



Dear Members and Residents,

Security Matters | Special Edition | Insights on the Security Tender Process

Any change to a security service provider requires meticulous preparation and planning. Such a transition is undertaken with the utmost care, following a structured and comprehensive process to ensure that every aspect of the estates' safety and security operations is maintained and enhanced.

The Process

- A detailed Project Charter was developed, outlining a clear roadmap, high-level deliverables, and a structured timeline to guide the process. The next phase involved defining precise business requirements and answering the question, "What do the estates need to maintain and enhance the shared safety and security operations?"
- A closed RFP process was then initiated, with nine carefully selected bidders invited to participate in Physical Guarding, Security Technology Maintenance, and Offsite Remote Monitoring. The process included a rigorous technical evaluation and a comprehensive appraisal by the committee, ensuring that every proposal was assessed with precision.
- Additionally, all service providers were invited to present their solutions directly to the committee, fostering transparency and enabling an in-depth understanding of each bidder's capabilities. This structured and professional approach underscores the committee's commitment to achieving the best outcome for the estate's security.
- Building on the comprehensive process, all nine service providers were invited to present their solutions directly to the committee. This step fostered transparency and allowed the committee to understand each bidder's capabilities in-depth. Each presentation was evaluated against the capability and maturity required to meet the estates' specific business needs.
- Following this evaluation, four service providers were shortlisted for an onsite assessment to ensure their proposed solutions aligned with their practical execution. This step was pivotal in determining whether the presentations matched real-world capabilities and outcomes.
- To validate the shortlisted bidders further, the Security Management team conducted peer reviews with other estates in Gauteng and the Western Cape serviced by these providers. The insights and feedback gathered offered the committee a deeper understanding of each provider's performance and reliability in comparable environments.
- Based on this comprehensive preparation and evaluation process, the committee presented its recommendations to the Val de Vie and Pearl Valley HOA Boards of Trustees, who then made the final decision.

The Committee

The committee members collaborated closely to ensure the best possible outcome for the estates' safety and security. The panel included:

- Marius Herselman – Head of Risk and Security
- Danie Bosman – IT Security Manager

- Riaan Crafford – Chairperson of the Security Committee and Val de Vie HOA Trustee
- Beverley Schäfer – Pearl Valley HOA Trustee
- Eugene Botha – Val de Vie Estate COO
- Greg van Heerden – Pearl Valley Estate Manager

Next Steps

- **Thornburn Security Solution Personnel.** Last week, a process began enabling all current on-site personnel to apply for positions with Bidvest Protea Coin. Successful candidates will receive training at Gijima, Bidvest Protea Coin's SASSETA-accredited training academy. As a leading employer with over 27,000 operational personnel, Bidvest Protea Coin offers extensive career growth and development opportunities.
- **Transition and Onboarding Process.** A comprehensive project and transition plan is being implemented ahead of the official commencement date of 1 March 2024. A parallel process is underway to review the current contract and Service Level Agreements (SLAs) as part of a thorough supplier management agreement evaluation. The onboarding process is already in progress, with the Bidvest Protea Coin team collaborating closely with the current security team to ensure a seamless transition.
- **Townhall Meeting.** In early March, an informal combined townhall meeting for Val de Vie Estate and Pearl Valley residents will be hosted. This session will introduce the Bidvest Protea Coin management team and security personnel and provide an opportunity to showcase their capabilities.
- **Regular Updates.** We will send regular updates via Security Matters Special Edition newsletters to keep you informed throughout this transition. These updates will include key developments and insights into the onboarding process.

We remain dedicated to upholding Val de Vie Estate and Pearl Valley as benchmarks of excellence in safety and security, delivering peace of mind to all residents and visitors.

Thank you for your continued support as we progress through the transition process.

Yours sincerely,

Riaan Crafford
Chairperson
Security Committee

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EMERGENCY CONTACT DETAILS	
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