

SECTION 2.1 SPECIFICATIONS

No	SPECIAL CONDITIONS	Comply YES/NO	Page of Reference
2.1.1	The bidder must be registered as a Security Company as contemplated in terms of Section 21 of the Private Security Industry Regulation Act, 2001 (Act No. 56 of 2001) for the duration of the tender period. Please submit a valid PSIRA certificate in this regard, PROOF OF REGISTRATION MUST BE SUBMITTED WITH TENDER APPLICATION. The Municipality may also visit the successful bidder's offices.		
2.1.2	All sites with a status "current" have a control panel, a siren and a detector. For these sites the service provider must install a radio transmitter and all other equipment as the service provider deems necessary to deliver the service, at his own cost. At the end of the contract period, the service provider may remove such equipment that he has installed at his own cost.		
2.1.3	A list must be kept indicating all equipment that has been installed by the service provider and the written approval of the Municipality must be obtained before such equipment is installed. All the equipment that has been installed without the written consent of the Municipality will become the property of the Municipality, free of costs.		
2.1.4	All sites with a status "new" do not have any equipment such as a control panel, a siren and a detector. For these sites the service provider must install all equipment necessary to provide the service and must indicate the total cost (equipment and labour) in the column installation cost. Please note that NO additional amounts will be paid to the service provider for such installations.		
2.1.5	The service provider must be able to respond to alarms inclusive of panic buttons when activated.		
2.1.6	That the list and requirements as entailed in the pricing schedule represents the current status quo and needs of Hessequa Municipality and will be used for the basis of evaluation. Note that this need may differ pending future needs and budget allocation during the contract period and will be communicated to the successful bidder prior implementing thereof. That the pricing in terms of section 2.3 herein will be used as reference.		
	Guarantees		
2.1.6	A 1- year guarantee must be given on all new equipment installed by the service provider and if such equipment becomes faulty, the service provider needs to repair or replace such equipment at his/her own cost, except in cases where the Municipality damaged the equipment.		
2.1.7	During this 1-year guarantee period the service provider shall be responsible for the maintenance and repair of the system including the repair of workmanship, defects, free of charge (parts and labour).		
	Monitoring		
2.1.8	Service provider to provide Online monitoring system (Web or Mobile App), that should prompt Hessequa Municipality's responsible person with unarmed alarms, intrusions, etc.		

2.1.9	The service provider must have a 24-Hour monitoring service, and the service provider must ensure that alarms are activated outside of office hours. If detected that alarms are not activated at a site, the service provider SHALL contact the responsible person at Hessequa Municipality and inform him or her of such none-activation. The Municipality may visit the monitoring offices to ensure compliance to above mentioned.		
2.1.10	The DR Site and Server rooms is equipped with smoke detectors and these devices must be connected to the alarm monitoring system. The Service provide must be able to monitor and contact the responsible person who oversees the server room and DR Site server room, if the alarm goes off in the server rooms.		
CAMERAS (CCTV)			
2.1.11	Minimum 2 megapixels (1920 x 1080p HD) day/night vision with IR capabilities, weatherproof housing (IP rating of at least IP66), a wide viewing angle lens (around 3.6mm to 8mm) and compatibility with a network video recorder (NVR) for storage and access, capable of motion detection and two-way audio system		
Defective equipment and Installation			
2.1.12	The service provider shall correct any system defect within 24 hours of receipt of an instruction from the Municipality, free of any cost except when the equipment is damaged by the Municipality, or the equipment has passed 1 year guarantee, and proof thereof must be submitted.		
2.1.13	The service provider must be able to provide technical assistance within 8 hours after a problem has been reported, free of any cost for the Municipality.		
2.1.14	The service provider shall complete the programming of the security system free of any cost for the Municipality.		
2.1.15	Wireless systems shall be preferred over hard-wired systems. The cabling installed must be in trunking should it not be installed above the ceiling.		
2.1.16	A sign of the service provider must be installed on all Municipal Buildings where the service is delivered, this will be for the cost of the service provider. The sign should contain, but not limited to, the company name, registration no, contact no for responses, emergency numbers etc.		
2.1.17	The service provider to provide armed response services and provide proof and relevant qualifications to this effect.		
2.1.18	The service provider must equip all the sites with equipment deemed necessary by the municipality (CCTV/Proximity alarms etc) to enable monitoring of the premises from date of appointment.		
2.1.19	At the site meeting the bidder should establish which equipment should be used at different sites		
2.1.20	The service provider must clearly indicate in writing that the current infrastructure is able to synchronise/compatible with his system.		
2.1.21	New alarm codes for additional staff members should be programmed within 24hours and free of charge.		
2.1.22	Additional sites will be identified where alarm systems should be installed		
2.1.23	Tenderer will be responsible for the provision of radio transmitters and alarm control panels for new sites on the account of the municipality, but will be responsible for the repair of it.		
Panic buttons			
2.1.24	The municipality require mobile panic buttons with at least; a plastic or rubber cover,		

