

## Annexure A (Scope of Work)

### **APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY, INSTALL AND MAINTAIN A NEW BIOMETRIC ACCESS CONTROL SYSTEM AND CCTV SYSTEM FOR A PERIOD OF THREE YEARS**

#### **1 INTRODUCTION**

CEF SOC Ltd is a state-owned company involved in the search for appropriate energy solutions to meet the energy needs of South Africa and the sub-Saharan African region. It also manages the operation and development of the oil and gas assets of the South African government. The company falls under the auspices of the Department of Minerals, Petroleum Resources (DMPR). For more information on the company, you can visit our current website: [www.cefgroup.co.za](http://www.cefgroup.co.za)

#### **2 BACKGROUND AND OVERVIEW**

CEF SOC has access control devices across the whole building consisting of mainly facial recognition, temperature readers, card and fingerprint access control as well as CCTV cameras, monitoring the exterior and interior of the building, all CEF employees and visitors interact with these devices in one way or another to restrict and control access in and out of the building as well as internal access to each floor. The current access control and CCTV system contract has expired and as such is a need for a service provider to **supply, install and maintain a new biometric access control equipment and CCTV system** for a period of three (03) years.

##### **2.1 Current CCTV system**

**The CCTV System (HIKVISION and DAHUA) includes the following components which require repair and/or replacement with motion detection cameras:**

- 45 analog cameras internally and externally.
- 2 x DVR Devices
- Stand-alone Dahua DVR
- 3 x PIR covert analogue cameras
- 1 x Camera LED Beam



- Control System running camera software
- 3 x Passive Infra-Red motion detectors

**The existing Access Control System (Gallagher) comprises of the components listed below, all of which require replacement with a new facial biometric access control system incorporating temperature-screening modules and the necessary software licenses**

- 1x Gallagher server
- 4 x Suprema Face and Temperature detection access readers
- 1x Gallagher workstation for recording fingerprints
- 1x workstation running Bio-Star software for integration between Gallagher and facial recognition readers
- 3x Dropbox for visitor access cards
- 2x Half-Height Turnstar Turnstiles
- 1x Turnstar Service Gate
- 3x Controller 6000
- 27x Weigand URI
- 46 x Morpho Sigma biometric readers
- 31x Magnetic Electronic locks on all doors including emergency exits
- 37x Auto door closer – All doors including 2 double doors
- 33x 12v 3Amp Power Supply Units
- 1x 8<sup>th</sup> Gen iPad for Visitor Management
- 1x Brother printer for visitor stickers
- 1x Hikvision Facial Recognition + Thermal Camera
- 4x No touch exit buttons
- 1x Paradox Evo 192 Alarm Panel including IP150 Module



### 3 REQUIREMENTS

CEF SOC Ltd invites bids from suitable service providers to **supply, install and maintain a new biometric access control equipment and CCTV system** for a period of three (03) years that meet the following requirements:

**NB Supply Software licenses for Access Control for 36 months.**

**NB Provide 36 months warranty for all hardware.**

#### 3.1 Minimum requirements:

CEF requires support and maintenance based on time and material basis. Include support rate per hour in the bid response and monthly support fees based on estimated support hours required per month. The estimated support hours required are **30 hours per month at an As and when required bases** for both Monitoring system, CCTV and Access Control Systems.

Requirements for CCTV system:

- Corrective maintenance as and when required.
- Predictive maintenance bi-annually
- Responding to emergency service requests onsite, when required
- Monthly system health checks
- Maintain the system in full operating condition and maintain proper and effective record keeping. This must include all the repairs and replacements of normal wear and tear on equipment. **The proposal must include response and repair time.**
- Provide monthly and quarterly reports about proactive and corrective maintenance.
- Maintain firmware upgrades of the **new proposed system** software as per the manufacturer's recommendation.

Requirements for Access Control System:

- Maintain the system in full operating condition and maintain proper and effective record keeping. This must include all the repairs and replacements of normal wear and tear on



equipment. **The proposal must include response and repair time.**

- Provide monthly and quarterly reports about proactive and corrective maintenance.
- Maintain firmware upgrades of the **new proposed system** as per the manufacturer's recommendation.
- Guaranteed 24-hour response lead time by means of remote support or on-site support.
- Proactive maintenance bi-quarterly

### **3.2 The winning bidder will be required to perform the following:**

- To **supply, install and maintain a new biometric access control equipment and CCTV system** for a period of three (03) years.

