



Independent Communications Authority of South Africa
350 Witch-Hazel Avenue, Eco Point Office Park
Eco Park, Centurion.
Private Bag X10, Highveld Park 0169
Telephone number: (012) 568 3000/1

Scope of work for alarm, monitoring, armed response, and maintenance for the period of Thirty-six (36) months at ICASA Free State Regional Office, College Court, Nelson Mandela Drive, Park West, Bloemfontein.

ANNEXURE A – TERMS OF REFERENCE

1. BACKGROUND

ICASA Free State Regional Office is situated in first floor College office park. ICASA already installed alarm system and it need alarm monitoring and armed response to minimise the risk.

2. REQUIREMENTS

2.1 Installation of Radio link

- 1 x Radio link transmitter
Delivery, supply, commissioning, miscellaneous, sundries and labour.

2.2 Alarm Equipment (Joblotron)

- 1 x keypads
- 9 x passives
- 5 x door sensors
- 1 x sirens
- 1 x Mobile panic button
- 1 x static panic button
- Control boxes (batterie included)
- Alarm should be able to be armed and disarmed remotely

2.2 Alarm monitoring system

a. Alarm transmitter

- Alarm monitoring must be on an ICASA- approved radio transmitter only
- Transmitter must be licensed by ICASA or exempted in terms of relevant ICASA legislation
- Alarm and transmitter must be able to differentiate between alarm trigger and panic triggering
- Alarm transmitter must be able operate from 12 V Alarm-system backup battery
- The cost of replacing the current transmitter, interfacing of transmitter and maintenance thereof for a period of 36 months, must be included in the quotation.

b. Alarm monitoring service

- Alarm monitoring service must be done on a 24 hour, 365-days basis
- Control center must be manned on a 24 hour 365-days basis,
- Alarm monitoring service must record closing and opening times.
- Alarm monitoring service must differentiate between normal office hours and After hours' activation
- Alarm monitoring must be able to differentiate between alarm trigger and panic triggering
- Legitimate access to ICASA premises is on a 24 hour 365-days basis and must be verified telephonically by comparing to an approved ICASA staff list and a password selected by ICASA
- Alarm monitoring center must have a ICASA staff contact list in case of alarm, panic or out- of-normal office hours triggering.
- Response to alarm triggering

- First call to ICASA’s Office at predetermined telephone number to determine staff name and password
 - First person call out
 - Second person call out
 - Armed response
- ICASA cannot be held responsible for false triggering and all efforts will be made to ensure proper operation of alarm system

2.3-Armed Response

- c. Armed response will be activated upon the following circumstances:
 - i. Failure to verify legitimate access
 - ii. Panic button activation
 - iii. Failure to contact ICASA Call Out persons on alarm activation
- d. There will be no access to the inside of ICASA premises without the attendance of a legitimate ICASA staff member.
- e. A notification of inspection of premises by armed response unit indicating time of visit must be left at premises and recorded at control center.

2.4 Thirsty-six (36) Months’ maintenance contract for the alarm system should include the call log such as:

No	Service tendered	Amount
1	Call out rate per hour	
2	Travelling time per hour per call out	
3	Callout rate per hour on Public Holidays/Weekends	
4	Installation fee per hour (Maximum 2 Technicians)	

NB: Repair or replacement of any damaged equipment should be approved by ICASA before any new installation can be done.

**For site visit purposes, kindly contact Mr. David Monyepao 067 699 5297
Mr. Lizo Mvinjelwa 078 753 52 09**

3. MANDATORY DOCUMENTS

Interested service providers or bidders are required to submit the following mandatory documents and failure to submit any of the following documents will lead to automatic disqualification.

3.1 Attach proof of PSIRA registration for the company and director

3.2 Attach proof of Company's accreditation certificate as an alarm and armed response provider.

3.3 Attach proof of training of company Technician as alarm Systems Installer.

3.4 Attach 3 references where similar work was performed.

4. Evaluation criteria

Service providers will be evaluated based on the documents required and price submitted.

ANNEXURE B: PRICING

NAME OF BIDDER:

TOTAL PRICE QUOTE:

<u>Description of service/goods</u>	<u>Unit Price (Rands VAT Excl)</u>	<u>Total Price (Rands VAT Excl)</u>
Monitoring and armed response for 36 months		
Maintenance of alarm system for 36 months		
SUB-TOTAL		
VAT		
GRAND-TOTAL		