



PAROW INDUSTRIA
IMPROVEMENT DISTRICT ASSOCIATION NPC (CID)
(Registration number 2001/027476/08)
Including Tygerberg Business Park
⇒ *Securing Your Business Environment* ⇐

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PROCESS: APPOINTMENT OF PAROW INDUSTRIA CID / SRA SERVICE PROVIDERS

The achievement and success of the CID's main objectives is aimed at securing a safe, attractive and clean business area.

The CID Board of Directors exercise commitment to good, fair and transparent governance as defined in the By-Law for City Improvement Districts (CID's) / Special Rating Areas (SRA's) by implementing transparent processes when appointing service providers to improve and / or upgrade public areas within the geographic boundaries of the CID. It is ensured that these improved and / or upgraded services are not provided for private properties.

The process and appointment of service providers for the CID is to be applied as follows:- At least 3 quotations will be obtained. Comparison of prices, reference checks and short listing with interview processes will follow. Some of the questions posed at interviews will incorporate the following:-

Company information

How long the company in question has been in operation, staff compliment, ownership, management information eg ISO accreditation, business philosophy, extent of public liability.

People / Staff related questions

Registered for skills development etc, staff training programs, equity plan information, the number of misconduct cases per annum, payment situation, incentive systems and uniform policy?

General

For example in the case of security:- How many vehicles in fleet, type of vehicles, are vehicles fitted with monitoring devices such as tracker, other clients in the CID area, experience in dealing with CID's, general electronic devices being used, is there necessary backup in terms of human resources / vehicles, is the service provider familiar with CID type security in that it is different from static guarding and more of a policing nature, how does the company deal with complaints, how do they see their role in the CID and in terms of the CID's existing relations with the SA Police, COCT etc, views on technology etc.

Key questions and marketing pitches

What differentiates the company in question from their competitors?

Quotations in terms of existing services will be regularly obtained with a view to comparison of prices and possible consideration in terms of changes in service provider.