	one (1) button, ribbon to be hanged around the neck, on the devise to be carried on employees while on duty at different premises which must be capable of responding within 5 minutes to the requested premises.		
2.1.25	Fixed panic buttons to be installed at sites identified by Hessequa Municipality, but will be in the following towns, Riversdale, Still Bay, Melkhoutfontein, Jongensfontein, Gouritsmond, Albertinia, Heidelberg, Witsand and Slangrivier.		
2.1.26	The service provider must also supply the municipality with the necessary system to read the panic buttons (fixed and mobile) at a central control centre and dispatch a response guard to attend to the signal on a 24-hour basis.		
2.1.27	The service provider will also connect 3 officials, identified by the municipality, to the system to receive the said panic signal on their cellular phones		
2.1.28	The service provider will also be responsible for the service and maintenance of the above mentioned		
	Personnel		
2.1.29	Minimum of 5 guards required to guard the municipal buildings, if and when needed, in Riversdale, Albertinia, Heidelberg and Still Bay on 24-hour basis seven (7) days a week. The Municipality require that the guard need to be graded as a Grade C, and proof of such grading must be provided before placement of guards.		
2.1.30	Attend council meetings to maintain order, if and when requested.		
2.1.31	Have an afterhours response person who will be able to respond to Riversdale, Heidelberg, Still Bay and Albertinia, Jongensfontein, Melkhoutfontein, Witsand, Slangrivier, Gouritzmond.		
2.1.32	The municipality need the services of a Grade C guard for the December festive season, if and when needed, to ensure safety on our beaches, camps and enforce municipal bylaws if needed. Security officials shall be issued with safety equipment (two-way radio, baton, cuffs and pepper spray)-service provider will be responsible for equipment. The service provider must ensure that a monitoring system is in place to monitor the movement of security guards while on duty/patrols.		
2.1.33	Camps		
	Duties		
a	Control the in and out movement of vehicles		
b	Ensure that people with the necessary entrance pass to enter the premises		
c	Report any incident/irregularities to the municipal official in charge of the camp and his immediate supervisor.		
d	If needed remove anyone who is trespassing		
e	The company need to ensure that the guard can be contacted for the duration that he or she is on duty and that the guard can make contact with his or her immediate supervisor in the case of an emergency or any related matter.		
f	Ensure compliance with resort rules.		
2.1.34	Swimming pools		
	Duties		
a	Control the in and out movement of vehicles and people		
b	Ensure that people with the necessary entrance pass to enter the premises		
c	Report any incident/irregularities to the municipal official in charge of the swimming pool and his immediate supervisor.		
d	If needed remove anyone who is trespassing		

e	The company need to ensure that the guard can be contacted for the duration that he or she is on duty and that the guard can contact his or her immediate supervisor in the case of an emergency or any related matter.		
f	Ensure that no alcohol is taken into the premises or consumed on the premises		
2.1.35	Beaches		
	Duties		
a	Control the in and out movement of vehicles and people		
b	Must ensure the municipal by laws and related legislation and rules related to Blue Flag are complied with		
c	Ensure that all regulations regarding public facilities, swimming pools, and blue flag status are adhered to		
d	Inspect all public facilities (toilet facilities) and report if it is not clean or if anything is defective (not working)		
e	Report any incident/irregularities to the municipal official in charge of the beach and his immediate supervisor.		
f	If needed remove anyone who is trespassing		
g	The company need to ensure that the guard can be contacted for the duration that he or she is on duty and that the guard can make contact with his or her immediate supervisor in the case of an emergency or any related matter.		
h	Have a supervisor to inspect personnel with a vehicle of the service provider, which will remain the property of the service provider after expiry of the tender term.		
2.1.36	Uniform		
	The service provider needs to ensure that all the personnel (guards) must at all times be neat and dressed in the prescribed issued uniform of the services provider (company). The service provider will be responsible to issue the guards with the prescribed uniform and equipment at their cost.		

The service provider must indicate his reaction time to the various towns. Please note that for the tender to be considered, the Service provider must be able to respond by himself (not via SAPS) to at least three (3) of the Towns as listed below and the response time to these towns (at least 3 towns) must be 15 minutes or less.

TOWN	REACTION TIME	WHO WILL RESPOND: SERVICE PROVIDER OR SAPS
RIVERSDALE		
GOURITSMOND		
ALBERTINIA		
STILL BAY		
MELKHOUTFONTEIN		
HEIDELBERG		
SLANGRIVIER		
WITSAND		

Failure to adhere to the beforementioned may result in your tender being declared non-responsive.

DECLARATION,

Initials of Service Provider's Authority:

I, THE UNDERSIGNED (NAME)
CERTIFY THAT THE INFORMATION FURNISHED ABOVE IS CORRECT. I ACCEPT THAT THE MUNICIPALITY MAY ACT
AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

AUTHORISED SIGNATURE:

NAME:

CAPACITY:DATE:

Initials of Service Provider's Authority: