

NSG/BID/07/2022/2023

REQUEST FOR PROPSAL:

**COMPREHENSIVE MANAGEMENT AND MAINTENANCE
SERVICES OF CCTV SURVEILLANCE, ACCESS CONTROL AND
INTRUDER ALARM SYSTEMS AT THE NATIONAL SCHOOL OF
GOVERNMENT (NSG) FOR A PERIOD OF THIRTY-SIX (36)
MONTHS**

BIDDING DOCUMENT

SBD 1	Invitation to Bid
SBD 4	Declaration of Interest
SBD 6.1	Preference points claim form in terms of Preferential Procurement Regulations 2017
GCC	General Conditions of Contract
RFP	Request for Proposal and Terms of Reference
SCC	Special Conditions of Contract
ANNEXURE A	Schedule of personnel and equipment
ANNEXURE B	Schedule of maintenance routines
ANNEXURE C	Service level specifications
ANNEXURE D	Contract cost-general summary
ANNEXURE E	Contract cost-general summary
ANNEXURE F	Evaluation technical scorecard

Advertising Date: 02 December 2022

Closing Date: 20 January 2023

Closing Time: 11:00

Bid Submission Address:

National School of government

70 Meintjies Street

SunnySide

Pretoria

PART A

INVITATION TO PROVIDE FORMAL QUOTATION

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	NSG/BID/07/2022/2023	CLOSING DATE:	20 JANUARY 2023	CLOSING TIME:	11:00
DESCRIPTION	COMPREHENSIVE MANAGEMENT AND MAINTENANCE SERVICES OF CCTV SURVEILLANCE, ACCESS CONTROL AND INTRUDER ALARM SYSTEMS AT THE NATIONAL SCHOOL OF GOVERNMENT (NSG) FOR A PERIOD OF 36 MONTHS				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
National School of Government					
ZK Matthews Building					
70 Meintjies Street					
Sunnyside, PRETORIA					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Kgothatso Kekana		CONTACT PERSON	Tau Nyaku	
TELEPHONE NUMBER	n/a		TELEPHONE NUMBER	n/a	
FACSIMILE NUMBER	n/a		FACSIMILE NUMBER	n/a	
E-MAIL ADDRESS	Kgothatso.kekana@thensg.gov.za		E-MAIL ADDRESS	tau.nyaku@thensg.gov.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER PART B:3]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

PART B

TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE:

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, _____ the _____ undersigned,
(name)..... in
submitting the accompanying bid, do hereby make the following
statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

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institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature	Date
.....
Position	Name of bidder

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL
PROCUREMENT REGULATIONS 2017**

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to all bids:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2

- a) The value of this bid is estimated to **not exceed** R50 000 000 (all applicable taxes included) and therefore the **80/20** preference point system shall be applicable; or
- b) Either the 80/20 or 90/10 preference point system will be applicable to this tender (*delete whichever is not applicable for this tender*).

1.3 Points for this bid shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contributor.

1.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
B-BBEE STATUS LEVEL OF CONTRIBUTOR	20
Total points for Price and B-BBEE must not exceed	100

1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

2. DEFINITIONS

- (a) **"B-BBEE"** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **"B-BBEE status level of contributor"** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (c) **"bid"** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
- (d) **"Broad-Based Black Economic Empowerment Act"** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) **"EME"** means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (f) **"functionality"** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) **"prices"** includes all applicable taxes less all unconditional discounts;
- (h) **"proof of B-BBEE status level of contributor"** means:
 - 1) B-BBEE Status level certificate issued by an authorized body or person;
 - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
 - 3) Any other requirement prescribed in terms of the B-BBEE Act;
- (i) **"QSE"** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

3. POINTS AWARDED FOR PRICE

3.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20

or

90/10

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right) \quad \text{or} \quad P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = Points scored for price of bid under consideration

P_t = Price of bid under consideration

P_{\min} = Price of lowest acceptable bid

4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

- 4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
1	10	20
2	9	18
3	6	14
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

5. BID DECLARATION

5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

6.1 B-BBEE Status Level of Contributor: . =(maximum of 10 or 20 points)
(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

7. SUB-CONTRACTING

7.1 Will any portion of the contract be sub-contracted?

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

7.1.1 If yes, indicate:

- What percentage of the contract will be subcontracted.....%
- The name of the sub-contractor.....
- The B-BBEE status level of the sub-contractor.....
- Whether the sub-contractor is an EME or QSE

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

- Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations, 2017:

Designated Group: An EME or QSE which is at least 51% owned by:	EME √	QSE √
Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		

Black people who are military veterans		
OR		
Any EME		
Any QSE		

8. DECLARATION WITH REGARD TO COMPANY/FIRM

8.1 Name _____ of
company/firm:.....

8.2 VAT _____ registration
number:.....

8.3 Company _____ registration
number:.....

8.4 TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One person business/sole propriety
- ☐ Close corporation
- ☐ Company
- ☐ (Pty) Limited

[TICK APPLICABLE BOX]

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....

8.6 COMPANY CLASSIFICATION

- ☐ Manufacturer
- ☐ Supplier
- ☐ Professional service provider
- ☐ Other service providers, e.g. transporter, etc.

[TICK APPLICABLE BOX]

8.7 Total number of years the company/firm has been in business:.....

8.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a

fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –

- (a) disqualify the person from the bidding process;
- (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution.

WITNESSES

1.

2.

.....
SIGNATURE(S) OF BIDDERS(S)

DATE:

ADDRESS

.....

.....

THE NATIONAL TREASURY

Republic of South Africa



GOVERNMENT PROCUREMENT: GENERAL CONDITIONS OF CONTRACT

July 2010

GOVERNMENT PROCUREMENT
GENERAL CONDITIONS OF CONTRACT
July 2010

NOTES

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

TABLE OF CLAUSES

1. Definitions
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4. Standards
5. Use of contract documents and information; inspection
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7. Performance security
8. Inspections, tests and analysis
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12. Transportation
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16. Payment
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24. Dumping and countervailing duties
25. Force Majeure
26. Termination for insolvency
27. Settlement of disputes
28. Limitation of liability
29. Governing language
30. Applicable law
31. Notices
32. Taxes and duties
33. National Industrial Participation Programme (NIPP)
34. Prohibition of restrictive practices

General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:
 - 1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.
 - 1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
 - 1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
 - 1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
 - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
 - 1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
 - 1.7 "Day" means calendar day.
 - 1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.
 - 1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.
 - 1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
 - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the

RSA.

- 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 "GCC" means the General Conditions of Contract.
- 1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such

obligations of the supplier covered under the contract.

- 1.25 “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.

2. Application

- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za

4. Standards

- 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

5. Use of contract documents and information; inspection.

- 5.1 The supplier shall not, without the purchaser’s prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser’s prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier’s performance under the contract if so required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier’s records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent rights

- 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

7. Performance security

- 7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.
- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
 - (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - (b) a cashier's or certified cheque
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

8. Inspections, tests and analyses

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or

analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9. Packing

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

- 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.
- 10.2 Documents to be submitted by the supplier are specified in SCC.

11. Insurance

- 11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

12. Transportation

- 12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. Incidental services

- 13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
 - (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
 - (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;

- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
- (b) in the event of termination of production of the spare parts:
 - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take

such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

16. Payment

- 16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.
- 16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.
- 16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.
- 16.4 Payment will be made in Rand unless otherwise stipulated in SCC.

17. Prices

- 17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

18. Contract amendments

- 18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

19. Assignment

- 19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. Subcontracts

- 20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. Delays in the supplier's performance

- 21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.
- 21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
- 21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the

supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the Supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any

person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

- (i) the name and address of the supplier and / or person restricted by the purchaser;
- (ii) the date of commencement of the restriction
- (iii) the period of restriction; and
- (iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Anti-dumping and countervailing duties and rights

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which

may be due to him

25. Force Majeure

- 25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
- 25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for insolvency

- 26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

- 27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
- 27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
- 27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
- 27.5 Notwithstanding any reference to mediation and/or court proceedings herein,
- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
 - (b) the purchaser shall pay the supplier any monies due the supplier.

28. Limitation of liability

- 28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;
- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

		(b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
29. Governing language	29.1	The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.
30. Applicable law	30.1	The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
31. Notices	31.1	Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice
	31.2	The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.
32. Taxes and duties	32.1	A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
	32.2	A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
	32.3	No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.
33. National Industrial Participation Programme (NIP)	33.1	The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
34 Prohibition of Restrictive practices	34.1	In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).
	34.2	If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

- 34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.



school of government

Department:
National School of Government
REPUBLIC OF SOUTH AFRICA

**REQUEST FOR PROPOSAL FOR THE COMPREHENSIVE
MANAGEMENT AND MAINTENANCE SERVICES OF CCTV
SURVEILLANCE, ACCESS CONTROL AND INTRUDER
ALARM SYSTEMS AT THE NATIONAL SCHOOL OF
GOVERNMENT (NSG) FOR A PERIOD OF THIRTY-SIX (36)
MONTHS**

NSG/BID/07/2022/2023

Date issued: 02 December 2022

Closing date and time: 20 January 2023 at 11H00

Bid Validity Period: 120 days

TENDER BOX ADDRESS:

ZK Matthews Building
70 Meintjies Street
Trevenna / Sunnyside
Pretoria

NATIONAL SCHOOL OF GOVERNMENT

TERMS OF REFERENCE: NSG/BID/07/2022/2023

COMPREHENSIVE MANAGEMENT AND MAINTENANCE SERVICES OF CCTV SURVEILLANCE, ACCESS CONTROL AND INTRUDER ALARM SYSTEMS AT THE NATIONAL SCHOOL OF GOVERNMENT (NSG) FOR A PERIOD OF THIRTY-SIX (36) MONTHS

1. BACKGROUND

The NSG is a government department within the portfolio of the Ministry for Public Service and Administration. The NSG is the primary vehicle through which government is addressing capacity and skills development needs of public servants at all employment levels. In terms of its capacity building role, the NSG is a key player in contributing to the developmental agenda of government, as well as transformation and service delivery in the public service. More information about the NSG can be obtained at www.thensg.gov.za.

The NSG is committed to ensure a high-performance working environment and quality of work life by, amongst others, providing security services to its buildings and occupants located at 70 Meintjies Street, Sunnyside Pretoria, 0002. It is furthermore critical for the NSG that the building is secured in accordance with the Access Control to Premises and Vehicle Act, 53 of 1985, Minimum Physical Security Standards (MPSS) which are applicable in the Public Service.

2. SCOPE

Service providers are required to provide services and existing equipment as outlined in Schedule of Personnel and Equipment (**Annexure A**), Schedule of Maintenance Routines (**Annexure B**) and Service Level Specifications (**Annexure C**) of this document in accordance with the relevant security prescripts that apply to the Public Service.

The NSG offices comprise of the following two buildings;

1. **Z. K. Matthews building covering approximately 7 000 m² of office space, including two basement car parks with a capacity for 234 vehicles as well as 180 m² of storage space on the upper basement.**
2. **Oost-Eind School building (which is a heritage building) covering approximately 550m².**

The full address of the NSG is:

Z.K. Matthews Building, 70 Meintjies Street, Erf 59, Sunnyside, Pretoria.

