EPTC)

REQUEST FOR TENDER (RFP)

TENDER NAME : SECURITY SERVICES - EXCO GUARD DUTIES

TENDER NUMBER : 06 of 2021/22

CLOSING DATE AND TIME : 15 JULY 2021 @ 11:00AM



REQUEST FOR TENDER FOR SECURITY SERVICES – EXCO GUARD DUTIES

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REQUEST FOR TENDER FOR SECURITY SERVICES – EXCO GUARD DUTIES

SECTION A COMPANY BACKGROUND

The Eswatini Posts and Telecommunications Corporation (“EPTC”), a body corporate, was established in April 1986 under Act No. 11 of 1983. This Act regulates all the activities of EPTC. The EPTC is responsible to the Minister for Information and Communications Technology (ICT), who in turn is answerable to Government for the activities of the Corporation. The Public Enterprises - Control and Monitoring Act No. 8 of 1989 classifies the Corporation as a category A Public Enterprise, as a body wholly owned by Government or in which Government has a majority interest.” The main responsibilities of EPTC are the operation, maintenance and development of Postal and Telecommunications services nationally.

Vision

“To provide effective, affordable and world class communications solutions, which will stimulate economic growth and satisfy all stakeholders.”

Mission

“To run our communications business more efficiently for the benefit of all our stakeholders through the application of modern technology and sustaining an overriding customer focus.”

Values

- Honesty
- Transparency
- Innovation
- Excellence
- Social Responsibility

Business Focus

EPTC has four business interests, namely:

- Swazi Post, a business division of EPTC focusing on postal and financial services
- Swazi Telecom Limited, a subsidiary company wholly owned by EPTC, focusing on the last mile telecommunication access, products and services
- Infrastructure Business, a Business Division of EPTC, focusing on backbone and gateway services for licensed operators and ISPs
- National Contact Centre Limited, a subsidiary company wholly owned by EPTC, focusing on transforming local and international businesses through provision of business process outsourcing solutions.



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SECTION B TENDER INVITATION AND SUBMISSION

1. The purpose of this document is:
 - To provide prospective Vendors with sufficient information to understand the business operations of EPTC and to respond to the specific tender requirements;
 - To ensure that a consistent level of information is obtained from each prospective Vendor; and
 - To provide a structured framework for the subsequent evaluation of the proposed solutions.
2. This document is an official Request for Tender (RFT) for the goods or services as specified for Eswatini Posts and Telecommunications Corporation (EPTC). Vendors are required to respond to this RFP demonstrating that their offers are a probable fit to EPTC's overall requirements.
3. Tender documents must be submitted in a sealed package as follows:
 - ☒ **One (1) original, clearly marked "ORIGINAL"**
 - ☒ **Three (3) copies, clearly marked "COPY"**
 - ☒ **Soft copy (CD) format.**
4. Submissions; clearly marked "Tender Number and Full Name" must be submitted into the Tender Box situated in the Phutfumani Building Reception, Mahlokohla Street, Mbabane addressed as follows:
Tender Number and Name
The Secretary to the Tender Board
Eswatini Posts and Telecommunications Corporation (EPTC)
PO Box 125
Mbabane H100
Eswatini
5. Tenderers are required to complete a tender submission register at the reception where the tender box is located before depositing their proposals into the tender box.
6. The technical and financial proposal must be submitted in two separate envelopes clearly marked same.
7. All proposals documents must be submitted before or on the closing date and time as indicated in the RFP document. Late, faxed or e-mailed proposals will not be accepted. EPTC reserves the right to change the closing date and any other dates that may appear in this RFP. Such changes will be communicated as soon as they are made.
8. In the event of any problems with the delivery of the proposals, vendors should please contact the Secretary to Tender Board on the following number: +268-2405 2139.
9. If the envelopes are not sealed and marked as required, EPTC will assume no responsibility for the tenders' misplacement or premature opening.
10. All enquiries relating to this RFP should be submitted in writing to the Secretary to the Tender Board or e-mailed to and namiled@sptc.co.sz no later than 9 July 2021.
All questions and answers thereto will be communicated in writing to all participants. No direct communication or contact with any other party at EPTC is permissible. Any such breach may disqualify the company. If any enquiries are sent by fax or original copies, these should be followed by email correspondence within 24 hours.

| ITEM | DATE | TIME | |
|----------------------------|------------|-------------|-----------------------------|
| Tender Closing and Opening | 15 July 21 | 11:00 am | Mbabane Phutfumani Building |
| Pre-Tender Briefing | N/A | | Mbabane Phutfumani Building |



REQUEST FOR TENDER FOR SECURITY SERVICES – EXCO GUARD DUTIES

SECTION C SCOPE / SPECIFICATIONS OF TENDER

Residential Guard Duties

EPTC is seeking proposals from qualified security service providers to provide security services for Executive Management within the Mbabane/ Manzini Corridor.

The duties entail but not limited to the following general tasks: entry and egress access control to the premises; roving patrols in and around the properties. - 12 hours shift per day/night, 7 days per week, or as otherwise indicated.

I. **Shifts**

12 hours- day/night

7 days per week

II. **Time**

18:00 – 0600 Hours- night shift on a full time basis (8)

06:00 – 1800 Hours – day shift (1)

III. One Guard per shift.

IV. The service provider shall be required to provide guard houses as indicated per site specifications.

General

- Security guard to be equipped with battery torch and a functional radio two way over and above the equipment and weapons normally provided for security guards for their own safety and personal protection.
- Keeping an Occurrence book on site for recording and reporting purposes.



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SECTION D TENDER EVALUATION CRITERIA

| | DESCRIPTION | POINTS |
|-----------|--|-----------|
| 1. | Responsiveness of Tender | |
| | <p>Required documentation to be submitted.</p> <ul style="list-style-type: none"> i. Company Profile, Form J and Form C or equivalent for foreign registered companies, and Proof of registration with the relevant professional or regulatory body. ii. Certified copy of Valid Trading License. iii. Original/Valid Tax Compliance Certificate. iv. Certified copy of VAT Registration Certificate v. Declaration of Eligibility; Technical Bid Form; and Financial Proposal Submission Forms. vi. Police Clearance for Directors. vii. Certified copy of Labour Compliance Certificate. viii. Latest audited financial statements. | |
| 2. | Technical Capability | 30 |
| | <ul style="list-style-type: none"> • Quality of the service i.e. extent to which it meets tender specification or scope i.e. mandatory technical requirements as per Section K below; conformity to specifications without material deviation or reservation; and understanding of the assignment, as demonstrated by any work methodology to be applied; Information pertaining to patrol vehicles' intervals both for night and day shift and response time on all calls made etc. (20) • Proof of relevant experience by providing three references for similar projects completed within the last three years, with contact persons and contact numbers; and brief description of the works carried out. (10) <p>NB: EPTC reserves the right to contact any of the references listed.</p> | |
| 3. | Availability of Resources | 30 |
| | <ul style="list-style-type: none"> • Availability of resources or equipment (motor vehicles, buttons, torches etc.) and staff complement for the project / tender. (10) • Managerial capacity, training, qualifications, experience and extent of involvement / availability of key personnel who will be operating under the | |



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| | <p>contract, including Contracts Manager and supervisory back up. (10)</p> <ul style="list-style-type: none"> Curriculum Vitae and Qualifications of key management personnel assigned to the project with details of relevant experience. (10) | |
| | <p>NB: A proposal with a score less than 80% (minimum technical qualifying mark) of the points allocated in 2 and 3 above shall be disqualified and eliminated from further evaluation.</p> | |
| 4. | Price | 40 |
| | <ul style="list-style-type: none"> The price - framework must be detailed and comprehensive; i.e. per shift, per site and total cost per month, per year, including all related costs like taxes, supervision etc. (40) The following evaluation formulae shall be used in the allocation of price score: $Ps = \frac{\text{Lowest price}}{\text{Bid price}} \times \text{Total Points}$ <p><u>Where:</u> Ps - Points scored for bid under consideration.</p> | |
| | Total points allocation | 100 |



SECTION E TERMS AND CONDITIONS OF TENDER

1.0 Definitions

The following terms shall be interpreted as indicated:

