

**UMALUSI (24-25) T0004: APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SECURITY SERVICES TO UMALUSI FOR A PERIOD OF THREE (3) YEARS**

**COMPULSORY BRIEFING SESSION** - QUESTION AND ANSWER DOCUMENT

**Date**: 10 October 2024

**Time**: 10h00 – 11h00

**Venue**: Online - Microsoft Teams

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| **NUMBER** | **QUESTIONS** | **ANSWERS** |
| 1. | Are we required to submit the PSIRA certificate for both the company and directors, as well as a letter of good standing? | A copy of PSIRA certificate is required for the directors, and a letter of good standing is required for the company. |
| 2. | Are security guards required to have only a Grade 9 qualification, or will qualifications higher than Grade 9 also be accepted? | Grade 9 is the minimum requirement, so qualifications above Grade 9 will also be accepted. |
| 3. | Do we need to submit both the COIDA registration certificate and the letter of good standing, or is one sufficient? | Both the COIDA confirmation of registration and the letter of good standing are required. |
| 4. | Regarding years of experience, does the requirement mean that the combined years of experience must total five or more? | Yes, the combined years of experience must be five years or more. |
| 5. | When calculating years of experience, do you count from the date the reference letter was signed or from the start date of the service/contract? | The years of experience are calculated from the actual start of the service of the contract. If the service started before or after the contract duration, the reference letter should specify the period of service. If the service was terminated before the end of the contract duration, the calculation of years of experience will be limited to the duration of service. |
| 6. | For the access control license, what brand are you currently using to help us quote accordingly? | We are currently using the ZKT access control system. |
| 7. | On the pricing schedule sheet, there is no costing for the metal detector. | The pricing schedule has been amended accordingly. |
| 8. | For COIDA registration, we only receive a letter of good standing. Is that sufficient? | We need a letter of good standing and confirmation of registration with COIDA. |
| 9. | In my understanding, the COIDA registration certificate and the letter of good standing are the same thing. Could you clarify? | The letter of good standing is the necessary proof of compliance with COIDA requirements. However, confirmation of registration is proof that the company has registered with COIDA. Therefore, the details of the company on registration confirmation should be the same on letter of good standing. Where there are differences (e.g., change of names) affidavit must be attached. |
| 10. | What type of patrol vehicle is required, and is there a specific mileage limit? | There is no specific vehicle required, as long as it can perform patrols and respond under all weather conditions. We do not mandate any mileage restrictions. |
| 11. | Could you clarify what is meant by "public liability insurance certificate must be certified by a commissioner of oaths"? | We will accept a copy of the certificate. |
| 12. | How should we provide proof of attendance for the online briefing session? | You only need to complete the attendance register available in the chat box. We will verify your attendance from there. |
| 13. | The PSIRA registration certificate is required for the company, and the letter of good standing is required for the directors. | A copy of PSIRA certificate is required for the directors, and a letter of good standing is required for the company. |
| 14. | In terms of public liability cover, what is the required amount of the cover? | We did not specify an amount; we only require proof of coverage. |
| 15. | Should we submit CVs for all 10 security guards, and are they required to have a firearm license? | Yes, CVs must be submitted along with academic records. The security personnel must also provide a copy of firearm competence certificate. |
| 16. | Are all 10 security personnel required to be armed while on-site? | Yes, all security personnel must be armed at all times while on-site. |
| 17. | Should we submit CVs for the staff currently employed by our company or for the proposed staff from our database? | Whether for permanent or proposed staff, CVs are required. Proposed staff must meet the required qualifications at the time of proposal submission. |
| 18. | If we are not claiming points for specific goals, should we score 0? | Yes, you may input either 0 or N/A. |
| 19. | We usually provide the PSIRA registration certificate and letter of good standing for the company, but only the registration certificate for the directors. Can you clarify? | A copy of PSIRA certificate is required for the directors, and a letter of good standing is required for the company. |
| 20. | When can we expect the amended pricing schedule? | The amended pricing schedule will be uploaded on the website in due course. |