3. OBJECTIVES

The objective of this assignment is to appoint a service provider to supply security and maintenance staff to manage the control room and maintain CCTV surveillance, biometric access and intruder alarm control systems at the NSG buildings located at 70 Meintjies Street, Sunnyside in Pretoria. The service provider will be appointed on a contract basis for a period of thirty-six (36) months to safeguard NSG personnel, property and operations.

4. OUTPUTS/DELIVERABLES

The service provider must provide a comprehensive program/plan for the management of the control room and maintenance of CCTV Surveillance, Access Control and Intruder Alarm systems services Annexure B: Schedule of Maintenance Routines.

5. GENERAL REQUIREMENTS

5.1 SCOPE OF WORK

5.1.1 Management of the existing CCTV surveillance and control room including all resources consisting of:

5.1.1.1. Appropriately qualified security officers and technicians.

5.1.2 Planned preventive maintenance and fault repair including all parts and components of all CCTV surveillance systems as per Annexure A.

5.1.3 Software

5.1.3.1. An in-depth applicable knowledge of the following existing software products is compulsory and should be evident in the proposals submitted:

5.1.3.1.1. Biometrics access control system software is **Saflex**;

5.1.3.1.2. CCTV surveillance camera system software is **Cathexis** to be replaced by **HIKCentral Professional software**; and

5.1.3.1.3. Intruder alarm system software is **DSC WebSA**.

5.1.4 EXCLUSIONS FROM THE MAINTENANCE CONTRACT

Not included in the contract are:

5.1.4.1. Control room structures and fabrics;

5.1.4.2. Any cabinets supplied by the NSG;

5.1.4.3. Radio communications equipment;

5.1.4.4. Fire alarm and detection equipment;

5.1.4.5. Public address equipment; and

5.1.4.6. Physical storage of CCTV camera footage.

6. MAINTENANCE PERIOD

- 6.1 The Service Provider will be expected to commence work as communicated in the appointment letter and signing of a Service Level Agreement (SLA) by both parties.
- 6.2 The duration of the contract will be five (5) years. The contract will come into effect from the date of the approval by the Principal of the National School of Government.
- 6.3 At least 30 days prior to the end of the contract period, a written handover report shall be submitted for the attention of the Director: Workplace Environment. The Service Provider will be invited to present this report within seven (7) days of request to do so, and will thereafter effect the necessary amendments as required by the NSG and the Service Provider will re-submit within five (5) days of receipt of the amendments.

7. SITE INSPECTION

- 7.1 The Service Providers are required to attend a **site visits** on the date to be determined by the NSG in order to familiarise themselves with the existing installation and environment of the building.

8. USE OF SERVICES

- 8.1 The Service Provider shall be entitled to free use, so far as reasonable and to the purposes of the maintenance services, of telephone, electricity and water, as may be available on the site.
- 8.2 All personnel working in the Control Room (utilising camera or access control equipment) shall be security vetted by the Service Provider. Only those staff who pass the vetting process will be permitted to enter the NSG premises.

The Service Provider shall provide such details, as may be required by the NSG, for all staff and approved sub-Service Providers.

The NSG reserves the right, without condition, to reject any personnel it deems unfit to be on its premises

9. GENERAL INFORMATION

- 9.1 The Service Provider shall (subject to the conditions contained herein, and the performance by the NSG of its obligations under this bid) perform Maintenance Services in respect of CCTV equipment (hereinafter called Equipment). The Maintenance Services shall neither include anything expressly excluded from this bid nor any replacement of, nor repair to, parts damaged or worn out during the currency of this bid, otherwise than by fair wear and tear.
- 9.2 The Equipment to be maintained is listed in the Schedule of Equipment - **ANNEXURE A: SCHEDULE OF PERSONNEL AND EQUIPMENT**.
- 9.3 In the event of the Service Provider sending any part of the Equipment offsite for repair or overhaul, such costs shall be approved by the NSG's delegated Official before they are incurred and shall be treated as pass through costs for the NSG.

- 9.4 Management of the CCTV Surveillance System in the Control Room shall be by means of two (2) security officers, on a two (2) shift per day basis, 24/7 for 365 days.
- 9.5 All goods and materials used by the Service Provider in carrying out their obligations herein shall be of the highest standard and quality and in full compliance with the requirements of the original equipment manufacturer's recommendation; all replacements shall be new and of the manufacturer's revision level not less than that of the part to be replaced.
- 9.6 When replacement parts are fitted these shall become the property of the NSG.
- 9.7 The Service Provider shall be responsible for providing ALL access gantries and safety barriers, for servicing the camera assembly (i.e. camera, lens, housing and pan and tilt unit), access control systems (biometric readers, magnetic door locks, power supplies, break glass boxes, alarm system, etc.), and all tools, test equipment in fulfilling the Maintenance Services and they shall be deemed to be included in the Contract Price.
- 9.8 The Service Provider shall, except where otherwise agreed in writing, perform routine preventative maintenance of all Equipment in accordance with the recommendations of the original equipment manufacturer.
- 9.9 The Service Provider shall submit a quarterly equipment status report to the NSG, within 7 days of completion of each maintenance cycle.

10. SERVICE PROVIDER'S RESPONSIBILITY

- 10.1 The Service Provider shall take such reasonable steps to maintain the Equipment so that it shall continue to have, throughout the Contract period, acceptable high standards of serviceability and performance acceptable to the NSG.
- 10.2 Where the Service Provider requires the Equipment to be moved for repair, the Service Provider must provide similar equipment on a temporary basis to ensure that the system remains in operation.
- 10.3 If the equipment is damaged by some cause outside the control of the Service Provider, then the Service Provider will be required to undertake work to make good such damage. The market related cost of such work shall be agreed in accordance with and be borne by the NSG.
- 10.4 The Service Provider must provide for the efficient protection of the public in order to prevent injury and accidents whilst carrying out his duties herein.
- 10.5 The Service Provider shall, after carrying out his/her duties, leave the equipment in a clean and sound condition, and shall clear away all rubbish.
- 10.6 The Service Provider shall be responsible for identifying all faults associated with the loss of the electrical mains supply to all equipment within the system, and for reporting to and liaison with the NSG's Representatives to ensure the system is restored to full operation as quickly as possible.

- 10.7 The Service Provider shall be responsible for touch up painting repairs to exterior surfaces of the externally mounted equipment as required. This includes camera posts and brackets, but excludes damage caused by vandalism.
- 10.8 Within 30 days of the commencement of the Contract, the Service Provider shall provide a Schedule of Equipment with equipment serial numbers, which shall be provided to the NSG.
- 10.9 Should it be necessary, during the Contract period, for any equipment to be replaced by the Service Provider, the replacement item shall be subject to the prior approval of the NSG, which shall not be unreasonably withheld.
- 10.10 Where equipment replacement results in the NSG's system documentation (i.e. Operator and Maintenance Manuals library) becoming outdated, the Service Provider shall, if not replacing equipment at the NSG's expense, update the NSG's documentation (i.e. the Operator and Maintenance Manuals library) at his own expense. Where the equipment is being replaced at the NSG's expense the documentation update shall be at the NSG's expense. All changes to the documentation shall be subject to the prior agreement of the NSG which shall not be unreasonably withheld.
- 10.11 Should any change to the Schedule of Equipment be necessary the Service Provider shall provide an updated schedule within one month of any such change occurring.
- 10.12 At the termination of the Contract, or at any other time that the NSG requests it, the Service Provider shall, in conjunction with the NSG, verify that the system equipment complies with the agreed schedule.
- 10.13 Throughout the Contract period the Service Provider shall establish and maintain an operational fault reporting helpdesk to which all faults on the system shall be reported by the NSG's representative; the helpdesk shall incorporate an e-mail facility for fault reports and which shall be operational between 8h00 to 18h00 Monday to Friday excluding holidays.
- 10.14 Faults shall be reported to the helpdesk by telephone and by e-mail for confirmation.
- 10.15 The fault reporting procedures shall be subject to the prior approval of the NSG.
- 10.16 Throughout the Contract period the Service Provider shall maintain full records of all attendances and repairs made under the Contract.
- 10.17 All such records shall be provided to the NSG at a minimum of monthly intervals and a maximum of three-monthly intervals.

11. NSG'S RESPONSIBILITIES

- 11.1 The NSG shall ensure, within reason, that its Representatives operate the equipment in accordance with the instructions contained within the Operator's manual.
- 11.2 The NSG shall neither make nor permit others to make any alterations to the system without first consulting with the Service Provider.
- 11.3 The NSG shall ensure, within reason that its Representative complies with the fault reporting procedures agreed with the Service Provider.

12. TIMES AVAILABLE FOR ACCESS TO EQUIPMENT

- 12.1 For the purposes of routine maintenance, the NSG and the service provider will agree to dates for these visits. It must, however, be accepted that occasionally operational or other circumstances will necessitate refusal to agree to dates proposed. The Service Provider shall give the NSG seven days' notice of routine maintenance visits. The NSG shall give the Service Provider three days' notice if the equipment is not accessible for routine maintenance. There may be instances when for operational reasons, the Service Provider may be refused access to the Control Room or camera sites without notice.
- 12.2 All appointment notification shall be by e-mail between the NSG and Service Provider respectively.
- 12.3 Should routine maintenance time intervals be rescheduled, they should be within four (4) weeks of the original scheduled date.

13. PREVENTATIVE MAINTENANCE

- 13.1 The Service Provider shall carry out the preventative maintenance program submitted by the Service Provider and accepted by the NSG.
Any variation from the accepted program shall be subject to the prior agreement of the NSG, which shall not be unreasonably withheld.
- 13.2 The Service Provider shall carry out the planned preventative maintenance routines as noted in **Annexure B: Schedule of Maintenance Routines**, and in line with the General Requirements detailed herein. These planned preventative maintenance routines shall be the minimum required, and the routines shall incorporate any other activities that may be required to keep the systems operating to a high standard acceptable to the NSG.
- 13.3 At the commencement of the Contract, the Service Provider shall provide the NSG with a detailed method statement of the maintenance activities they intend to undertake, taking cognisance of the requirements detailed above.

14. FAULT REPORTING AND RECTIFICATION

14.1 Fault Reporting

- 14.1.1 The NSG shall establish and maintain a fault reporting Centre ("Helpdesk"), as shall be agreed with the Service Provider. The Helpdesk shall notify the Service Provider by telephone that a fault exists and confirm by e-mail.
- 14.1.2 The NSG's Representative when reporting a fault shall make every effort to give accurate and meaningful information on fault characteristics. Additionally, any other information requested by the Service Provider shall, where reasonably practical, be provided.

14.2 Fault Rectification

- 14.2.1 Corrective maintenance shall be based on a 2-hour response time. All defects shall be repaired within 12 hours, such that no part of the system deemed critical by the NSG is unavailable for more than 12 hours, and 24 hours if noncritical.
- 14.2.2 The service provider shall provide 24 hours service.
- 14.2.3 Response and repair times shall commence from the time of notification of a fault by the NSG Helpdesk to the Service Provider.
- 14.2.4 Repair time shall be that point in time at which the system is returned to an acceptable level of operation to the satisfaction of the NSG.
- 14.2.5 The Service Provider shall endeavour to restore the system to full operational status as quickly as possible, except where the fault is due to damage beyond the Service Provider's reasonable control, and he/she shall then take the necessary steps to expedite the repairs to the reasonable satisfaction of the NSG.
- 14.2.6 Critical fault(s) shall be any fault(s) that results in the loss of picture, non-responsive control equipment and recording capability or failure of access control system, resulting in high risk of a breach of security (external door, internal door or failure of an intruder alarm).
- 14.2.7 Non-critical fault(s) shall be any fault(s) that do not impede the provision of security and access.
- 14.2.8 The Service Provider shall physically report to the NSG Reception on arrival and departure from site, to record their attendance on site prior to commencing any works.

15. PENALTY FOR NON-COMPLIANCE

In the event of the Service Provider not meeting the agreed response time a penalty equal to the cost of maintenance for one day shall be deducted from the next scheduled payment.

16. REPAIR OF FAULTS NOT COVERED BY THE MAINTENANCE AGREEMENT

- 16.1 Faults to the equipment not covered by the terms of the Maintenance Agreement will be repaired by the Service Provider after the approval of the NSG and the cost of any such

repairs shall be charged in accordance with the schedule of call-out rates and day work charges noted in the relevant section of this document

- 16.2 Such work and costs shall be agreed in advance with the NSG and where possible a fixed price agreed based on the rates.

17. CONTROL SYSTEM AND SOFTWARE

- 17.1 The Service Provider shall include within their price for the maintenance of the system control software to be carried out by the control system manufacturer.
- 17.2 The Service Provider shall only carry out the repair and maintenance of the control system hardware using staff specifically trained for such control system, and servicing such equipment.

18. TESTING EQUIPMENT

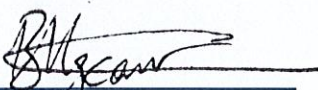
- 18.1 The Service Provider shall be responsible for providing all specialist tools and test equipment necessary to carry out the maintenance of the equipment, especially CCTV equipment, and validate that the equipment is operating correctly to the optimum performance settings.
- 18.2 The Service Provider shall provide details of such specialist tools and test equipment carried by all service engineering staff proposed to carry out the works in this contract and calibration schedules as appropriate.

19. ACCOUNT MANAGEMENT

- 19.1 The Service Provider shall provide a single point of contact for account management purposes. The account manager shall have delegated authority to make all reasonable decisions on behalf of the Service Provider with relation to this contract.

20. APPROVAL

Approval of request for proposal, Terms of Reference and Special Conditions of Contract: NSG/BID/07/2022/2023: Management and maintenance services of CCTV Surveillance, Access Control and Intruder Alarm Systems at the NSG for a period of thirty-six (36) months.



Prof Busani Ngcaweni
Principal
Date 30 | 11 | 2022



SPECIAL CONDITIONS OF CONTRACT

BID NUMBER NSG/BID/07/2022/2023

**REQUEST FOR PROPOSAL FOR THE COMPREHENSIVE MANAGEMENT AND MAINTENANCE SERVICES
OF CCTV SURVEILLANCE, ACCESS CONTROL AND INTRUDER ALARM SYSTEMS AT THE NATIONAL
SCHOOL OF GOVERNMENT (NSG) FOR A PERIOD OF THIRTY-SIX (36) MONTHS**

CLOSING DATE AND TIME OF BID: NSG/BID/07/2022/2023

20 January 2023 at 11H00

BID VALIDITY PERIOD: 120 DAYS

NATIONAL SCHOOL OF GOVERNMENT



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LIST OF ABBREVIATIONS

BAC	Bid Adjudication Committee
B-BBEE	Broad-Based Black Economic Empowerment
BEC	Bid Evaluation Committee
BEE	Black Economic Empowerment
CSD	Central Supplier Database
EME	Exempt Micro Enterprises
NSG	National School of Government
PPPFA	Preferential Procurement Policy Framework Act
PPR	Preferential Procurement Regulations
QSE	Qualifying Small Enterprise
SA	South Africa
SARS	South African Revenue Service
SBD	Standard Bidding Document
SCC	Special Conditions of Contract
VAT	Value Added Tax



RETURNABLE DOCUMENTS

Table 1: Returnable Bid Document Checklist

#	Document Name	Included in the published bid document?	To be returned by bidder
LEGISLATIVE REQUIREMENTS DOCUMENTS			
1	SBD 1 Invitation to Bid	Yes	Yes
2	SBD 4 Declaration of Interest	Yes	Yes
3	SBD 6.1 Preference Point Claim Form	Yes	Yes
PHASE I: MANDATORY REQUIREMENTS			
4	Legislative Requirements Documents	Yes	Yes
5	All other documentation evidence as indicated under mandatory requirements paragraph (Table 3)	No	Yes
PHASE II: TECHNICAL REQUIREMENTS EVALUATION			
6	Documentation and evidence as per of Terms of Reference	No	Yes

#NB 1: All the prospective bidders are required to return these documents as per above sequence.

#NB 2: The above table for returnable documents is a guide only on how and which documents must be submitted.

#NB 3: It is the responsibility of the bidder to ensure that they read each paragraph in the Special Conditions of Contract and Bid to determine all documents required and templates must be completed and submitted accordingly.

1. LEGISLATIVE AND REGULATORY FRAMEWORK

1.1 This bid and all contracts emanating there from will be subject to the General Conditions of Contract issued in accordance with Treasury Regulation 16A published in terms of the Public Finance Management Act, 1999 (Act 1 of 1999) as well as the Preferential Procurement Policy Framework Act 2000 (PPPFA) with its latest 2017 Regulations. The Special Conditions of Contract (SCC) are supplementary to that of General Conditions of Contract. However, where the Special Conditions of Contract conflict with the General Conditions of Contract, the Special Conditions of Contract prevail.

1.2 Standard Bidding Documents

The following standard bidding documents must be submitted with the bid at the closing date and time of bid.

- SBD 1 – Invitation to bid



- SBD 4 – Declaration of interest
- SBD 6.1 – Preference Points Claimed (B-BBEE)

1.3 Tax Compliance Requirement

- 1.3.1 It is a condition of this bid that the tax matters of the successful bidder(s) are in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.
- 1.3.2 The Tax Compliance status requirements are also applicable to potential foreign bidders / individuals who wish to submit bids.
- 1.3.3 It is a requirement that bidders grant a written confirmation when submitting this bid response that SARS may on an on-going basis during the tenure of the transversal contract disclose the bidder's tax compliance status and by submitting this bid such confirmation is deemed to have been granted.
- 1.3.4 Bidders are required to be registered on the Central Supplier Database (CSD) and NSG shall verify the bidder's tax compliance status through the CSD or through SARS.
- 1.3.5 Where Consortia / Joint Ventures / Sub-Contractors are involved, each party must be registered on the CSD, and their tax compliance status will be verified through the CSD or through SARS.

2. SPECIFICATIONS AND SCOPE OF WORK

- 2.1 The Terms of Reference (ToR) are intended to provide a scope of work and deliverables to appoint Pre-approved list of printers in terms of Treasury Regulations for a period of thirty-six (36) months.
- 2.2 Bidders need to adhere to the specifications listed in the terms of reference under section 4
- 2.3 Bidders should submit a list of clients confirming current and past management and maintenance of CCTV Surveillance, Access Control and Intruder Alarm services experience.
- 2.4 Bidders should submit details for contactable references of at least three (3) current clients:



SECTION A

CONDITIONS OF BID

3. PART 1: EVALUATION CRITERIA

3.1 BRIEFING SESSION / SITE VISIT

There will be a site visit for this project.

3.2 TIMELINE OF THE BID PROCESS

The period of validity of tender and the withdrawal of offers, after the closing date and time is **120 days**.
The project timeframes of this bid are set out below:

Activity	Due Date
Advertisement of bid on Government e-tender portal, and NSG Website	02 December 2022
Site visit	On appoint with Mr Nyaku or Mr Mathonsi as per details: Tau.Nyaku@thensg.gov.za or Phillip.Mathonsi@thensg.gov.za . Cell number: 060 376 8170
Bid Closing date

3.3 BID EVALUATION PHASES

3.3.1 The bid shall be evaluated in three (3) phases as per the table below:

Table 2: Evaluation Criteria

PHASE I	PHASE II
Compliance with mandatory and other standard bidding documents	Technical Evaluation
Compliance with mandatory and other bid requirements	Documentation and evidence as per Terms of Reference and Evaluation Criteria (Annexure C)

3.4 PHASE I: MANDATORY BID REQUIREMENTS

3.4.1 Bidders' must submit all required documents indicated in table 4 hereunder with the bid documents at the closing date and time of the bid. During this evaluation phase, bidder's responses will be evaluated based on the documents submitted under mandatory requirements. Bidders who fail to comply with any of the mandatory criteria will be disqualified.



Table 3: Mandatory Requirements

Mandatory requirements - Documents that must be submitted in Phase I	
Service Provider Profile	<p>The bidder shall submit a company profile which included but not limited to the following:</p> <ul style="list-style-type: none"> • Description of similar work undertaken; • Risk management strategy to mitigate any risk that might arise for the duration of the contract; • Footprint: Bidders must submit proof of address such as a copy of municipal rates and taxes, not older than three (3) months; and • Contactable references (at least 3) with the bid documents at the closing date and time of the bid.
Company Financial Statements	The bidder shall submit a copy of the bidder's latest available reviewed or audited financial statements, alternatively submit a confirmation from the bidder's auditors that the bidder is a going concern, with the bid documents at the closing date and time of the bid
Shareholding Portfolio	The bidder shall submit valid proof of registration of the company with CIPRO/CIPC with the bid documents at the closing date and time of the bid. If by law registration with CIPRO/CIPC is not required, proof of ownership/shareholding must be provided
UIF	The bidder must be compliant and registered – UIF certificate must form part of the proposal.
COIDA	The bidder must be compliant and registered – COIDA certificate must form part of the proposal.
PSIRA	The bidder must be compliant and registered – PSIRA certificate must form part of the proposal.
B-BBEE Certificate / Affidavit	Only bids received from service providers who are EME or QSE which is at least 51% owned by black will be considered for evaluation.
SBD 1 - Invitation to Bid	Complete and sign the attached pro forma document
SBD 4 - Declaration of Interest	Complete and sign the attached document
SBD 6.1 - Preference Point Claim Form	Complete and sign the attached document – non-submission will lead to a zero (0) score on B-BBEE.
Registration on Central Supplier Database (CSD)	<p>The bidder must be registered as a service provider on the CSD. If the bidder is not registered proceed to complete the registration of your company prior to submitting your proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number.</p>



	Tax Status must be compliant , In the event where a bidder submits a hard copy of the Tax Clearance Certificate, the CSD verification outcome will take precedence Submit proof of registration.
Bidder's declaration (Annexure D)	Complete and sign – bid is valid for 120 days
Summary of Past experience (Annexure B)	Submitted
Detailed Proposed Team (Annexure A)	Submitted

3.5 PHASE II EVALUATION: TECHNICAL EVALUATION

Bidders' must submit all required documents indicated hereunder with the bid documents at the closing date and time of the bid. During this evaluation phase, bidder's responses will be evaluated based on the documents submitted under mandatory requirements. Bidders who fail to comply with any of the mandatory criteria will be disqualified.