- 1.1. "Closing time" means the date and hour for the deadline for receipt of bids.
- 1.2. "Contract" means the written agreement entered into between the purchaser and the supplier and including all attachments, appendices thereto and all documents incorporated by reference therein.
- 1.3. "Contract price" means the price payable to the supplier under the contract for the full and proper or satisfactory performance of his contractual obligations.
- 1.4. "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a EPTC official in the procurement process or in contract execution.
- 1.5. "Day" means calendar day.
- 1.6. "Delivery" means delivery in compliance to the conditions of the contract or Purchase order.
- 1.7. "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable.
 - 1.7.1. 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.
- 1.8. "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.
- 1.9. "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.10 "Performance Security" means a guarantee or a bond from a successful tenderer's bank which should be provided by the successful tenderer to the procuring entity with the aim of compensation for any loss resulting from the tenderer's failure to complete its obligations under the contract;
- 1.12 "Purchase Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.13 "Project site" where applicable, means the place of delivery or project implementation as indicated in bidding documents.



- 1.14 “Purchaser” means the organization (EPTC) purchasing the goods or procuring services.
- 1.15 “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.
- 1.16 “Supplier” means the successful bidder / tenderer who is awarded the contract to supply, maintain or administer (where applicable) the specified services or goods to the Corporation.
- 1.17 “Tenderer” means a prospective supplier who has submitted a bid or proposal for the tender.

2.0 Application

- 2.1. These general conditions of tender 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.

3.0 Terms and Conditions

3.1 This Request for Proposal is not a contract, and does not create an obligation on EPTC’s part to purchase goods, services or works from any company submitting a proposal.

3.2 EPTC in its sole and absolute discretion reserves the right to:

- ✓ Reject any or all proposals, whether or not these instructions are followed.
- ✓ Reject any submissions not complying with the specified tender instructions.
- ✓ Short list candidates and / or do site inspections at the premises of the tenderers or listed reference clients.
- ✓ Not base the final decision solely on price.

3.3 EPTC reserves the right at any point of the tender process, to disqualify any non-compliant tender proposal (i.e. proposals failing to meet the terms of these instructions) received;

3.4 EPTC reserves the right to accept or reject all proposals, at any time prior to the award of the contract, without thereby incurring any liability to the affected tenderer(s), or any obligation to inform the affected tenderer(s) of the grounds for the EPTC’s action.



- 3.5 Unless otherwise indicated in the bidding documents, the Corporation 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.
- 3.6 Invitations to bid are usually published in locally distributed news media and in the Corporation's website except for a tender waiver or selective tender.
- 3.7 The tender document as well as all other correspondence and documents relating to the tender exchanged by the tenderer and EPTC, shall be written in the English language.
- 3.8 To assist in the examination, evaluation and comparison of tenders, EPTC may, at its discretion, ask the tenderer for a clarification on any part of its tender and the response shall be in writing and no change in price or substance of the proposal shall be sought, offered or permitted.
- 3.9 EPTC does not bind itself to accept the lowest or any tender nor give any reason for the acceptance or rejection of a tender. EPTC may accept a tender for a part of the quantity offered or reject any tender without assigning any reason.
- 3.10 Acceptance or rejection of a tender offer will be communicated by a formal acceptance or rejection letter sent by fax, email and or normal post, directly to the tenderer. An acceptance by such letter will not mean that EPTC is binding itself to an agreement. EPTC shall only be bound under the agreement once the terms and conditions of the contract are agreed between the parties.
- 3.11 Tenderers will not be permitted to modify or change the substance of their proposals after the closing date and when the tender box has been opened.
- 3.12 EPTC reserves the right to modify, or change the specifications or even cancel the tender before the tender opening, and restart the tender process if necessary.
- 3.13 The tender shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the tenderer, in which case such corrections shall be initialed by the person or persons signing the tender.
- 3.14 Tenders or any part thereof received after the stipulated closing date and time will not be accepted.
- 3.15 Tenders will be opened on the closing date and time; and Tenderers are invited to attend the Tender Opening Meeting for which they will be informed if there are changes on the date.
- 3.16 Tender Compliance and the bid price will be read and recorded in the presence of all the Tenderers or their representatives present during the opening. However, tenders shall be opened even if Tenderers or their representatives are not present at the scheduled time.



3.17 EPTC requires that Tenderers observe the highest standard of ethics during the tender process and execution of contracts.

3.18 Tenderers and their officers, employees, agents and advisers must not engage in any collusion, anti-competitive conduct or any other similar conduct with any other Tenderer or any other person in relation to the preparation or submission of tenders. In addition to any other remedies available under any law or any contract, EPTC may at its sole discretion immediately reject any tender submitted by a tenderer that engaged in any collusive tendering, anti-competitive conduct or any other similar conduct with any other tenderer or any other person in relation to the preparation or submission of tenders.

