

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_PHYSICAL SECURITY SERVICES_SEC_RFP_12-2018_L

UPDATED : DEC 2018

Version : 1.0

CONFIDENTIAL

CENTRAL BANK OF ESWATINI

REQUEST FOR PROPOSAL (RFP)

RFP NAME: **PHYSICAL SECURITY SERVICES**

RFP NO: CBE_PHYSICAL SECURITY SERVICES_SEC_RFP_12-2018_L

RFP CLOSING DATE: **11 JANUARY 2019, 16H00**

CONFIDENTIALITY

No part of this document may be disclosed verbally or in writing, including by reproduction, to any third party without the prior written consent of the CBE. This document, its associated appendices and any attachments remain the property of the CBE and shall be returned upon request.

IMPORTANT: FILL IN PAGE 3 AND EMAIL OR FAX IMMEDIATELY

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SCHEDULE A - Respondents' Acknowledgement / Preliminary Non-Disclosure Agreement

To:	The Central Bank of Eswatini
Attention:	The Secretary, Tender Committee
E-Mail	tenders@centralbank.org.sz
Tel:	+268 2408 2000
Fax:	+268 2404 0063
Mobile:	+268 7 606 0195

From Company:	
Date:	
Fax:	
Tel:	
Mobile:	
E-mail:	

REQUEST FOR PROPOSAL NUMBER: [CBE_PHYSICAL SECURITY SERVICES_SEC_RFP_12-2018_L]
REQUEST FOR PROPOSAL NAME: PHYSICAL SECURITY SERVICES

RESPONDENT'S ACKNOWLEDGEMENT: *Please mark as appropriate:*

We acknowledge receipt and acceptance of the RFP and intend to submit a response
As required:

We acknowledge receipt of the RFP but decline to respond for the following reasons:

We undertake to return to Central Bank of Eswatini within three (3) working days from receipt of the complete RFP package with all attachments, information, documents, drawings, samples, material, etc. related thereto as provided by Central Bank of Eswatini and any copies made thereof.

PRELIMINARY NON-DISCLOSURE AGREEMENT

1. We agree that all information, documents, drawings, samples, material, etc. contained in or related to this RFP as provided by The Central Bank of Eswatini is proprietary information and shall be treated as confidential.
2. We undertake that all such information, documents, drawings, samples, material, as described above, shall not be divulged to any other party (such prohibition applies to any further release of information regarding this RFP by Central Bank of Eswatini without the prior written permission from Central Bank of Eswatini to do so.
3. We agree that this RFP and all information, documents, drawings, samples, material, etc. relating thereto and provided hereunder by Central Bank of Eswatini are not to be used for any purpose other than for preparation of our Tender submission. This undertaking will also apply to any subsequent contract resulting from this RFP.

Name:

Designation:

Signed:

NB: Some clauses in this RFP document may not be applicable to you

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SCHEDULE B Scope of Work

SCOPE OF WORKS

The Central Bank of Eswatini (CBE) has a mission to foster price and financial stability that is conducive to the economic development of Eswatini. The Bank strives to have a stable price and self-regulating financial system based on very strict Values which are Relevant and Performance Driven, Accountability, Integrity, Respect and Open Communication in its operations with members of staff and stakeholders.

The Bank plays a central role in achieving financial stability through sound monetary policy and a sound and efficient financial system through regulation and supervision of the financial sector in the country. Research on monetary, financial and economic matters is conducted continuously to support monetary policy formulation. The Bank also carries the sole mandate of issuing and redeeming currency, including holding and managing foreign exchange reserves while also being the bank of the Swazi government. Furthermore, the Bank facilitates the development and operation of an efficient national payment system, and acts as lender of last resort to financial institutions while facilitating the development of domestic financial markets. The Bank also strives to strengthen stakeholder relationships in the country.

In order to achieve the above, the CBE seeks to engage services of a security firm to provide the CBE with security personnel to guard the CBE's facilities according to the following operational framework.

1. Services

- ◆ The contractor shall furnish all necessary labour, supervision, uniforms and all necessary equipment in accordance with the provisions, terms and conditions set forth in the RFP.

2. Licence

- ◆ The contractor shall possess a business licence and all relevant licences and paperwork which shall be renewed by the candidate timeously and always, be in line with the relevant local statutes.

3. Communication

- ◆ The contractor shall establish and maintain a 24-hr communication centre which shall be responsible for the proper operation and security of its field personnel, pagers, radios, stationery, equipment and charges. In the long run, the 24-hr communication lines shall be strictly restricted to the operation and duties of the CBE organization only.

4. Uniforms

- ◆ The contractor shall provide uniforms to employees who are assigned to work within the CBE premises. Uniforms must always be clean and intact (not worn out stuff). Uniforms shall include, amongst the other stuff, winter jackets / overcoats, boots / canvas and rain gear. Uniforms shall bear a patch identifying the contractor. The contractor shall be able to provide communication equipment i.e. pagers, cellular phones, portable radios to employees who are assigned to work on the contract at no additional costs to CBE. Such equipment shall permit employees to communicate with the 24-hr communication centre at all times. Security guards must wear name tags or identification cards with a picture. The contractor shall provide the nametags or identification cards at its expense.

5. Screening

- ◆ The contractor shall certify that all personnel have successfully passed a criminal background check prior to assignment to the CBE. All security guards shall pass a fingerprint check conducted by the Royal Eswatini Police (REP) as a minimum requirement. The CBE reserves the right to review the personal background and conduct further security clearances on the contractor's assigned personnel. In such cases, the contractor shall

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cooperate with the CBE authorities and furnish the name of persons who may be assigned for completing a more thorough detailed check and vetting. The following information shall be provided with each name provided:

- Date of birth (Identity card)
- Driver's license number
- Next of kin details
- Current physical address
- Previous physical address
- All background information required by CBE

6. Contract Manager

- ◆ The contractor shall agree to assign an experienced contract manager who shall oversee and be responsible for ensuring that all security and administrative requirements described herein are fulfilled. This person must be a proven manager who will constantly interact with CBE management and line personnel. The contract manager shall report directly to the CBE Manager Security & Protection Services on any matters of threats etc, while on the other hand being Senior Security Agent between the contractor and CBE.

7. Guard Education and Skill

- ◆ All assigned personnel shall possess, at a minimum, an O' Level certificate or above. Assigned personnel should have prior experience in similar security work, be persons of mature judgement and be able to think and act quickly in an emergency situation.

8. English Language Usage

- ◆ All personnel shall be able to read, speak, understand and write English Language meaningfully. Specifically assigned personnel shall be able to report emergencies to 999 (Police), 977 (Ambulance) and 933 (Fire) and each CBE department designated responder must be able to write clear and legible Incident Reports. Assigned personnel must be able to read and understand all posted warning and danger signs of potential hazards and safety instructions.

9. Physical Examination

- ◆ The contractor shall ensure that all guards enlisted are medically examined and fit for the job prior to the initial request for clearance at the contractor's expense. Thereafter, annually or periodically, as determined by the contractor's examining physician the relevant tests must be conducted.

10. Mental Capability

- ◆ Guards must be mentally alert and capable of exercising good judgement, implementing instructions and assimilating necessary specialized training. Emotional and mental stability are essential since duties normally require regular contact with the public and quick action under emergency situations.

11. Training

- ◆ The contractor shall provide the following training at no additional expense to the CBE.
 - Training of newly assigned guards:
The contractor will be expected to provide at least a one or two days' training (depending on the type of post) to newly assigned guards at each post. In conjunction with the facility site supervisor, newly assigned guards shall be taught specific post duties, including emergency procedures and operation of the building security alarms and other systems. e.g. x-ray, metal detector, garret scanner

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- Training of substitute guards:
Substitute guards shall be taught all the post duties of their particular assignments. No guard should be assigned in a post or duty he has not been trained and equipped for.
- Refresher training:
Refresher training shall be provided upon request of the CBE. Refresher training shall be designed to ensure that all security guards are proficient, vigilant, productive and effective at their post duties. The refresher training shall address any issue brought to the contractor's attention by the CBE Manager Security & Protection Services, who shall occasionally request refresher training.
- Health and safety:
The contractor shall provide the necessary training as required by the Industrial Act on at least basic rules and principles on health and safety.

12. Records

- ◆ The contractor shall keep records of all assigned and official training provided for CBE guards with respective names of guards, which must be counter signed and confirmed by CBE Manager Security & Protection Services.

13. Cooperation with Law Enforcement Agencies

- ◆ The contractor and her personnel are expected to always cooperate with law enforcement officers (REP/Army). For instance, assigned personnel may assist with crowd control or assist in any other threatening event of any incident taking place on CBE facility.

14. Daily Activity Report

- ◆ One security guard assigned on each shift at each CBE unit shall maintain a daily incident report, summarizing the significant events that occurred during that shift. A copy of that report shall be delivered to the unit site manager weekly.

15. Use of CBE Equipment

- ◆ Under no circumstances shall a guard assigned in any CBE post unlawfully use CBE equipment for personal business i.e. telephone, computers, health and safety equipment etc. Unauthorized use of CBE equipment may cause to reject the guard from CBE assignment.