3.6 PHASE II & III: CAPACITY AND CAPABILITY: DESKTOP PHASE EVALUATION

3.6.1 Only bidders who have complied with all mandatory and pre-qualification requirements will be evaluated for functionality. During this phase bidders' response will be evaluated for functionality based on achieving a minimum total score of 70% for the functional requirements per category.

3.6.2 Bidders must, as part of their bid documents, submit supportive documentation for all functional requirements as indicated hereunder. The Bid Evaluation Committee (BEC) responsible for scoring the respective bids will evaluate and score all bids based on their submissions and the information provided.

3.6.3 Bidders will not rate themselves but need to ensure that all information required is supplied. The BEC will evaluate and score all responsive bids and will verify all documents submitted by the bidders.

3.6.4 The BEC members will individually evaluate the responses received against the following criteria:

Functional Requirements and weights

Elements	% Weight
Bidders must submit a detailed maintenance strategy, inclusive of a preventive maintenance plan, unplanned maintenance and corrective action plans, outlining how maintenance and support will be delivered.	35%



<p>Provide Organogram which illustrates the positions, experience and qualifications of the contract execution team;</p> <p>Bidders are required to provide the NSG with a list of dedicated, SAPS cleared and PSIRA registered Security Officers currently in their employ, indicating their grades as well as other related qualifications and skills. Please attach Proof of qualification.</p>	20%
<p>The bidder's technicians to be deployed at NSG must have relevant qualifications, skills and experience.</p> <p>The bidders must submit, as part of its proposal, the following:</p> <p>The structure and composition of the proposed team, clearly outlining the main disciplines/ specialties of this project and the key personnel responsible for each specialty. CVs of the technicians; and the CVs must clearly highlight qualifications, areas of experience/ competence relevant to the tasks.</p> <p>Technicians allocated to the project must have minimum of three (3) years' experience and the relevant skills, knowledge and expertise to install, maintain and service the CCTV, Biometric Access Control and Alarm systems. The Technicians must have valid SAPS Security Clearance</p>	25%
<p>At least three (3) to five (5) years' demonstrable company experience in providing management of control rooms and maintenance services for CCTV surveillance, access control and intruder alarm systems.</p> <p>At least three (3) contactable company references and attach testimonials (references) letters confirming previous experience in maintenance of CCTV surveillance, biometric access control, intruder alarm contacts.</p>	20%
Maximum Score	100%

3.6.5 The Bid Evaluation Committee will evaluate in terms of technical requirements and a bidder who scores a minimum of 70% will be evaluated further

3.6.5.1 A maximum of 20 points may be allocated to a bidder for attaining their B-BBEE status level of contributor in accordance with the table below:

Table 4: Preference Point System

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2



B-BBEE Status Level of Contributor	Number of Points
Non-Compliant Contributor	0

- 3.6.5.2 Bidders are required to complete the preference claim form SBD 6.1 and submit their original and valid B-BBEE status level verification certificate or a certified copy thereof or a sworn affidavit at the closing date and time of the bid in order to claim the B-BBEE status level point.
- 3.6.5.3 The points scored by a bidder in respect of the level of B-BBEE contribution will be added to the points scored for price.
- 3.6.5.4 Only bidders who have completed and signed the declaration part of the preference claim form and who have submitted a B-BBEE status level certificate issued by an accredited verification agency or a sworn affidavit will be considered for preference points.
- 3.6.5.5 The State may, before a bid is adjudicated or at any time, require a bidder to substantiate claims it has made about preference.
- 3.6.5.6 The points scored will be rounded off to the nearest two (2) decimals.
- 3.6.5.7 If two (2) or more bids have scored equal total points, the award will be to the bidder scoring the highest number of preference points for B-BBEE.
- 3.6.5.8 However, when functionality is part of the evaluation process and two (2) or more bidders have scored equal points including equal preference points for B-BBEE, the awarded will be to the bidder scoring the highest for functionality.
- 3.6.5.9 Should two (2) or more bids be equal in all respects, the award shall be decided by the drawing of lots.
- 3.6.5.10 A contract may, on reasonable and justifiable grounds, be awarded to a bid that did not score the highest number of points.

4. RECOMMENDATION AND APPOINTMENT OF BIDDERS

- 4.1 The Bid Evaluation Committee will recommend a preferred responsive bidder based on the evaluation criteria stipulated above.
- 4.2 The award of the Contract is subject to meeting all the requirements of the bid.



5. PART 2: ADDITIONAL BID REQUIREMENT

5.1. Introduction

All bidders must comply with the requirements below as well as submit all required documents referred below. Unless the requirements specifically provide for mandatory compliance, the National School of Government reserves the right to disqualify a bid that does not comply with any of the requirements.

6. TERMS AND CONDITIONS

6.1. Third Party Agreements and Subcontractor Agreements

6.2. No Agreement between the bidder and any third party will be binding to the State.

6.3. The bidder must declare as required in terms of SBD 6.1 its intention to subcontract voluntarily and the percentage of subcontracting thereof and must provide full description of subcontractor.

7. SUPPLIER DUE DILIGENCE

The State reserves the right to conduct supplier due diligence during bid evaluation, prior to final award or at any time during the contract period and this may include pre-announced/ non-announced site visits. During the due diligence process the information submitted by the bidder will be verified and any misrepresentation thereof may disqualify the bid in whole or parts thereof and the contract may be terminated.

8. COUNTER CONDITIONS

Bidders' attention is drawn to the fact that amendments to any of the bid conditions or setting of counter conditions by bidders may result in the invalidation of such bids.

9. FRONTING

9.1 The NSG supports the spirit of broad based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent, and legally compliant manner. Against this background the NSG does not support any form of fronting.

9.2 The NSG, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct, or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in this bid document. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the DTI, be established during such enquiry / investigation, the onus will be on the bidder to prove that fronting



does not exist. Failure to do so by the bidder within a period of fourteen (14) days from date of notification by NSG may invalidate the bid / contract and may also result in the restriction of the bidder to conduct business with the public sector for a period not exceeding ten (10) years, in addition to any other remedies the NT may have against the bidder concerned.

10. RIGHT OF AWARD

The State reserves its following rights:

- To award the bid in part or in full.
- Not to make any award in this bid.
- Award the bid to more than one (1) bidder for the same item.
- Request further technical information from any bidder after the closing date.
- Verify information and documentation of the service provider.
- Not to accept any of the bids submitted.
- To withdraw or amend any of the bid conditions by notice in writing to all bidders prior to closing of the bid and post award; and
- If an incorrect award has been made to remedy the matter in any lawful manner it may deem fit.

11. NEGOTIATION

The State reserves the right to negotiate with the preferred bidders in line with the legislative requirements.

12. SUBMISSION OF BIDS

12..1 This is a two-stage bidding system where Bidders must respond to the bid as follows:

12.1.1 Bidders must submit sealed envelopes of the Technical proposal and Price/Financial Proposal into an outer sealed envelope or package and must be clearly marked as follows:

12.1.1.1 Technical Proposal (envelop one (1)):

NSG/BID/07/2022/2023

Description: Comprehensive Management and maintenance service of CCTV surveillance, access control and intruder alarm systems at the National School of Government (NSG) for a period of thirty-six (36) months.

Bid closing date and times

Name and address of the bidder



12.1.1.2 Price/ Financial Proposal (envelop two (2)):

NSG/BID/07/2022/2023

Description: Comprehensive Management and maintenance service of CCTV surveillance, access control and intruder alarm systems at the National School of Government (NSG) for a period of thirty-six (36) months.

Bid closing date and times

Name and address of the bidder

In this envelop the bidder shall provide the price/financial proposal ONLY

and four (4) soft copies in USB format inserted in envelop one (1) (not on cd's) of the original document at the National School of Government, **70 Meintjies Street, Trevenna, Sunnyside**, Deposit the bid in the tender box that will be placed at the **security entrance in Meintjies Street**.

12.1.2 Bid Closing date and time: 20 January 2023@ 11:00

12.1.3 Bidders must ensure that the bid is be submitted in a sealed envelope or sealed suitable cover on which the name and address of the bidder, the bid number and the closing date must be clearly visible.

12.1.4 **#NB:** Bid document are required to be submitted in the order as indicated on Table 1 – Returnable Documents Check list.

13. LATE BIDS

Bids received after the closing date and time, will NOT be accepted for consideration and where practicable, be returned unopened to the bidder.

14. COMMUNICATION AND CONFIDENTIALITY

14.1 The Supply Chain Management Unit within the Office of the Chief Financial Officer (CFO) may communicate with bidders where clarity is sought after the closing date and time of the bid and prior to the award of the contract, or to extend the validity period of the bid, if necessary.

14.2 If a bidder finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by the NSG (other than minor clerical matters), the bidder must promptly notify the NSG in writing of such discrepancy, ambiguity, error, or inconsistency in order to afford the NSG an opportunity to consider what corrective action is necessary (if any).

14.3 Any actual discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by the NSG will, if possible, be corrected and provided to all bidders without attribution to the bidder who provided the written notice.

14.4 All communication between the bidder and the National School of Government must be done in writing.



15. CONTACT DETAILS

15.1 General

National School of Government, Supply Chain Management Unit, Office of the Chief Financial Officer,
Private Bag x759, Pretoria, 0001

Physical address: 20 Greeff Street, Trevenna, Sunnyside

15.2 Bid Enquiries

All technical enquiries should be in writing to tau.nyaku@thensg.gov.za

Any other bid related enquires should be in writing to Nkhensani.nkuna@thensg.gov.za or Kgothatso.kekana@thensg.gov.za .The closing date for receipt of all enquiries is 13 January 2023. All enquiries beyond the closing date will not be considered.



SECTION B:

CONDITIONS OF CONTRACT

16. CONCLUSION OF CONTRACT

- 16.1 The Contract between National School of Government and the preferred bidder/s (Service Provider) collectively referred to as the Parties shall come into effect after the service provider has been issued with an unconditional letter of acceptance to their bid.
- 16.2 The Service Provider (s) shall be appointed in terms of this bid.
- 16.3 In the event that there is any contradiction between the abovementioned documents, the special conditions of contract shall take precedent. For purpose of Section B, the term "service provider "shall refer to the preferred bidder appointed in terms of the contract.

17. CONTRACT MANAGEMENT: ROLES AND RESPONSIBILITIES

17.1 Supplier Performance Management

- 17.1.1 Supplier performance management will be the responsibility of the Project Leader and where supplier performance disputes cannot be resolved between the contractor and the relevant purchasing institution, NSG Legal services and/or NSG SCM must be contacted for corrective actions. .