3.19 Any collusion amongst Tenderers or between Tenderers and EPTC personnel is forbidden and discovery of any such act will disqualify the Tenderer(s) and result in disciplinary action against the EPTC employee.

3.20 EPTC reserves the right to exclude certain persons and legal entities in the event of poor performance; the tender offering or attempting to offer any bribe, promised a bribe, or any other consideration to any EPTC employee involved with this tender or the tenderer has acted fraudulently and or in bad faith.

3.21 The tender, or contract if it has been concluded already, will be declared invalid if EPTC determines that the Tenderer, or any person acting on his behalf, has offered, promised or given a bribe, gift or other inducement to an officer or employee of EPTC with the intention of influencing the award of the contract. Any restriction imposed upon any such tenderer shall also apply to any other enterprise under the same or different name with which the person, firm or company is actively associated.

3.22 The Tenderer should provide satisfactory evidence acceptable to EPTC to show that:

3.22.1 It is a reputable company with adequate technical knowledge, professional qualification, and wide experience with regards to the tender requirement.

3.22.2 It has adequate financial stability and status to meet the stipulations under the contract. It is financially solvent and without current judgments or any other financial background which could prevent it from operating bank accounts, raising finance and conducting other activities which are essential to the running of a business.

3.22.3 It has an adequately qualified and experienced team assigned for the work under this tender.

3.23 A tender document submitted by a joint venture (JV) of two or more companies must be accompanied by a document forming the joint venture; which precisely define the conditions under which the joint venture will function, its period of duration, the persons authorized to represent it and obligated thereby, the participation of the several companies forming the joint venture, and any other information necessary to permit a full appraisal of its function. The JV agreement should be submitted with the tender documents.



- 3.24 Tenderers are advised to provide all relevant information as required.
- 3.25 Any document submitted in reply to the RFP shall become the property of EPTC which shall be used, commercially, confidentially and solely for the purpose of the evaluation of tenders and the selection of a suitable vendor.
- 3.26 EPTC will award the contract to the tenderer whose tender has been determined to be substantially responsive to the tender requirements and who has offered the best evaluated tender price, provided that, such tenderer has demonstrated the capability and resources to complete the contract, and has offered the appropriate equipment and experienced personnel for the intended requirement.

4.0 Standards

- 4.1. The goods, works or services supplied shall be evaluated for determination of conformance to the standards mentioned in the bidding documents and specifications.

5.0 Use of contract documents and information; inspection.

- 5.1. The supplier shall not, without the Corporation'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 Corporation's prior written consent, make use of any document or information mentioned in General Conditions of Tender clause 5.1 except for purposes of performing the contract.

6.0 Patent rights

- 6.1. The supplier shall indemnify the Corporation 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 Corporation.

7.0 Performance Security

- 7.1. Within thirty (30) days of receipt of the notification of contract award, the successful bidder may be requested to furnish to the Corporation a performance security of an amount to be determined by the Corporation or specified in the conditions of the Contract.



7.2. The proceeds of the performance security shall be payable to the Corporation 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 Corporation 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 Eswatini, SADC country or territory acceptable to the Corporation, in the form provided in the bidding documents or another form acceptable to the Corporation.

7.4. The performance security will be discharged by the Corporation 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.

7.5 EPTC reserves the right to demand a performance security or guarantee for all upfront payments required by a supplier.

8.0 Inspections, Tests and Analyses

8.1. 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 Corporation or an organization acting on behalf of the Corporation.

8.2. If there are no inspections 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 Corporation shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.

8.3. Supplies and services which are referred to above and which do not comply with the contract requirements may be rejected. EPTC reserves the right to reject goods or services which do not comply with contract requirements.

8.4. Any contract goods shall on or after delivery be inspected, tested or analyzed 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 Corporation 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.



8.5. The provisions of the above clauses 8.3 and 8.4 shall not prejudice the right of the Corporation to cancel the contract on account of a breach of the conditions and to seek any remedy it may have in law.

9.0 Delivery

9.1 Delivery of the goods or services shall be made by the supplier in accordance with the documents and terms specified in the contract.

9.2 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 Corporation 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 Corporation shall evaluate the situation and may at its 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.