16. Performance

- Poor work performance will never ever be tolerated. The CBE Manager Security & Protection Services will conduct quarterly appraisal on performance of the contractor through K.P.I's. The CBE reserves the right to refuse or reject any person assigned under the contract either with or without cause. If any person is removed from an CBE facility at the request of the CBE, that person may not be assigned to another unit without first, the approval of the site or contract manager on the permission of the CBE Manager Security & Protection Services. Reasons for his/her initial removal shall be exhausted and weighed first before he/she is approved for another CBE assignment.

17. Integrity

- ◆ The contractor shall always make sure that its assigned personnel always maintain and promote the integrity, decency, values, high profile of the organization in their respective duties at all times. This integrity and values of the company must always be maintained and promoted during work and non-working hours.

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18. Media Relation

- ◆ Under no circumstances shall an assigned guard in any CBE post within the contract respond or conduct an interview with the media personnel on any matter, falling within or outside the scope of CBE security, even on enquiry. Matters of CBE security shall always be communicated to the relevant people in the line duty only.

19. Confidentiality

- ◆ The contractor shall make sure that all its personnel assigned within the contract are taught and forewarned, never ever to release any information bothering on CBE security to any party, while in the line of duty and off duty. Issues such as daily cash banking, alarm systems, internal access controls, and keys management should be treated with all the confidentiality they deserve. CBE security matters, secrets and other operations shall be treated with all the strictest confidentiality at all times. The CBE reserves the right to reject a guard who is identified to have breached the confidentiality rule.

20. Punctuality

- ◆ The contractor shall make sure that all its personnel take on their duties in the CBE premises on time at all times, at least fifteen minutes before the exact time. No post should be left unattended especially, those which require a twenty-four (24) hour guard. Late arrivals, absence and absconding shall never be tolerated. Proper hand over must be maintained at all times, stating the current situation and pending matters.

21. Guard Stationary

- ◆ The contractor shall ensure that guards are not regularly and unnecessarily transferred to the extent of disturbing CBE flow of operations. Certain posts will require guards to stay for a reasonable period (one year or more) for their exposure and experience. If change or transfer seems inevitable, the contractor shall make sure that the right substitute candidates to be posted are well trained and experienced to man those posts.

22. Corruption

- ◆ All guards enlisted in the contract shall, by whatever means possible, desist from accepting bribes, gratuities, gifts while in the execution of duty. All acts amounting to corruption will never be tolerated.

23. Taking photographs

- ◆ All guards enlisted in the contract shall not by any chance take photographs of the CBE buildings and as such taking these shall be an offence and the CBE shall take action against the contractor. Posting CBE buildings on social site shall also be deemed as an offence.

24. Work Stations

COMMERCIAL BUILDINGS

Location	Region	Office	Shifts
Mbabane	Hhohho	CBE Main Office	Day + Night
Matsapha	Manzini	Matsapha Cash Centre	Day + Night

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RESIDENTIAL LOCATIONS

Location	Region	Shifts
<i>Mafutseni</i>	<i>Manzini</i>	<i>Day + Night</i>
<i>Mbabane</i>	<i>Hhohho</i>	<i>Day + Night</i>
<i>Mhlambanyatsi</i>	<i>Hhohho</i>	<i>Day + Night</i>
<i>Hawane</i>	<i>Hhohho</i>	<i>Day + Night</i>
<i>Ngculwini</i>	<i>Manzini</i>	<i>Day + Night</i>
<i>Zombodze</i>	<i>Manzini</i>	<i>Day + Night</i>
<i>Tubungu</i>	<i>Manzini</i>	<i>Day + Night</i>

The approximate number of guards required is 32.

N.B: The contractor would be informed when additional security guards are needed by C.B.E. There are also various residences which you shall be required to guard and therefore the numbers will be confirmed in due course.

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SCHEDULE "C" Evaluation Criteria

EVALUATION CRITERIA

The following table highlight the deal breakers and therefore if one document/action listed below is missing, the bid will be disqualified from further evaluation

DEAL BREAKERS	YES	NO
Mandatory Pre-briefing meeting (Only shortlisted bidders will be invited for pre-bidding)		
Company Profile		
Form J & Form C/Equivalent documents in SA or other countries		
List of key staff and qualifications		
Organogram of the team to be deployed		
Current Trading License		
SNPF Compliance Certificate – Swazi Registered companies		
Certified copy of Certificate of Incorporation		
Current Tax Clearance Certificate		
Latest Audited or independently reviewed financial statements		
Public Liability		

The CBE is seeking reliable, financially stable suppliers/vendors who can meet its stringent cost, quality and service requirements.