18. SECURITY AND CONFIDENTIALITY INFORMATION

- 18.1 The Supplier will regard all information which he/she obtains or is entrusted with concerning the NSG whilst executing the contract, as confidential, secret, or top secret.
- 18.2 The Supplier, his/her employees, sub-contractors, or agents may not make any such information obtained or entrusted with to any other person or to the media.

19. MERGERS, TAKE OVERS AND CHANGES IN SUPPLIER DETAILS

- 19.1 Where a contracted supplier plans to merge with or is going to be acquired by another entity, the contracted supplier must inform the NSG in writing 90 days prior to such event of relevant details.
- 19.2 NSG reserves the right to agree to the transfer of contractual obligations to the new supplier under the prevailing conditions of contract or to cancel the contract
- 19.3 A contracted supplier must inform the NSG within 7 days of any changes of address, name, contact or banking details.



20. REGISTRATION ON DATABASES OF PARTICIPATING AUTHORITIES

- 20.1 Awarded bidder must ensure continuous compliance with all statutory requirements which may affect their complying status on Central Supplier Database managed by National Treasury.

21. TERMINATION

- 21.1 The State shall be entitled to terminate this agreement if one or more of the following occur: –
- The service provider decides to transfer the contract or cede the contract.
 - The service provider does not honour contractual obligations including submission of information.
 - The service provider is provisionally or finally liquidated, making it impossible for the service provider to perform its functions in terms of this Contract.
 - The service provider enters into settlement arrangements with their creditors.
 - The service provider commits an act of insolvency.
 - In the event that the service provider is a member of an unincorporated joint venture or consortium and the membership of such joint venture or Consortium changes.
 - There is a change in ownership of the service provider that has the effect that over 50% ownership of the service provider belongs to the new owner without prior written approval of the State.
 - Overall poor performance rating during the contract period

THE END



ANNEXURE A: SCHEDULE OF PERSONNEL AND EQUIPMENT

1. SECURITY PERSONNEL FOR CCTV SURVEILLANCE IN THE CONTROL ROOM

Item No.	Description	Quantity	Shift	
			Day	Time
1	Security Officer Grade C	1	1 x (Monday-Sunday)	06h00-18h00
2	Security Officer Grade C	1	Night	Time
			1 x (Monday –Sunday)	18h00-06h00

2. ZK MATTHEWS BUILDING- CCTV SURVEILLANCE CONTROL EQUIPMENT

Item No.	Description	Qty
3	HD- camera(Network Camera -1.3 MEG pixel indoor/outdoor weatherproof IP66 VANDAL PROOF mini dome, Day/Night 30 meter IR LED, real time 25fps, 2.8mm lens, POE	88
4	HD- camera(Network Camera -1.3 MEG pixel indoor/outdoor weatherproof IP66 VANDAL PROOF mini dome, Day/Night 30 meter IR LED, real time 25fps, 4mm lens, POE	10
5	Network Camera: 1.3 MEGA PIXEL Network PTZ Camera. Outdoor, 20X optical zoom, true Day/Night, 3D DNR, Digital WDR, 24VAC, wall mount.	7
6	Netgear managed L2 24 port POE 10/100 network switch, 2 x gigabit ports, 2 x SFP fibre ports	7
7	Netgear Managed Layer 3/24 port 10/100/1000 network switch, 2 x gigabit ports, 2 SFP fibre ports	1
8	NVR with RAID5 formatted storage 90 days retention time: Crystal unit s central server. Crystal Titan Linux NVR Standalone (expandable to 64 IP licenses) 8 bay, rack mount redundant PSU.	4
9	HDD- Seagate 4TB SV SATA	20
10	Samsung 40" LED FHD series 5 monitor wall mounted	6
11	PC workstation to playback, archive, any camera, 15" monitor	3
12	CAT 6E cable	6500m

3. ZK MATTHEWS BUILDING-ACCESS CONTROL EQUIPMENT

Item No.	Description	Qty
13	Indoor Sagem, J Series biometric readers (replace with indoor MorphoAccess J series where necessary)	26
14	Outdoor MorphoAccess Sigma Lite Series biometric readers	2
15	Magnetic door locks including power supplies	28
16	Internal door no touch door release buttons	6
17	Emergency Break glass panel door unit	28
18	Netgear managed L2 24 port POE 10/100 network switch, 2 x gigabit ports, 2 x SFP fibre ports	4
19	CAT6e cabling	6500m
20	Air phone	1
21	Air phone door release override	2



4. ZK MATTHEWS BUILDING- INTRUDER ALARM SYSTEM EQUIPMENT

Item No.	Description	Qty
22	Wireless DSC Power Series (PC1864) Alarm system	1
23	Ceiling mount Infrared motion detectors sensors	13
24	Motion detector sensor	1
25	Door sensors	26
26	Break-glass sensor	2

5. OOS-EINDSCHOOL BUILDING- ACCESS CONTROL EQUIPMENT

Item No.	Description	Qty
27	Outdoor MorphoAccess Sigma Lite Series biometric readers	1
28	Netgear managed L2 12 port POE 10/100 network switch, 2 x gigabit ports, 2 x SFP fibre ports	1
29	Magnetic door locks including power supplies	1
30	Internal door no touch door release buttons	1
31	Emergency Break glass panel door unit	1
32	CAT6e cabling	600m

6. OOS-EINDSCHOOL BUILDING- CCTV SURVEILLANCE SYSTEM EQUIPMENT

Item No.	Description	Qty
33	Camera Hik 2MP WDR Network Mini Bullet	1
34	Camera Hik 2MP WDR Network fixed dome 2.8mm	6
35	Housing 2 outdoor concealed cable Beige	3
36	Hikvision Lenses: Auto Iris, 3-9mm Vari-focal IR	3
37	Netgear Switches: ProSafe 24 port 10/100 Smart Switch with 4 Gigabit ports and 24 port POE	1
38	UBIQUITI Airmax PowerBridge M5, 5GHz, 2 x 2 Mimo	1
39	BFR Digital, Single port Gigabit POE Ethernet surge arrestor	2

7. OOS-EINDSCHOOL BUILDING-INTRUDER ALARM SYSTEM EQUIPMENTS

Item No.	Description	Qty
40	DSC Power Series (PC1864) Alarm system	1
41	Motion detector sensor	6
42	Door sensors	3
43	Outdoor beam 90 degree	1



ANNEXURE B: SCHEDULE OF MAINTENANCE ROUTINES

This schedule has been prepared to indicate the minimum requirements for the preventative maintenance of the security systems. The Contractor shall be responsible for all maintenance necessary to ensure that the complete system as specified in this Maintenance Agreement achieves a constant high-quality operation.

The schedule indicates the maintenance tasks required but does not state how they will be carried out. All maintenance activities will be completed in accordance with the equipment manufacturer's guidelines, recommendations and good working practices.

The following symbols are used:-

M : Monthly (calendar)

3M: Quarterly

Item	Description	Maintenance	Frequency
C1	Camera External Housing	Visual inspect, check weatherproof gasket for seal, rectify where necessary	3M
C1(A)	Camera Internal	Inspect, clean ,check view, position & function	3M
C2	Camera External Housing	Check internal housing for moisture, rectify where necessary	3M
C3	Camera External Housing	Check external joints, glands, make off and reseal where necessary	3M
C6	Camera External Housing	Cleaning housing glass. Replace where necessary	3M
C7	Pan tilt Mechanism	Check operation of the pan tilt mechanism, Reset limits where necessary	3M
C8	Pan tilt Mechanism	Check gear box, bearing, etc. adjust or replace where necessary.	3M
C9	Pan tilt Mechanism	Check pan tilt controller for ingress of moisture. Replace seal where necessary.	3M
C10	Pan tilt Mechanism	Check pan tilt operation. Reset to manufacturer's specification.	3M
C11	Camera Mount Bracket/ poles	Check bracket mounts/poles for corrosion or failure and damage to paint. Sand, repaint or replace where necessary. Check securing of fixings and fastening, tighten/adjust as necessary	3M
C12	Cables	Check all cables for damage, continuity, etc. replace where necessary	3M
C13	Connections	Check all connections, plugs for damage, continuity, moisture ingress.	3M
C14	Cameras	Remove optical lens. Inspect for moisture, seal failure. Rectify or replace where necessary.	3M
C15	Cameras	Clean optical lens with a soft lens cloth	3M
C16	Cameras	Check operation of Iris and Zoom. Adjust where necessary	3M
C17	Cameras	Check connections. Remake or replace where necessary	3M
C18	Cameras	Re-set camera to manufacturer's specification	3M



Item	Description	Maintenance	Frequency
C19	Cameras	Measure and record camera's performance. Provide copy of the waveform trace	3M
C20	Internal camera housing	Carry out operation C1-C6 where appropriate.	3M
C21	Cables	Check all cables for damage, continuity, etc. Replace where necessary.	3M
C22	Connections	Check all connections, plugs for damage, continuity, moisture ingress.	3M
C23	Cameras	Carry out operation C14- C19	3M
C24	Telemetry unit	Check all functions operate correctly. rectify where necessary	3M
C25	Telemetry unit	Check telemetry unit manufacturer's specification. Recalibrate where necessary	3M
C26	Telemetry unit	Check data stream	3M
C27	Telemetry unit	Check video loop through	3M
C28	Telemetry unit	Check button operation, rectify where necessary.	3M
C29	Telemetry unit	Check connections. Remake or replace where necessary	3M
C30	Video Matrix/Switch Units	Check all connections at desktop switcher control units. Remake or replace where necessary	3M
C31	Video Matrix/Switch Unit	Check all functions operate correctly. Switcher Units. Rectify where necessary	3M
C32	Video Matrix/Switch Unit	Check switcher unit within manufacturer's Switcher Unit specification. Recalibrate where necessary	3M
C33	Video Matrix/Switch Unit	Check button operation. Rectify where necessary	3M
C34	Monitors	Check video signal for level. Adjust where necessary	3M
C35	Monitors	Check connections. Remake or replace were necessary	3M
C36	Monitors	Check condition of cables. Replace where necessary	3M
C37	Monitors	Return monitors to manufacturer's specification.	3M
C38	Control System and Software	Clean filters to PC fans	3M
C39	Control System and Software	Clean PC	3M
C40	Control System and Software	Clean matrix	3M
C41	Control System and Software	Clean hard disks.	3M
C42	Control System and Software	Check security of cable connections	3M
C43	Control System and Software	Software upgrades /checks	3M
C44	Digital Systems	Check DVR for correct operation and storage	3M



Item	Description	Maintenance	Frequency
C45	Digital Systems	Check DVR storage for correct data storage and integrity of stored data, using manufacture's own Checksum method if necessary	3M
C46	Digital Systems	Check proper operation and connection User Interface, software environment and operating system	3M
C47	Digital Systems	Check and test data integrity and storage, using manufacturer's own Checksum method if necessary.	3M
C48	Digital Systems	Check operation and connection	3M
INTRUDER ALARM SYSTEM			
A1	Alarm system	Clean all sensor covers	3M
A2	Alarm system	Check the satisfactory operation of all detection devices including deliberately operated devices	3M
A3	Alarm system	Check all cables and conduit are properly supported, undamaged and showing no signs of wear	3M
A4	Alarm system	Check for sound physical fixings of all equipment including loosening or corrosion of supports and fixings	3M
A5	Alarm system	Inspect all flexible connections	3M
A6	Alarm system	Check and tighten all terminals	3M
	Alarm system	Check mains and stand-by power supplies including charging rates	3M
A7	Alarm system	Check control unit for correct operation	3M
	Alarm system	Check all audible warning and alarm devices for correct operation	3M
A8	Alarm system	Check the alarm system is fully operational	3M
BIOMETRIC ACCESS CONTROL SYSTEM			
A9	Access control system	Check history of system since last maintenance visit.	3M
A10	Access control system	Visually inspect all major components (include cabling & connections where accessible) for signs of deterioration or damage and rectify as necessary	3M
A11	Access control system	Check history of system since last maintenance visit.	3M
A12	Access control system	Check mains & stand-by power supplies including charging rates	3M
A13	Access control system	Check all control equipment (e.g. readers, pin-pads, locks, strikes, closures) for correct operation and programming (include. time/date settings.)	3M
A14	Access control system	Check input/output controllers for correct operation.	3M
A15	Access control system	Check emergency break-glasses and manual exit devices for correct operation.	3M



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Item	Description	Maintenance	Frequency
A16	Access control system	Back-up historic data and database.	3M
A17	Access control system	Carry out any minor adjustments or repairs as per manufacturer's specification.	3M

Note:

Where equipment or components have been identified for replacement during preventative maintenance work, this work shall be carried out under the maintenance function as defined within the Contract.