10.0 Insurance

The goods or services 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.

11.0 Payment

11.1. The method and conditions of payment to be made to the supplier under this contract shall be specified.

11.2. The supplier shall furnish the Corporation with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.

11.3. Payments shall be made by the purchaser not later than thirty (30) days after submission of an invoice or claim by the supplier, unless otherwise specifically agreed.

11.4. Payment will be made in Emalangeni or South African Rands, unless otherwise stipulated.

12.0 Prices

12.1 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 Corporation's request for bid validity extension, as the case may be.



12.2 Bids should be valid for a period of at least 120 days (one hundred and twenty days) after the closing date. An extension of validity will be negotiated if necessary.

12.3 Tenderers should double check the prices quoted for accuracy before submitting their tender documents. Under no circumstances will EPTC accept any request for price adjustment on grounds that a mistake was made in the tendered prices.

12.4 By submission of the tender, the Tenderer implicitly certifies that:

- the prices in the tender have been arrived at independently without consultation, communication or agreement for the purpose of restricting competition, as to any matter relating to such prices, with any other Tenderer or competitor;
- unless otherwise required by law; the prices quoted in the tender have not knowingly been disclosed by the Tenderer and will not knowingly be disclosed, directly or indirectly, to any other Tenderer or competitor until he has been informed of the results of the Tender.
- no attempt has been made or will be made by the Tenderer to induce any other tenderer or competitor to submit or abstain from submitting a tender for the purpose of restricting competition.

12.5 Figures should not be altered or erased; any alteration should be effected by striking through the incorrect figures and inserting the correct figures in ink above the original figures. All such amendments should be initialled by the Tenderer in ink.

12.6 Arithmetical errors will be rectified only if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity. In such case, the unit price shall prevail, and the total price shall be corrected. If the tenderer does not accept the correction of the errors, his tender will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

12.7 All prices must be in Emalangeni or South African Rands; and must clearly reflect all taxes applicable or not applicable.

12.8 Prices must be provided by completion of a Bill of Quantities (BOQ) accordingly where they have been provided in the RFP document.

13.0 Penalties

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 Corporation shall, without prejudice to its other remedies under the contract,



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 Corporation may also consider termination of the contract.

14.0 Applicable law

Upon award of this tender, the contract shall be interpreted in accordance with the laws of the Kingdom of Eswatini, unless specifically agreed to otherwise.

15.0 Taxes and duties

15.1 A foreign supplier shall be entirely responsible for all taxes, including withholding tax (15%) and any other such levies imposed in Eswatini. Please refer to the following extract from the Eswatini Tax legislation:

“Withholding Tax on Payments to Non Resident Contractors

This applies to any person who makes payment, a result of an agreement relating to construction operations, to a person whose principal place of business is outside Eswatini. This withholding tax is on account of the liability of the non-resident. The withholder should furnish the non-resident person with a certificate showing amount of the payment under the agreement and tax deducted.”

Withholding Tax on Payments Non Resident Persons

A person who makes payment to any non-resident person is required to withhold tax on the gross amount resulting from a contract which has a Swazi source of income excluding an employment contract. The main purpose of the contract should be the performance of a service. Goods supplied in the performance of the service shall be excluded from the calculation of the tax as they are only incidental i.e. a non-resident mechanic who comes with tools and service parts will be liable to such tax on the labour fees only not the service parts.

Non-Resident Withholding Tax on Royalties and Management Fees

Every person who makes any payment of royalty or management fee or both to a person not ordinarily resident in Eswatini is required to withhold tax. The tax is final and a certificate should be furnished to the non-resident person.

Sportsmen and Entertainers

This is imposed on any remuneration paid to, or the gross receipts of, public entertainers, sportsman, theatrical, and musical, group of public entertainers from outside Eswatini or not ordinarily resident.



Eswatini. Withholding such tax is a responsibility of the local agent, promoter or any other person making payment to the non-resident.”

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

15.3 Suppliers who charge VAT must attach a certified copy of a VAT Registration certificate.

16.0 Work Permit

It shall be the sole obligation of the awarded tenderer, if non-resident / foreign, to solicit a work permit from the Government of Eswatini at no cost to EPTC.