The evaluation of Tenderers will be based on, but not limited to, the following criteria:

- Competitive Pricing
- Quality of service
- Provision of all documents in checklist above
- Local Empowerment Strategy
- Positive response towards this RFP
- Company profile, experience and reputation
- Project management structure
- Staff experience and qualifications (CVs of project team)
- Financial stability (Audited Financial Statements)
- Willingness to develop a long term strategic relationship

It is the intention of CBE to award contract(s) based on information contained in this RFP and any subsequent presentations and negotiations.

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SCHEDULE "D" Instructions to Tenderers

INSTRUCTIONS TO TENDERERS

Please read the following instructions carefully. Failure to comply with the requirements of these Instructions to Tenderers may cause the return or rejection of your Tender.

1.0 THE PURCHASER

1.1 This Request for Proposal ("RFP") is issued by The Central Bank of Eswatini.

2.0 RIGHTS OF THE CENTRAL BANK OF ESWATINI

The Central Bank of Eswatini, in its sole discretion reserves the right to:

- 2.1 Accept or decline any proposal issued by a prospective Tenderer;
- 2.2 Award the contract for the based solely on a proposal received without entering into any further discussion;
- 2.3 Shortlist prospective/ successful Tenderers;
- 2.4 Refrain from issuing any contract
- 2.5 Award the tender in its entirety or in part
- 2.6 Extend without notice, the evaluation period

3.0 TENDER PREPARATION

- 3.1 The submission of the RFP must be strictly in accordance with these instructions, including the information described in "SCHEDULE B" "Scope of Work"
- 3.2 Tenders must be prepared and submitted in strict accordance with the RFP documentation. In the event of the tender being awarded, the successful Tenderer(s) will be required to enter into a formal Contract. No valid contract shall exist between the parties unless the parties have entered into a valid written contract.
- 3.3 Preparation of the Tenders, including but not limited to attendance at any pre-tender meetings, site visits and tender clarification meetings or presentations, shall be at the sole expense of the Tenderer.

4.0 TENDER SUBMISSION

- 4.1 Submitted Tenders must be complete in all respects and received on or before the tender closing date and time specified in the RFP invitation letter. **All packages and envelopes relating to the submission of the tenders must be securely sealed and clearly marked and deposited in the Tender Box situated at Ground Floor Umntsholi Building.**
- 4.2 The RFP name and number must be clearly marked on each item submitted.
- 4.3 The Tenderer Name must be clearly marked on the envelope.
- 4.4 Tenders must be submitted as follows:
One (1) hardcopy original and two copies, as well as one softcopy:
- 4.5 The Tenders shall be submitted without review by, or the comparison of figures of, any other person or company submitting a tender for the same work and shall in all respects be without collusion with other Tenderers. Where collusion is discovered by the CBE all affected Tenderers shall be disqualified.
- 4.6 All Companies forming a joint venture (whether one or both companies has bought a Tender) in order to submit a single consolidated tender shall advise The CBE in writing prior to the submission of the tender and include in their tender full details of the joint venture including a copy of the signed joint venture agreement. It is left to the discretion of the CBE to accept such joint venture. Where The CBE has not been informed of such joint venture The CBE may at its sole discretion disqualify such submission.

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5.0 LATE RECEIPT OF TENDERS

- 5.1 Tenders received after the Tender closing date and time will be disqualified by The CBE, with or without notice to the Tenderer.

6.0 EXAMINATION OF RFP AND ACKNOWLEDGEMENT

- 6.1 In the event that a Tenderer that is invited to tender does not intend to do so, the complete RFP including but not limited to all attachments, information, documents and material related thereto and any copies made thereof shall be returned to The CBE within three (3) days of receipt of the Tender documentation.
- 6.2 The Central Bank of Eswatini may modify any part of the RFP at any time prior to the closing date of the tender. Modifications to the RFP will be made in the form of addenda to the RFP and will be transmitted simultaneously to all Tenderers.
- 6.3 The Tenderer is responsible for the examination of the RFP and any addenda thereto including any special conditions or provisions which may affect the performance of the services to be rendered in terms of the tender. Should the Tenderer find discrepancies or omissions in the RFP the Tenderer shall notify The CBE in writing immediately on discovery of any discrepancy or omission.
- 6.4 The Tenderer may independently study, enquire, research, obtain and furnish to The CBE as part of the Tender at their own risk and cost and allow for all contingencies irrespective of any information or other data supplied by The Central Bank of Eswatini. This includes all information and data that may in any manner, financially, technically or otherwise, affect its tender submission or the price it has submitted.