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National School of Government
REPUBLIC OF SOUTH AFRICA

ANNEXURE C

SERVICE LEVEL SPECIFICATIONS

COMPREHENSIVE MANAGEMENT AND MAINTENANCE SERVICES OF CCTV SURVEILLANCE, ACCESS CONTROL AND INTRUDER ALARM SYSTEMS

CONTENTS.

1. GENERAL MANAGEMENT - ALL SERVICES
2. ACCESS CONTROL SERVICES
3. CCTV SURVEILLANCE MANAGEMENT AND MAINTENANCE SERVICES
4. INTRUDER ALARM

1. SERVICE LEVEL SPECIFICATION – GENERAL MANAGEMENT - ALL SERVICES

INTRODUCTION

This document contains requirement for:

- Service Specification
- Service Level required
- Priority and rectification periods
- Performance measurement criteria
- Scoring matrix
- Priorities definitions

PRIORITIES DEFINITIONS			MEASUREMENT CRITERIA	
1	Matters giving rise to an immediate health and safety or security risk.	A	All NSG complaints logged with the service provider	
2	Matters that prevent or severely inhibit the NSG from conducting normal operations.	B	Any failure to meet the required rectification period	
3	Matters that have a detrimental effect to the beneficial occupation of the facilities.			
4	Matters that relate only to the ongoing provision of a reasonable standard of accommodation.			
5	Minor Matters of routine nature			
			Note- the above criteria will be considered to be measurable non compliances unless the Service Provider can prove that the outcome was beyond their control or the complaint was unreasonable.	

VERSION CONTROL

Rev	Originator	Approved	Date	ACCEPTANCE		
				NSG/Service Provider	NSG/Service Provider Company name	NSG/Service Provider Signature
						Date

1.1 General Management – All Services

Statement of Services Objectives	To render Comprehensive Management and Maintenance service of CCTV Surveillance, Access Control and Intruder Alarm System at the National School of Government (NSG), (Z.K. Mathews and The Cost-Endschool buildings), to ensure the safety of all staff, visitors and other persons within the building. To inform the NSG of operational activities and provide usable management information.
Background Information	This document should be read in conjunction with the Contract, the NSG Services Matrix, Specific Services Service Level Specifications, the Payment Mechanism and any other agreed contractual documentation.

PL- Priority Level; TR- Temporary Rectification Level; PR- Permanent Rectification Level;

No	Major Replacement	Service Provider Responsibilities	NSG Retained Responsibilities	Additional information	Availability/ Performance Standard	PL	TR	PR	Performance Measurement			Penalty if applicable
									Month & Year	Minimum Acceptable Failure level	Actual Number of Failures	
1.1.1	Contract Management	Provide contract management service Provide input of all necessary information relative to the services provided, to the NSG's contract administration team.	Specify exact details of reports and information required.	This shall include, but is not limited to: management of contracts with sub-contractors or service providers, contract negotiations, compliance with terms and conditions, verification of service delivery, authorisation of payments, agreed delegations, addressing and rectifying deviations.	No failure.	5	24 Core Hours	40 Core Hours		0		
1.1.2	Stakeholder Management.	Provide a stakeholder management service Provide all necessary information relative to the services provided, to the NSG's stakeholder management team.	Provide a copy of all relevant communications policies and procedures and inform the service provider of the preferred or prescribed communication routes. Nominate the stakeholder management team.	This service includes but is not limited to: the process of relevant communication to all stakeholders. The information must be reasonably sufficient and have adequate detail.	No failure.	5	24 Core Hours	40 Core Hours		0		
1.1.3	Financial Management	Provide a financial management service. Provide all necessary information relative to the services provided, to the NSG's financial management team in an agreed format.	Specify exact details of reports and information required.	This shall include, but is not limited to: provision and management of financial resources, accounting, financial reporting, budgeting, collecting accounts receivable, authorising accounts payable, risk management and insurance.	No failure.	5	24 Core Hours	40 Core Hours		0		
1.1.4	Disaster Recovery and Business Continuity Management for Service Provider business	Assess, prepare and implement a full Disaster Recovery and Business Continuity Plan encompassing all services provided, to the NSG to ensure that there are no service disruptions.		No failure to have a Disaster Recovery and Business Continuity Plan in place that identifies and controls risks ensuring a continued service to the NSG and provide a copy of the plan to the NSG	No failure to have a Disaster Recovery and Business Continuity Plan in place that identifies and controls risks ensuring a continued service to the NSG and provide a copy of the plan to the NSG	4	N/A	160 Core Hours		0		
1.1.5	Staff	Provide sufficient and suitably trained resources to fulfil the requirements of service provided. Staff must be trained not only in the necessary technical skills, but must also portray excellent customer service techniques. Staff must also be equipped and dressed in appropriate uniforms and personal protective equipment (PPE).	Agree the use of corporate colours or company logos and names	The uniforms are to be practical and unobtrusive.	No failure to provide the NSG with continuous service as per the agreed Service Level Specifications and individual performance standards specified	4	N/A	N/A		0		
					No more than 2 failures to provide sufficient and suitable resources per service line	3	24 Core Hours	48 Core Hours		2		

	Major Replacement	Service Provider Responsibilities	NSG Retained Responsibilities	Additional information	Availability/ Performance Standard	PL	TR	PR	Performance Measurement			Penalty if applicable
									Month & Year	Minimum Acceptable Failure level	Actual Number of Failures	
1.1.6	Emergency Plan	Provide an emergency plan. Adhere, at all times, to the NSG's emergency planning requirements.	Provide a copy of the NSG's emergency plan and relevant drills	This service will include but is not limited to: development of an emergency plan, identification and training of team members and conducting regular emergency drills.	No failure. Adhere, at all times, to the NSG's emergency planning requirements.	3	40 Core Hours	80 Core Hours		0		
1.1.7	Emergency Call Out	Provide an emergency call-out service	Notify Service Provider if aware of on-site emergency situations	An emergency call out is defined as a situation which, if not controlled urgently, will result in risk to occupants and/or substantial additional damage to equipment and infrastructure with a negative impact on the NSG's core business. The process must be capable of activation 24/7.	No failure.	1	45 min	4 Core Hours 8 Hours outside of Core Hours		0		
1.1.8	Technical Library	Provide a technical library - user manuals, specifications and any other relevant documentation.	Specify any required content	The information must cover all technical aspects of the specific services provided. The information should reflect best practice and enable continuous improvement and improved service delivery. The library should, where possible be in both hard and soft copy.	No failure.	5	N/A	160 Core Hours		0		
1.1.9	Safety, Health, Environmental and Risk Management Service (SHER)	Provide Safety, Health, Environmental and Risk Management Services (SHER) Ensure compliance with all the provisions of the OHS Act and all Regulations or other NSG health and safety policies for the benefit and safety of NSG's staff and any other persons who enter the premises. Advise the NSG of his responsibilities in terms of legislation and ensure that the NSG complies with all requirements.	Provide a copy of all NSG policies and procedures pertaining to Safety, Health and the Environment	The service provider does not become liable in law other than in respect of its own employees and subcontractors. The NSG retains responsibility, but delegates performance requirements to the Service Provider	No failure.	3	24 Core Hours	40 Core Hours		0		
1.1.10	Monthly Services Management Report	Provide a Monthly Services Management report	Specify agreed outputs and standards required.	Contains an overview of activities of the preceding period, including reports of the logged calls, as agreed with the NSG. Report to be submitted by the 5 th working day of each month.	No failure.	5	N/A	8 Core Hours		0		

2. ACCESS CONTROL SERVICES

Statement of Services Objectives	To render a comprehensive management and maintenance Access Control system services at the National School of Government (NSG), Z.K. Matthews and Oost-Eindschoot buildings to ensure the safety of all NSG personnel, visitors and other persons within the building. To inform the NSG of operational activities and provide usable management information.
Background Information	This document should be read in conjunction with the Contract, the NSG Services Matrix, Specific Services Service Level Specifications, the Payment Mechanism and any other agreed contractual documentation.

PL- Priority Level; TR- Temporary Rectification Level; PR- Permanent Rectification Level;

No	Major Service	Service Provider's Responsibility	NSG Retained Responsibilities	Additional Information	Availability/ Performance Standard	PL	TR	PR	Performance Measurement			Penalty if applicable
									Month & Year	Minimum acceptable failure level	Actual number of failures	
2.1	Access Control system management services	Provide Access Control management service ensuring that suitable levels of management and operational staff are deployed to ensure that all NSG requirements are met.	Provide all necessary information and policies, standards and requirements.	Requisite certification PSIRA and other registration and SAPS clearance	No failure.	1	N/A	N/A		2		
		Prepare and operate according to documented policies and procedures.	Approve documented policies and procedures.	All documented policies and procedures must be in compliance with relevant legislation	No failure.	1	N/A	120 core hours		0		
2.2	Access Control system maintenance service	Provide preventative (planned) and reactive (unplanned) maintenance plans for maintaining all access control systems	Approve the unplanned maintenance plan and procedures after consultation with the Service Provider.	Service Provider to be conversant with content as detailed in the bid document and contract. See Annexure A. Schedule of Equipment section 3 & 5) and manufactures specifications	No failure.	1	N/A	120 core hours		0		
			Provide all necessary information and policies, standards and requirements including those of SSA	Service Provider to be conversant on all duties detailed in the bid and contract. The specific service level specification includes, but is not limited to: <ul style="list-style-type: none"> • Provision and Maintenance Biometric Access systems inclusive of software and readers and cards (24/7/365) • Maintenance of the Boom gates including poles • Maintenance of the Maglocks on all doors • Report any failures to the systems. • Document all incidents according to agreed Procedures. 	No failure.	1	N/A	120 core hours		0		
		Prepare documentation and operating manuals according to documented policies and procedures.	Approve the documented policies, manuals and procedures.	All documented policies and procedures must be in compliance with relevant legislation and SSA requirements	No failure.	1	N/A	120 core hours		0		
					No failure.	1	N/A	120 core hours		0		

3. CCTV SURVEILLANCE MANAGEMENT AND MAINTENANCE SERVICES

Statement of Services Objectives	To render a comprehensive CCTV surveillance management and maintenance system services at the National School of Government (NSG), Z.K. Matthews and Oost-Eindschool buildings to ensure the safety of all NSG personnel, visitors and other persons within the building. To inform the NSG of operational activities and provide usable management information.
Background Information	This document should be read in conjunction with the Contract, the NSG Services Matrix, Specific Services Service Level Specifications, the Payment Mechanism and any other agreed contractual documentation.