17.0 Intention to Award Contract

The awarding of contract shall be recommended to the best evaluated tenderer, as determined by the evaluation methodology and criteria specified in the invitation document. The contract award decision shall be taken by the appropriate approvals authority, but the award decision does not constitute a contract. Following the contract award decision, SPTC will prepare a notice indicating the name of the best evaluated tenderer, the value of the proposed contract and any evaluation scores. The notice will be sent to all tenderers who submitted tenders by letter and, where appropriate, by fax or email; and will be Published on the Eswatini Public Procurement Regulatory Agency website. SPTC will allow a period of at least ten working days to elapse from the date of dispatch and publication of the notice before a contract is awarded. The contract will be awarded following negotiations. After negotiations are completed, SPTC will promptly notify, in writing, other suppliers on the shortlist that they were unsuccessful.

SECTION F TENDERER’S DESIGNATED LIASON

Tenderers must indicate below a single designated contact person, through whom all communications between EPTC and the company will take place:

Contact Name:

Designation:

Signature:

Telephone:

Fax:

Email:



SECTION G - DECLARATION OF ELIGIBILITY FORM

The bidder must provide a signed declaration in the following format in company letterheads:

[Name of Bidder, Address, and Date]

**To: The Managing Director
Eswatini Posts and Telecommunications Corporation
PO Box 125
Mbabane H100
Eswatini**

Dear Sir,

RE: Tender No: SECURITY SERVICES – EXCO GUARD DUTIES

We, hereby declare that:

- (a) We, have a legal capacity to enter into the contract;
- (b) We, are not insolvent, in receivership, suspended, bankrupt or being wound up and not subject of any legal proceedings;
- (c) We, have not been convicted of any criminal offence related to professional conduct or making of false statement or misrepresentations of qualifications to enter into a contract within a period of five (5) years preceding the commencement of the procurement proceedings; and
- (d) We, do not have a conflict of interest in relation to the procurement requirement.
- (e) We, have fulfilled our obligations to pay taxes and social security contributions; and adhere to basic labour legislation.
- (f) We, are not subject to suspension from participating in public procurement; and none of our directors or officers have been involved in a tenderer or supplier currently subject to suspension.

Authorized (Full Name): _____

Signature: _____ Date: _____



SECTION H - TECHNICAL BID SUBMISSION FORM

The bidder must provide a signed declaration in the following format in company letterheads:

[Name of Bidder, Address, and Date]

**To: The Managing Director
Eswatini Posts and Telecommunications Corporation
PO Box 125
Mbabane H100
Eswatini**

Dear Sir,

RE: Tender No: SECURITY SERVICES – GUARDS

I, the undersigned declare that:

(a) I, the undersigned, offer to provide the above services in accordance with your Request for Proposal and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope.

(b) We, hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to disqualification.

(c) If negotiations are held during the period of validity of the Proposal as indicated in Section I, we undertake to negotiate on the basis of the proposal. Our Proposal is binding upon us and subject to the modifications resulting from contract negotiations.

(d) We, undertake, if our proposal is accepted, to initiate and complete the provision of the services in accordance to your requirements.

(e) We, understand that Eswatini Posts and Telecommunications Corporation is not bound to accept the lowest or any proposal.

Yours Sincerely,

Authorized Signature : _____

Full Name : _____

Title of Signatory : _____



SECTION I - FINANCIAL PROPOSAL SUBMISSION FORM

[The Financial Proposal Submission Form should be included in the financial proposal.]

The bidder must provide a signed declaration in the following format in company letterheads:

[Name of Bidder, Address, and Date]

**To: The Managing Director
Eswatini Posts and Telecommunications Corporation
PO Box 125
Mbabane H100
Eswatini**

Dear Sir,

RE: Tender No: SECURITY SERVICES - GUARDS

I, the undersigned declare that:

(a) I, offer to provide the above services in conformity with the Request for Proposal and to technical and financial proposals;

(b) A detailed financial proposal is attached;

(c) The proposal will be valid for a period of _____ (numerical) / _____ (words) calendar days from the date fixed for the proposal submission deadline in accordance with the Request for Proposal, and it shall remain binding upon myself, subject to any modifications resulting from negotiations, and may be accepted at any time before the expiration of that period.

(d) I, understand that you are not bound to accept any proposal that you receive;

Yours Sincerely,

Authorized Signature : _____

Full Name : _____

Title of Signatory : _____



SECTION K. MANDATORY TECHNICAL REQUIREMENTS

In relation to technical requirements, companies shall provide information pertinent to Pro- forma Service Level Agreement below, which shall govern the proposed Security Services Level Contract between EPTC and the prospective contractor as well as the responsibilities of EPTC. Bidders are expected to indicate in respect of each item, whether they concur or not. Each appropriate space must be clearly marked “Yes” or “No”. Further elaboration or explanations may be made on separate attachments. In such cases the correct cross-reference must be made as comments opposite that particular paragraph as well as on the applicable attachment/s. **Failure to do so, no compliance will be assumed.**

| H.1 Security policy and disciplinary procedure | Yes | No |
|--|-----|----|
| The security bidder must have a comprehensive security policy and disciplinary procedure. Please provide support documents. | | |
| Substantiate / Comments | | |
| | | |
| H.2 OHS Compliance | Yes | No |
| <ul style="list-style-type: none"> The security bidder must confirm compliance to Occupational, Health and Safety Act. Please provide your OHS Plan which includes Policy, Scope of Works /Safe Works Procedure, Personal Protective Equipment (PPE) procedure, Injury on Duty (IOD) procedure, Training Plan Ensure that all work performed and all vehicles, plant and equipment brought onto or used on site will be in compliance with the Occupational Health and Safety Act and Regulations promulgated in terms of this act and the standard instructions of EPTC. | | |
| Substantiate / Comments | | |
| | | |
| H.3 Operating hours - Provision of a 12/24 hour service 7 days a week | Yes | No |
| EPTC reserves the right to request ad-hoc security services on special events | | |
| Substantiate / Comments | | |
| | | |



| H.4 The Contractor is required to | Yes | No |
|---|-----|----|
| <ul style="list-style-type: none"> • Ensure that all personnel working under this contract are in good health and pose no risk to any EPTC employees, assets and customers • Comply with EPTC security and emergency policies, procedures and regulations. • Provide all personnel working under this contract with uniforms, which state the name of the Service Provider and that can be clearly identified from other Service Providers. EPTC reserves the right to order the immediate removal of a staff member that does not adhere to this arrangement. • Ensure that replacement staff is available should the need arise. • <u>Provide all personnel working under this contract with adequate and appropriate Personal Protective Equipment (PPE) and clothing / gear and to ensure these items are worn at all times deemed necessary.</u> • Ensure that EPTC is informed of any removal and replacement of personnel. For security reasons, EPTC reserves the right to vet all personnel working under this contract. • Provide management reports to EPTC and these to be submitted to the office of security coordinator on a monthly basis. The monthly report shall report on various assigned areas and shall cover all incidents and occurrences during the month. • Ensure that the Service Provider's supervisors are contactable at all times by EPTC's Security's office. | | |
| Substantiate / Comments | | |

| H.5 security Services | Yes | No |
|---|-----|----|
| The security bidder must have relevant experience in providing security services to category A public enterprises | | |
| Substantiate / Comments | | |

| H.6 Security and Emergency Policies | Yes | No |
|--|-----|----|
| The security firm will comply with EPTC's security and emergency policies, procedures and regulations | | |
| Substantiate / Comments | | |
| | | |
| H.7 Management and Staff | Yes | No |
| The security firm is to provide its own management and staff and shall ensure that all staff is adequately trained and/or undergo training according to a suitable training program prior to the commencement of the contract. | | |
| The staff employed by the security firm will be neatly dressed in the uniform supplied by the tenderer at his/her own cost, so that the staff can be clearly identified from the other security of other contractors on the premises. EPTC reserves the right to order the immediate removal of a security member that does not adhere to this arrangement. | | |
| All personnel should wear acceptable security firm's uniform i.e. the contractor's personnel outlook should befit that of a corporate environment in terms of aesthetics..... | | |
| The security firm must comply with all relevant employment legislation and applicable bargaining council agreements, including PAYE, SNPF etc. Proof to be submitted on handing in of tender. | | |
| All personnel of the security firm should also be in good health and pose no risk to any employees and customers. | | |
| The security firm shall provide all staff with adequate and appropriate Personal Protective Equipment / Gear and clothing (PPE) and ensure that all PPE is worn at all times whilst rendering this services to EPTC. | | |
| Substantiate / Comments | | |
| | | |

| H.8 Security Staff | Yes | No |
|--|-----|----|
| <ul style="list-style-type: none"> The security firm shall ensure that the personnel to be deployed at EPTC have no criminal records and a police clearance certificate issued. The security firm shall ensure that the personnel to be deployed at EPTC have a medical fitness certificate examined by a doctor at any Public Health Institution. | | |



| | | |
|--|--|--|
| <ul style="list-style-type: none"> • <i>Note: EPTC reserves the right to verify the above certificates before work commencement.</i> • The Management/ supervisory staff on-site must be literate and have at least an 'O-Level' qualification. • The Security staff and management on site must be able to communicate, read and write in English. • No information concerning EPTC activities may be furnished to the public or news media by the security firm and his employees. • The Security staff are prohibited from reading documents of records in offices or unnecessary handling thereof. • The Security firm management/ supervisory staff should have access to cellphone 24/7 for ease of communication in cases of emergency. | | |
|--|--|--|

Substantiate / Comments

| H.9 Work stations | Yes | No |
|---|------------|-----------|
| The security firm shall keep their guard room facilities clean on a daily basis | | |

Substantiate / Comments

| H.10 Perimeter Fences | Yes | No |
|---|------------|-----------|
| <ul style="list-style-type: none"> • The perimeter fences are included in the assignable areas. All walkways areas must be under surveillance. | | |

Substantiate / Comments

| H.11 Infrastructure –assets | Yes | No |
|---|------------|-----------|
| <ul style="list-style-type: none"> • The security firm shall be responsible for the cost of repairs and maintenance to the infrastructure caused through negligence, omission or vandalism on the firm's part • The security firm shall treat the EPTC infrastructure, furniture, fixtures and equipment with due care. | | |

| | |
|---|-----|
| H.12 Working relationship | No |
| The security firm must and maintain a good working relationship with the Royal ESWATINI Police, Umbutfo Eswatini Defense Force, and with all relevant stake holders in crime risk management. | |
| H.13 Equipment | No |
| <p>The security firm shall provide all general and specialist equipment required in the provision of this service.</p> <p>The security firm shall maintain its equipment in good order so as to comply with EPTC's occupational health and safety standards.</p> <p>The following equipment must be supplied by the security firm:</p> <ul style="list-style-type: none"> ❖ batons ❖ pepper sprays; ❖ handcuffs; ❖ Various other security equipment (please indicate, if any on separate Annexure) | |
| H.14 Public Liability Insurance | Yes |
| <ul style="list-style-type: none"> • The security firm must, at his own expense, take out sufficient insurance against any claims, costs, loss and/or damage ensuing from his obligation and shall ensure that such insurance remains operative for the duration of this agreement. A copy of such insurance must be handed to EPTC upon commencement of the service. • These security firm shall at its own cost maintain Public Liability Insurance for its own personnel against accidents, injury or death. Proof of which must be submitted on handing in upon commencement of the service | |
| Substantiate / Comments | |
| H.15 Damages suffered by the Contractor | Yes |
| <p>EPTC will accept no responsibility for any damages suffered by the security firm for the duration of the contract</p> <p>EPTC will not accept any responsibility of accounts/expenses outstanding incurred by the security firm</p> | |
| Substantiate / Comments | |



| H.16 operational and management meetings | Yes | No |
|---|-----|----|
| <ul style="list-style-type: none"> • Thesecurityfirmwillbeexpectedtohold weekly operationaland monthly management meetings with EPTC's Security Office on site. NB: Senior Management team will be required to attend monthly Management meetings. • The security firm will be required to report all operational incidents to EPTCSecurityOfficeinwritingviaemailormemoor in person. | | |
| Substantiate / Comments | | |
| H.17 Contractor Induction | Yes | No |
| <ul style="list-style-type: none"> • Thesecurityfirmwillbeexpectedtoattendaninductionmeeting within 5 calendar days after appointment where a formal handover will be conducted and be familiarized with EPTC site compliance requisites, policies and procedures prior to commencement of the service contract. • The security firm must in the induction meeting bring a list of staff to be deployed at EPTC with the following information: Name,Address,ID Numberandconfirmationthatthestaffdoes not have criminalrecords. <p>NB: EPTC reserves the right to request removal of any personnel on site deemed not to be compliant with EPTC policies and procedures.</p> | | |
| Substantiate / Comments | | |

