

## Request for Information

### Request for Information (RFI) for a visitor management solution, at CSIR Scientia Campus

**RFI No. 7029/13/06/2022**

Date of issue	Thursday, 26 May 2022	
Closing date for submission of proposals	Date: Monday, 13 June 2022 Time: 16H30	
Tender submission	<a href="mailto:tender@csir.co.za">tender@csir.co.za</a>	
Enquiries	Strategic Procurement Unit	E-mail: <a href="mailto:tender@csir.co.za">tender@csir.co.za</a>
CSIR business hours	08h00 – 16h30	
Category	Security Services	

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## SECTION A – TECHNICAL INFORMATION

### 1 INTRODUCTION

The Council for Scientific and Industrial Research (CSIR) is one of the leading scientific research and technology development organisations in Africa. In partnership with national and international research and technology institutions, CSIR undertakes directed and multidisciplinary research and technology innovation that contributes to the improvement of the quality of life of South Africans. The CSIR's main site is in Pretoria while it is represented in other provinces of South Africa through regional offices.

### 2 BACKGROUND AND PROBLEM STATEMENT

The CSIR is a declared National Key Point and will soon become a Critical Infrastructure in terms of the new Critical Infrastructure Protection Act

Management and accountability for visitors is critical in a National Key Point. It is a crucial requirement that the organization is in a position to account for visitors through a **visitor management system** which is integrated with the existing access control system (impro software/hardware). The integration must enable the ability to control, record and retain information of visitors on the CSIR campus. The entry/exit management is crucial to the daily operation at the CSIR.

#### **Problem Statement:**

- There is seamless value chain for the management of the visitors and subsequent records for future traceability.
- Visitors often pitch up at the Security Reception area and there is difficulty confirming the presence of a Host (A host is any CSIR staff member /Tenant who has invited a visitor or expecting a delivery. Etc). Visitors are often frustrated when the host cannot be located and this often leads to the visit being declined
- CSIR hosts often negligent to play their hosting role and expect Security to account for visitors that they are inviting including their actions whilst on campus
- Some visitors are often not made aware by their Host to bring an identification method (such as ID copy or Driver's license) and this leads to visit being declined

- Some visitors forget or neglect to declare their private property (such as personal laptops) as they enter the site and upon being searched on exit – an unauthorised laptop is discovered and confiscated leading to a lot of frustration.
- During investigations it is important to link the visitor on site and the Host who invited the visitor and reasons for the visit.
- A visitor's movements should be accounted for during the visit and the Host should be able to take full accountability, until the visitor has been signed off the campus.
- A clear record keeping of the visit details should be easily accessible for the lifespan of the visit until the visitor has been disengaged from the campus.

Prospective Service Providers interested in providing the visitor management solutions to the existing Security Services infrastructure, as specified hereinafter, to the:

**CSIR, Scientia Campus**  
**Meiring Naude Road**  
**Brummeria**  
**Pretoria**

### **3 INVITATION**

Prospective service providers with well developed and tested **visitor management solutions** are hereby invited to respond to this request. The rationale for this request is to explore possible solutions that the CSIR can adopt for our security operations. The Service Providers are encouraged to provide the details of their solutions and innovative ways of managing visitors.

Your response to this RFI should not be limited to only the points that we have highlighted but should cover the extend and innovation of your company's solution.

### **4 MINIMUM SUBMISSION REQUIREMENTS**

All proposals are to be submitted in a format specified in this enquiry.

#### **4.1 Company Profile and Background**

##### **4.1.1 Company Profile**

##### **4.1.2 Country of Origin of your solution**

- 4.1.3 Local support for your solution
- 4.1.4 How long has your solution being in use (business)

## 4.2 Compliance Requirements for the Company

Item No.	Description	Yes / No
1.	CIPC Registration of your company	
2.	PSIRA Registration	
3.	Company Accreditation	
4.	Company Profile	
5.	SBD 1 – Annexure A	
6.	Declaration of Interest, Annexure B	

## 4.3 Technical Response guidelines/ considerations

The following must be submitted as part of the **technical** proposal:

- 4.3.1 Pre-clearance (online) of a visitor by a host before arrival on our campus (visit arrangement)
- 4.3.2 Notification of a visitor of any screenings / awareness required before arrival on site e.g., Covid self-screening, safety awareness or area visited specific requirements
- 4.3.3 How is the Security notified of this arranged Visit and Visitor and conditions of the visit set out by the Host?
- 4.3.4 Processing the visitor on arrival
- 4.3.5 Notifying the Host that the visitor has arrived as per arrangement on 4.3.1
- 4.3.6 What the visitor needs to produce to validate his/her access e.g., ID card
- 4.3.7 Declarations by a visitor (private property entering the site and how is this captured)
- 4.3.8 How the visitor is tracked throughout his /her visit
- 4.3.9 On exit, how the visitor is signed off campus
- 4.3.10 Verification that the visitor's private property is what they declared upon entry and nothing else is taken out
- 4.3.11 How to link the Host and the visitor for future records such as investigations and reporting