PL- Priority Level; TR- Temporary Rectification Level; PR- Permanent Rectification Level;

No	Major Service	Service Provider's Responsibility	NSG Retained Responsibilities	Additional Information	Availability/ Performance Standard	PL	TR	PR	Month & Year	Minimum acceptable failure level	Performance Measurement Actual number of failures	Penalty if applicable
3.1	Control room management service	Provide access control management service ensuring that suitable levels of management and operational staff are deployed to ensure that all NSG requirements are met. Such service shall be managed directly by the service provider.	Provide all necessary information and policies, standards and requirements	<p>Service Provider to be conversant with content as detailed in the bid document and contract.</p> <p>Requisite certification PSIRA and other registration and SAPS clearance.</p> <p>The specific service level specification for the sub-contractor includes, but is not limited to:</p> <ul style="list-style-type: none"> One uniformed guard per shift (24/7/365) to monitor CCTV, alarms and panics Following notification procedure when an alarm sounds Report, according to the procedure, if unsuitable conduct is noted on CCTV. Report any failures to the systems Document all incidents according to the Security Procedure 	No failure.	1	N/A	N/A		0		
3.2	CCTV surveillance management and maintenance services	<p>Prepare documentation and operating manuals according to documented policies and procedures.</p> <p>Provide CCTV management service ensuring that suitable levels of management and operational staff are deployed to ensure that all NSG requirements are met.</p> <p>Provide preventative (planned) and reactive (unplanned) maintenance plans for CCTV surveillance system</p> <p>Prepare documentation and operating manuals according to documented policies and procedures.</p>	<p>Approve the documented policies, manuals and procedures.</p> <p>Provide all necessary information and policies, standards and requirements.</p> <p>Approve the planned and unplanned maintenance plan and procedures after consultation with the Service Provider</p> <p>Approve the documented policies, manuals and procedures.</p>	<p>All documented policies and procedures must be in compliance with relevant legislation and SSA requirements.</p> <p>Requisite certification PSIRA and other registration and SAPS clearance</p> <p>Service Provider to be conversant with content as detailed in the bid document and contract. See Annexure A: Schedule of Equipment section 2 & 6) and manufactures specifications</p> <p>All documented policies and procedures must be in compliance with relevant legislation, SSA and manufacturer's requirements</p>	No failure. No more than two (2) failures to provide sufficient and suitable resources. No failure.	1 3 1	N/A 24 Core Hours N/A	120 core hours 48 Core Hours 120 core hours		0 2 0		

4. ALARMS SYSTEM SERVICES

Statement of Services Objectives	To render a comprehensive Intruder Alarm management and maintenance system services at the National School of Government (NSG), Z.K. Matthews and Oost-Eind school buildings to ensure the safety of all NSG personnel, visitors and other persons within the building. To inform the NSG of operational activities and provide usable management information.
Background Information	This document should be read in conjunction with the Contract, the NSG Services Matrix, Specific Services Service Level Specifications, the Payment Mechanism and any other agreed contractual documentation.

PL- Priority Level; TR- Temporary Rectification Level; PR- Permanent Rectification Level;

No	Major Service	Service Provider's Responsibility	NSG Retained Responsibilities	Additional Information	Availability/ Performance Standard	PL	TR	PR	Performance Measurement			Penalty if applicable
									Month & Year	Minimum acceptable failure level	Actual number of failures	
4.1	Intruder Alarm management service	Provide Intruder Alarm management service in terms of suitable levels of management and operational staff to ensure that all NSG requirements are met in terms of management and maintenance.	Provide all necessary information and policies, standards and requirements.	Requisite certification PSIRA and other registration and SAPS clearance Both parties to comply with manufacturers requirements and specifications	No more than 2	1	N/A	N/A		2		
		Prepare documentation and operating manuals according to documented policies and procedures.	Approve the documented policies, manuals and procedures.	All documented policies and procedures must be in compliance with relevant legislation and SSA requirements.	No failure.	1	N/A	120 core hours		0		
4.2	Intruder alarm maintenance services	Provide Intruder Alarm maintenance service in terms of suitable levels of management and operational staff to ensure that all NSG requirements are met in terms of the bid requirements	Approve the use of corporate colours or company logos and names	The uniforms are to be practical and unobtrusive.	No more than two (2) failures against the measurement criteria to provide sufficient and suitable resources.	3	24 Core Hours	48 Core Hours		2		
		Provide preventative (planned) and reactive (unplanned) maintenance plans for Intruder Alarm system	Approve the planned and unplanned maintenance plan and procedures after consultation with the Service Provider	Service Provider to be conversant with content as detailed in the bid document and contract. See Annexure A: Schedule of Equipment section 4 & 7) and manufacture's specifications	No failure.	1	N/A	120 core hours		0		
		Prepare and operate according to documented policies and procedures.	Approve the documented policies and procedures after consultation with the Service Provider.	All documented policies and procedures must be in compliance with relevant legislation - SSA and the manufacturer's requirements	No failure against the measurement criteria to prepare suitable documented policies and procedures.	1	N/A	120 core hours		0		
					No failure against the measurement criteria to operate according to the agreed documented policies and procedures.	1	N/A	120 core hours		0		

CONTRACT COST -GENERAL SUMMARY ANNEXURE D

1. COSTING MODEL

1.1. Control Room Management and Surveillance - Annual Service costs inclusive of statutory increase for year 2, 3, 4, and 5

1.1.1. The Service Provider's fixed cost inclusive of staff for Control Room CCTV Surveillance in accordance with the terms and conditions of this agreement is:

Description	Year 1			Year 2			Year 3			Year 4			Year 5		
	Monthly Fees	Total Annual Fee (Incl. VAT		Monthly Fees	Total Annual Fee (Incl. VAT		Monthly Fees	Total Annual Fee (Incl. VAT		Monthly Fees	Total Annual Fee (Incl. VAT		Monthly Fees	Total Annual Fee (Incl. VAT	
2 x Grade C Security officers															
Total															

1.2. CCTV System – Quarterly service costs inclusive of statutory increase for year 2, 3, 4, and 5

1.2.1. The Service Provider's fixed preventative maintenance cost for CCTV Surveillance Control System, inclusive of equipment and software in accordance with the terms and conditions of this agreement is:-

Description	Year 1			Year 2			Year 3			Year 4			Year 5		
	Biannual Fees	Total Annual Fee (Incl. VAT		Biannual Fees	Total Annual Fee (Incl. VAT		Biannual Fees	Total Annual Fee (Incl. VAT		Biannual Fees	Total Annual Fee (Incl. VAT		Biannual Fees	Total Annual Fee (Incl. VAT	
Fixed preventative maintenance cost for CCTV Surveillance Control System															
Total															

1.3. Biometric Access Control – Quarterly service costs inclusive of statutory increase for year 2, 3, 4, and 5

1.3.1. The Service Provider's compulsory Fixed Preventative Maintenance cost for Access Control System, inclusive of equipment and software in accordance with the terms and conditions of this agreement is:-

Description	Year 1			Year 2			Year 3			Year 4			Year 5		
	Quarterly Fees	Total Annual Fee (Incl. VAT)		Quarterly Fees	Total Annual Fee (Incl. VAT)		Quarterly Fees	Total Annual Fee (Incl. VAT)		Quarterly Fees	Total Annual Fee (Incl. VAT)		Quarterly Fees	Total Annual Fee (Incl. VAT)	
Fixed preventative maintenance cost for Access Control System															
Total															

1.4. Intruder Alarm Control System- Quarterly service costs inclusive of statutory increase for year 2, 3, 4 and 5

1.4.1. The Service Provider's compulsory Fixed Preventative Maintenance cost for Intruder Alarm Control System, inclusive of equipment and software in accordance with the terms and conditions of this agreement is:-

Description	Year 1			Year 2			Year 3			Year 4			Year 5		
	Quarterly fees	Total Annual Fee (Incl. VAT)		Quarterly Fees	Total Annual Fee (Incl. VAT)		Quarterly Fees	Total Annual Fee (Incl. VAT)		Quarterly Fees	Total Annual Fee (Incl. VAT)		Quarterly Fees	Total Annual Fee (Incl. VAT)	
Fixed preventative maintenance cost for intruder Alarm Control System															
Total															

1.5. SUMMARY OF FIXED COSTS

Description	Year 1	Year 2	Year 3	Year 4	Year 5
2 x Grade C Security officers	R	R	R	R	R
Fixed preventative maintenance cost for CCTV Surveillance Control System	R	R	R	R	R
Fixed preventative maintenance cost for Biometric Access Control System	R	R	R	R	R
Fixed preventative maintenance cost for Intruder Alarm Control System	R	R	R	R	R
Total	R	R	R	R	R

1.6. CALL OUT RATES AND DAYWORK

The Service Provider shall complete the schedule below stating hourly call out rates (incl. VAT). These rates will only be used for the rectification of faults not covered by the terms and conditions of the Maintenance Agreement after acceptance of a quotation by the NSG.

1.6.1. CALL OUT RATES CHARGES FOR SERVICE TECHNICIANS including statutory increases for year 2,3,4, and 5

Category	Year 1 Fee Per Hour (Incl. VAT)	Year 2 Fee Per Hour (Incl. VAT)	Year 3 Fee Per Hour (Incl. VAT)	Year 4 Fee Per Hour (Incl. VAT)	Year 5 Fee Per Hour (Incl. VAT)
Normal hours (Monday to Friday) (06h00 – 18h00)	R	R	R	R	R
After hours (Monday to Friday) 18h00 – 06h00	R	R	R	R	R
Saturday	R	R	R	R	R
Sunday/ Holiday	R	R	R	R	R

1.6.2. LABOUR FEES- SERVICE TECHNICIANS fixed through the whole year, as well as year 2,3,4,and 5

The Service Provider shall complete the schedule below stating hourly call out rates (incl. VAT). These rates will only be used for the rectification of faults not covered by the terms and conditions of the Maintenance Agreement after acceptance of a quotation by the NSG.

