



Request for Proposal (RFP) – Response to Questions

Public Safety, Crime Prevention & CCTV Monitoring

Hermanus Public Protection (HPP) NPC

Registration Number: 1999/015007/08

Reference: HPP-RFP-2025-01

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HERMANUS PUBLIC PROTECTION (HPP)

Procurement Clarification Responses

Date: 15 July 2025

Applies to: Public Safety, Crime Prevention & CCTV Monitoring RFP

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The following clarification questions have been received from prospective bidders. HPP provides the responses below to ensure equal access to information and to support a fair, transparent procurement process in line with applicable regulatory and governance standards.

Q1: *How many two-way radios are currently operational within the network?*

A1: There are 26 two-way radios currently in active use, owned by HPP.

Q2: *Is the monthly cost associated with the Public Safety service fixed, or may bidders propose an annualised costing model with seasonal variations?*

A2: Bidders are permitted to submit an annualised costing model, provided seasonal variations are clearly itemised and substantiated within the proposal and does not exceed the annualised amount.

Q3: *What is the current number of patrollers and patrol vehicles deployed within the Hermanus SRA?*

A3: HPP currently employs 45 personnel, which includes 9 response officers operating three patrol vehicles on a 24/7 basis.

Q4: *Are bidders expected to replicate the existing deployment structure?*

A4: No. Bidders are encouraged to propose a deployment model tailored to meet the service requirements efficiently, provided the proposal demonstrates operational adequacy and effectiveness.

Q5: *Are distinct uniforms issued to patrollers based on their roles (e.g. bicycle patrols)?*

A5: No. All patrollers are issued a standard HPP co-branded uniform. Additional personal protective equipment (PPE), such as high-visibility gear, body armour, and duty belts for armed personnel, is issued where operationally required. All armed response officers must be suitably equipped and clearly identifiable as such.

Q6: *Who owns the bicycles used for patrols?*

A6: HPP owns two single-speed bicycles. Additional bicycles are temporarily supplied by Fidelity ADT when HPP-owned units are unavailable.

Q7: *What are the specifications and utilisation requirements of the current patrol vehicles?*

A7: HPP operates three diesel-powered single-cab bakkies. These vehicles are operational 24 hours per day and cover approximately 6,000 km each per month. They are used to transport patrollers across the Hermanus Special Rating Area (HSRA). Diesel vehicles have proven reliable and are recognisable within the community. Backup vehicles are supplied by Fidelity ADT as required.

Q8: *Will a breakdown of employment costs be provided in respect of staff potentially transferred under Section 197 of the Labour Relations Act?*

A8: Yes. This service may be subject to the provisions of Section 197 of the Labour Relations Act (Act 66 of 1995). If applicable, the successful service provider will be required to assume employment of identified staff currently engaged in CCTV operations and management, on terms not less favourable than those currently in place.

To protect personal and contractual confidentiality, an anonymised breakdown of indicative salary and employment cost information has been distributed separately to all registered bidders as **Annexure A**.

Bidders must confirm their understanding of, and willingness to comply with, the provisions of Section 197 in their tender submission.

Q9: *Regarding the deployment of Response Officers/Drivers, are the officers assigned to patrol vehicles armed? This has implications for costing models.*

A9: Yes. The response vehicles are currently manned by armed officers, and the vehicles are equipped with appropriate safety measures. Bidders may submit alternative costing proposals for both armed and unarmed configurations, provided that the safety and wellbeing of lone patrollers is demonstrably safeguarded.

Q10: *With reference to Bicycle Patrols, the RFP specifies deployment on municipal waste collection days. Are bicycle patrols also utilised on weekends?*

A10: Bicycle patrols are deployed on weekends only when operationally required, such as during periods of high pedestrian activity or special circumstances necessitating increased visibility or coverage.

Final Note:

Hermanus Public Protection (HPP) seeks to appoint a service provider capable of adapting to the evolving operational requirements of the Hermanus Special Rating Area (HSRA). Flexibility in deployment models, resource allocation, and service delivery is essential to ensure responsiveness to seasonal fluctuations, emerging risks, and longer-term shifts in public safety needs. Proposals should reflect an understanding of, and capacity for, scalable and responsive service provision over the term of the contract.