- 4.3.12 POPI compliance of our information gathering process
- 4.3.13 System administration and access rights by Hosts and Super Users
- 4.3.14 On site hosting of the database of visits and how to maintain such database
- 4.3.15 The system must be accommodative yet secure, have enough capacity to retain information and ease of access to that information to the system administrators

## SECTION B – TERMS AND CONDITIONS

### 5 SUBMISSION OF PROPOSALS

- 5.1 All proposals are to be submitted electronically to [tender@csir.co.za](mailto:tender@csir.co.za). No late proposals will be accepted.
- 5.2 Responses submitted by companies must be signed by a person or persons duly authorised.
- 5.3 All e-mailed proposal submissions are to be clearly **subject referenced with the RFI number**.
- 5.4 Proposals submitted must be in the following file formats:
  - PDF

### 6 PROCEDURE FOR SUBMISSION OF PROPOSALS

All proposals must be submitted electronically to [tender@csir.co.za](mailto:tender@csir.co.za)

- 6.2 Respondents must use the RFI number as the subject reference number when submitting their bids.
- 6.3 The e-mail and file sizes should not exceed a total of 25MB per e-mail.
- 6.4 The naming/labeling syntax of files or documents must be short and simple
- 6.5 All documents submitted electronically via e-mail must be clear and visible.
- 6.6 All proposals, documents, and late submissions after the due date and time will not be considered.

### 7 DEADLINE FOR SUBMISSION

Proposals shall be submitted at the address mentioned above no later than the closing date of **Monday, 13 June 2022 at 16H30**.

Where a proposal is not received by the CSIR by the due date and stipulated place, it will be regarded as a late tender. Late tenders will not be considered.

### 8 ENQUIRIES AND CONTACT WITH THE CSIR

Any enquiry regarding this RFI shall be submitted in writing to CSIR at [tender@csir.co.za](mailto:tender@csir.co.za) with **“RFI No: 7029/13/06/2022 – Request for Information (RFI) for the once-off supply, delivery, visitor management system at CSIR Scientia Campus”** as the subject.

Any other contact with CSIR personnel involved in this tender is not permitted during the RFI process other than as required through existing service arrangements or as requested by the CSIR as part of the RFI process.

## **9 MEDIUM OF COMMUNICATION**

All documentation submitted in response to this RFI must be in English.

## **10 ADDITIONAL TERMS AND CONDITIONS**

- 10.1 A bidder shall not assume that information and/or documents supplied to CSIR, at any time prior to this request, are still available to CSIR, and shall consequently not make any reference to such information document in its response to this request.
- 10.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the RFI.
- 10.3 Failure to comply with any of the terms and conditions as set out in this document will invalidate the RFI Proposal.

## **11 CSIR RESERVES THE RIGHT TO**

- 11.1 Extend the closing date.

## **12 DISCLAIMER**

This RFI is a request for information only and not an offer document. Answers to this RFI must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of its proposal, bidders shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this RFI. The CSIR makes no representation, warranty, assurance, guarantee or endorsements to bidder concerning the RFI, whether with regard to its accuracy, completeness or otherwise and the CSIR shall have no liability towards the bidder or any other party in connection therewith.

## **13 ANNEXURE A - SBD 1 Form**



## 14 ANNEXURE B - DECLARATION BY BIDDER

**Only bidders who completed the declaration below will be considered for evaluation.**

**RFI No:** .....

I hereby undertake to render services described in the attached tendering documents to CSIR in accordance with the requirements and task directives / proposal specifications stipulated in

**RFI No.**..... at the price/s quoted. My offer/s remains binding upon me and open for acceptance by the CSIR during the validity period indicated and calculated from the closing date of the proposal.

I confirm that I am satisfied with regards to the correctness and validity of my proposal; that the price(s) and rate(s) quoted cover all the services specified in the proposal documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this proposal as the principal liable for the due fulfilment of this proposal.

I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other proposal.

I accept that the CSIR may take appropriate actions, deemed necessary, should there be a conflict of interest or if this declaration proves to be false.

I confirm that I am duly authorised to sign this proposal.

NAME (PRINT) .....

CAPACITY .....

SIGNATURE .....

NAME OF FIRM .....

DATE .....

### WITNESSES

1 .....

2 .....

DATE .....