Category	Year 1 Fee Per Hour (Incl. VAT)	Year 2 Fee Per Hour (Incl. VAT)	Year 3 Fee Per Hour (Incl. VAT)	Year 4 Fee Per Hour (Incl. VAT)	Year 5 Fee Per Hour (Incl. VAT)
Normal hours (Monday to Friday) (06h00 – 18h00)	R	R	R	R	R
After hours (Monday to Friday) 18h00 – 06h00	R	R	R	R	R
Saturday	R	R	R	R	R
Sunday/ Holiday	R	R	R	R	R

CONTRACT COST - GENERAL SUMMARY ANNEXURE E

1. COSTING MODEL

For price verification purposes bidders need to add an estimated 5% annual increase for salary adjustments (sectorial increase) for year 2, 3, 4 and 5. Bidders need to take note that at the time of annual adjustment the contractor must submit the actual sectoral percentage which may adjust the salary up or down

1.1. Control Room Management and Surveillance - Annual Service costs inclusive of statutory increase for year 2, 3, 4, and 5

1.1.1. The Service Provider's fixed cost inclusive of staff for Control Room CCTV Surveillance in accordance with the terms and conditions of this agreement is:

Description	Year 1		Year 2		Year 3		Year 4		Year 5	
	Monthly Fees	Total Annual Fee (Incl. VAT)	Monthly Fees	Total Annual Fee (Incl. VAT)	Monthly Fees	Total Annual Fee (Incl. VAT)	Monthly Fees	Total Annual Fee (Incl. VAT)	Monthly Fees	Total Annual Fee (Incl. VAT)
2 x Grade C Security officers										
Total										

1.2. CCTV System – Quarterly service costs inclusive of statutory increase for year 2, 3, 4, and 5

1.2.1. The Service Provider's fixed preventative maintenance cost for CCTV Surveillance Control System, inclusive of equipment and software in accordance with the terms and conditions of this agreement is: -

Description	Year 1		Year 2		Year 3		Year 4		Year 5	
	Biannual Fees	Total Annual Fee (Incl. VAT)	Biannual Fees	Total Annual Fee (Incl. VAT)	Biannual Fees	Total Annual Fee (Incl. VAT)	Biannual Fees	Total Annual Fee (Incl. VAT)	Biannual Fees	Total Annual Fee (Incl. VAT)
Fixed preventative maintenance cost for CCTV Surveillance Control System										
Total										

1.3. Biometric Access Control – Quarterly service costs inclusive of statutory increase for year 2, 3, 4, and 5

1.3.1. The Service Provider's compulsory Fixed Preventative Maintenance cost for Access Control System, inclusive of equipment and software in accordance with the terms and conditions of this agreement is: -

Description	Year 1		Year 2		Year 3		Year 4		Year 5	
	Quarterly Fees	Total Annual Fee (incl. VAT)	Quarterly Fees	Total Annual Fee (incl. VAT)	Quarterly Fees	Total Annual Fee (incl. VAT)	Quarterly Fees	Total Annual Fee (incl. VAT)	Quarterly Fees	Total Annual Fee (incl. VAT)
Fixed preventative maintenance cost for Access Control System										
Total										

1.4. Intruder Alarm Control System- Quarterly service costs inclusive of statutory increase for year 2, 3, 4 and 5

1.4.1. The Service Provider's compulsory Fixed Preventative Maintenance cost for Intruder Alarm Control System, inclusive of equipment and software in accordance with the terms and conditions of this agreement is: -

Description	Year 1		Year 2		Year 3		Year 4		Year 5	
	Quarterly fees	Total Annual Fee (incl. VAT)	Quarterly Fees	Total Annual Fee (incl. VAT)	Quarterly Fees	Total Annual Fee (incl. VAT)	Quarterly Fees	Total Annual Fee (incl. VAT)	Quarterly Fees	Total Annual Fee (incl. VAT)
Fixed preventative maintenance cost for Intruder Alarm Control System										
Total										

1.5. SUMMARY OF FIXED COSTS

Description	Year 1	Year 2	Year 3	Year 4	Year 5
2 x Grade C Security officers	R	R	R	R	R
Fixed preventative maintenance cost for CCTV Surveillance Control System	R	R	R	R	R
Fixed preventative maintenance cost for Biometric Access Control System	R	R	R	R	R
Fixed preventative maintenance cost for Intruder Alarm Control System	R	R	R	R	R
Total	R	R	R	R	R

1.6. CALL OUT RATES AND DAYWORK

The Service Provider shall complete the schedule below stating hourly call out rates (incl. VAT). These rates will only be used for the rectification of faults not covered by the terms and conditions of the Maintenance Agreement after acceptance of a quotation by the NSG.

1.6.1. CALL OUT RATES CHARGES FOR SERVICE TECHNICIANS INCLUDING STATUTORY INCREASES FOR YEAR 2,3,4, AND 5

Category	Year 1 Fee Per Hour (incl. VAT)	Year 2 Fee Per Hour (incl. VAT)	Year 3 Fee Per Hour (incl. VAT)	Year 4 Fee Per Hour (incl. VAT)	Year 5 Fee Per Hour (incl. VAT)
Normal hours (Monday to Friday) (06h00 – 18h00)	R	R	R	R	R
After hours (Monday to Friday) 18h00 – 06h00	R	R	R	R	R
Saturday	R	R	R	R	R
Sunday/ Holiday	R	R	R	R	R

1.6.2. LABOUR FEES- SERVICE TECHNICIANS INCLUDING STATUTORY INCREASES FOR YEAR 2,3,4 AND 5

The Service Provider shall complete the schedule below stating hourly call out rates (incl. VAT). These rates will only be used for the rectification of faults not covered by the terms and conditions of the Maintenance Agreement after acceptance of a quotation by the NSG.

Category	Year 1 Fee Per Hour (incl. VAT)	Year 2 Fee Per Hour (incl. VAT)	Year 3 Fee Per Hour (incl. VAT)	Year 4 Fee Per Hour (incl. VAT)	Year 5 Fee Per Hour (incl. VAT)
Normal hours (Monday to Friday) (06h00 – 18h00)	R	R	R	R	R
After hours (Monday to Friday) 18h00 – 06h00	R	R	R	R	R
Saturday	R	R	R	R	R
Sunday/ Holiday	R	R	R	R	R



school of government

Department:

National School of Government
REPUBLIC OF SOUTH AFRICA

Annexure F

DESKTOP EVALUATION TECHNICAL SCORECARD AND COMPLIANCE CHECKLIST

THE COMPREHENSIVE MANAGEMENT AND MAINTENANCE SERVICES OF CCTV
SURVEILLANCE, ACCESS CONTROL AND INTRUDER ALARM SYSTEMS AT THE
NATIONAL SCHOOL OF GOVERNMENT (NSG) FOR A PERIOD OF THIRTY-SIX (36)
MONTHS

NSG/BID/07/2022/2023

ANNEXURE B: DESKTOP EVALUATION TECHNICAL SCORECARD AND COMPLIANCE CHECKLIST

The form must be submitted in file 1 (technical file)

EXAMPLE OF HOW THE BIDDER MUST COMPLETE THE COMPLIANCE CHECKLIST:

Section No	Technical Criteria	Reference page in Proposal	Comments
1.2	Experience of the bidder	Display C: Page 9 to 12	Bidder to summarise the motivation of compliance, partial compliance or non-compliance to the requirement.

EXAMPLE OF A RATING SCALE THAT BID EVALUATION COMMITTEE MEMBERS WILL USE

Rating	Definition	Score
Excellent	Exceeds the requirement. Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential added value, with supporting evidence.	5
Good	Satisfies the requirement with minor additional benefits . Above average demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential added value, with supporting evidence.	4
Acceptable	Satisfies the requirement. Demonstration by the supplier of the relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods / services, with supporting evidence.	3
Minor Reservations	Satisfies the requirement with minor reservations . Some minor reservations of the supplier's relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence.	2
Serious Reservations	Satisfies the requirement with major reservations . Considerable reservations of the supplier's relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence.	1
Unacceptable	Does not meet the requirement . Does not comply and/or insufficient information provided to demonstrate that the supplier has the ability, understanding, experience, skills, resource & quality measures required to provide the goods / services, with little or no supporting evidence.	0

The Bidders will be evaluated according to the technical evaluation criteria in the scorecard below.

Bidders must indicate their ability to do the following and to substantiate as required with supporting documentation.

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION					
DESKTOP EVALUATION		100			
1	SERVICE PROPOSAL	35			
1.1	<p>Bidders must submit a detailed maintenance strategy, inclusive of:</p> <ul style="list-style-type: none"> Preventative maintenance Plan; Unplanned maintenance and corrective action plan; <p>Outlining how maintenance and support will be delivered</p>	35	Section 3.2 and 4.2 of Annexure C.		
2	COMPANY EXPERIENCE	20			
2.1	At least three (3) to five (5) years' demonstrable company experience in providing management of control rooms and maintenance services for CCTV surveillance, access control and intruder alarm systems.	10	SCC, section 2.3 and 3.4		
2.2	The bidder must provide evidence from at least three (3) contactable clients confirming previous	10	SCC - Table 3		

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION			TO BE COMPLETED BY THE BIDDER		
	<p>experience in maintenance of CCTV surveillance, biometric access control, intruder alarm contacts, where the bidder provided a similar service within the last ten (10) years.</p> <ul style="list-style-type: none"> The reference letters must include: <ul style="list-style-type: none"> Company name Name of contact person Address Phone number; Duration of contract; Contract value Briefing description of services; and Level of client satisfaction. 				
TO BE COMPLETED BY THE TENDERING INSTITUTION			TO BE COMPLETED BY THE BIDDER		
3	RESOURCE CAPACITY	45			
3.1	<p>Provide an organogram which illustrates the following information from the Contract Execution Team:</p> <ul style="list-style-type: none"> Position Experience Qualifications <p>Bidders are required to provide the NSG with a list of dedicated, SAPS cleared and PSIRA registered Security Officers currently in their employ, indicating</p>	20	SCC page 7 (Table 3)		

#	TECHNICAL EVALUATION CRITERION	WEIGHT	REFERENCE IN BID DOCUMENT	REFERENCE PAGE IN BIDDERS PROPOSAL	COMMENTS
TO BE COMPLETED BY THE TENDERING INSTITUTION			TO BE COMPLETED BY THE BIDDER		
	their grades as well as other related qualifications and skills. Please attach proof of qualifications.				
3.2	<p>The bidders must submit, as part of its proposal, the following:</p> <p>The structure and composition of the proposed team, clearly outlining the main disciplines/ specialties of this project and the key personnel responsible for each specialty; CVs of the technicians; and the CVs must clearly highlight qualifications, areas of experience/ competence relevant to the tasks.</p> <p>Technicians allocated to the project must have minimum of three (3) years' experience and the relevant skills, knowledge and expertise to install, maintain and service the CCTV, Biometric Access Control and Alarm systems. The Technicians must have valid SAPS Security Clearance.</p> <p>The bidder's technicians to be deployed at the NSG must have relevant qualifications, skills and experience.</p>	25			