7.0 SITE INSPECTION AND CONDITIONS

- 7.1 The Tenderer is responsible for making arrangements it considers necessary to become fully informed regarding all conditions that might in any way affect the performance of the services rendered in terms of the tender.
- 7.2 Failure by the Tenderer to satisfactorily investigate the conditions as aforementioned shall not relieve the Tenderer from the responsibility for properly estimating the difficulty or the cost of fulfilling its Tender.

8.0 TENDER VALIDITY, MODIFICATION AND WITHDRAWAL OF TENDERS

- 8.1 The Tenderer may modify or withdraw its tender provided that notification of such withdrawal or modification is received by the CBE in writing prior to the closing date. Withdrawal or modifications will be acknowledged by the CBE by means of facsimile, e-mail or hand delivered letter to the respective Tenderer.
- 8.2 Once submitted, the tender shall be fully binding upon the Tenderer and must be valid for a period of 3 months from the date of submission of the tender.

9.0 CRITERIA TO BE USED IN EVALUATION OF PROPOSALS

- 9.1 The CBE will evaluate all proposals submitted in accordance with the criteria indicated in "SCHEDULE C" of this RFP. In addition, The CBE will seek out proposals with a high Total Cost of Ownership (TCO) offering. Although price is not listed as an explicit criterion, CBE will seek to maximise the value of its shareholders through keeping costs to a minimum.
- 9.2 The CBE in its sole discretion reserves its right to apply weightings to the criteria listed in "SCHEDULE C".
- 9.3 The CBE will not divulge its final selection criteria to any prospective Tenderers nor will it be obliged to furnish any reasons for its selection(s).

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10.0 AWARD OF CONTRACT

- 10.1 The CBE reserves the right to accept or reject any or all tenders, to waive any provision or deviate from the RFP process or any formality with regard to tenders received and to accept or reject one or more of the items in the tender if such items, at The CBE's sole discretion, is in the best interest of CBE.
- 10.2 The CBE shall not be bound by the lowest price contained in any tender, and it may accept all or any part of a tender. It shall not be liable for any costs or expenses or damages whether direct or indirect, incurred by any Tenderer who submits a tender, irrespective of the outcome of such tender. If, however, any such tender leads to the conclusion of a contract, then the rights and obligations of The CBE and the Tenderer shall be governed solely by the provisions of the mutually agreed and signed written agreement between the parties.
- 10.3 The CBE reserves the right to invite the Tenderers, prior to the date of award and/or allocation of its tenders, to discuss any matter relating to the tender and/or to issue supplements or addenda to the tender.

11.0 QUESTIONS AND EXPLANATIONS

- 11.1 All queries and communication in relation to this RFP shall be directed in writing to the Secretary of the Tender Committee at tenders@centralbank.org.sz prior to the tender closing date, all questions and clarifications arising from this RFP and CBE's responses thereto will be transmitted or distributed to all Tenderers.

Any Tenderer desiring any explanation or interpretation of this RFP must request it in writing from:

The Secretary, Tender Committee

The Central Bank of Eswatini

tenders@centralbank.org.sz

All Correspondence shall bear the reference: [CBE_PHYSICAL SECURITY SERVICES_RFP_SEC_RFP_12-2018_L]

12.0 AMENDMENTS AND CLARIFICATIONS

- 12.1 The CBE reserves the right, after receipt of the tender submissions, to invite the Tenderers(s) for clarification, presentation or negotiation of its tender. Any such clarifications, presentations or supplements shall be considered to form part of the tender submission. Any such discussion, issue of supplements or addenda or invitation to clarify or negotiate, should not be construed as an acceptance, award or allocation of the tender to that particular Tenderer.
- 12.2 No amendments to the provisions contained in this RFP will be binding on the CBE. Written addenda will however be issued by CBE when amendments and/or clarifications to the RFP are deemed necessary. The CBE reserves the right to make whatever amendments or clarifications that in its view are reasonably necessary at any time.
- 12.3 The CBE shall provide a written notice of any addenda issued to all known recipients of the RFP. CBE shall however, not be responsible for any prospective Tenderers failure to receive any addenda. The prospective Tenderer shall be solely responsible for ascertaining, prior to submission of its proposal, that any addenda issued have been received.

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SCHEDULE "E" Price Schedule

PRICING SCHEDULE TO BE COMPLETED BY TENDERERS

RFP Name: SECURITY SYSTEM UPGRADE

RFP Number: [CBE_PHYSICAL SECURITY SERVICES _SEC_RFP_12-2018_L]

Please supply a comprehensive pricing schedule with a breakdown of all costing including taxation.

Please document any additional costing of financial data on a separate sheet and clearly identify the Tender Name and Number.