### **3.3 The proposal must include:**

- Pricing on the **new proposed system**, maintenance and support for CCTV and Access Control for a period of 3 years.
- Detailed support and maintenance model as per requirements.

### **3.4 SPECIAL CONDITIONS:**

Bidder responding to the tender must be able to resolve incident report below stipulated timelines.

#### **Resolution times when the system is down.**

- Bidder must provide incident reports showing timestamps for ticket logging, acknowledgment, resolution initiation, and closure. Be able to **resolve normal incidents** reported within 8 hours
- Bidder must provide records showing response and restoration times for critical incidents. Be able to **resolve critical incidents** such as when the system is down within 4 hours.
- Bidder must provide logs showing the date and time of request initiation and the completion of updates. Be able to **perform system changes and updates** to the system within 1 day of a call being logged.

## Annexure B (Evaluation Criteria)

### 4 MANDATORY EVALUATION CRITERIA

At this phase service providers must submit the required supporting documents to substantiate compliance to the requirements below. It must be noted that if the service provider does not meet any of the requirements, the service provider will be disqualified and not be evaluated further.

#### 4.1 PHASE 1

No.	Mandatory	Comply	Not Comply
4.1.1	<p>Service providers must submit valid accreditation for the installation, servicing, and maintenance of Access Control Systems, including the associated software.</p> <p><b>Bidders must provide proof of accreditation in servicing Access Control Systems not older than 2 years.</b></p>		
4.1.2	<p>The service providers proposed technician(s) must be a qualified technician for access control and CCTV.</p> <p><b>Bidders must provide proof of certification in servicing Access and CCTV, from the manufacturer or agents.</b></p>		
4.1.3	<p>The bidder must have a copy of valid PSIRA certificate in the bidder's name of (company/close co-operation/sole traders) accreditation and registration by the Private Security Industry Regulatory Authority (PSIRA) or OEM (Original Equipment Manufacturer).</p>		
4.1.4	<p>The service provider must confirm that they agree to be vetted by the State Security Agency (SSA) prior to the commencement of the project.</p> <p><b>Bidder must sign the attached confirmation letter to Accept or Decline vetting by SSA.</b></p>		

### Technical evaluation criteria

Bidders will be evaluated according to the below technical evaluation criteria. Minimum Technical Threshold is 70%. It must be noted that if the Bidder does not meet the 70% minimum threshold, the bidder will be disqualified and not be evaluated further.

4.2.1 Technical Information			
Technical Information	Scoring	Proof of documents	Weighting Percentage
<p><b>Company Experience</b></p> <p>The company must have delivered at least 5 projects, where similar services have been rendered in the past 5 years.</p> <p><b>Please provide reference letters as proof for previous projects implemented. The letters must be signed on the client's letterhead and include the date the project was executed and contact details.</b></p>		<b>Reference letters</b>	<b>35%</b>
5 reference letters	<b>5</b>		
4 reference letters	<b>4</b>		
3 reference letters	<b>3</b>		
2 reference letters	<b>2</b>		
1 reference letters	<b>1</b>		
0 reference letters	<b>0</b>		

4.2.2 Experience of the Staff			
Technical Information	Scoring	Proof of documents	Weighting Percentage
<p><b>Experience of the Project Lead</b></p> <p>The Project Lead assigned to the project must have 7 years' experience in implementing similar projects as per the scope of work.</p> <p><b>Provide a C.V. of the Project Lead, detailing experience in Access Control and CCTV.</b></p>		<p><b>Company Project Led CV</b></p>	<p><b>25%</b></p>
7 or more years of experience in Access Control and CCTV projects	<b>5</b>		
6 but less than 7 years' experience in Access Control and CCTV projects	<b>4</b>		
5 but less than 6 years' experience in Access Control and CCTV projects	<b>3</b>		
4 but less than 5 years' experience in Access Control and CCTV projects	<b>2</b>		
3 but less than 4 years' experience in Access Control and CCTV projects	<b>1</b>		
Less than 3 years' experience in Access Control and CCTV projects	<b>0</b>		

Technical Information	Scoring	Proof of documents	Weighting Percentage
<p><b>Detailed Project Execution Plan</b></p> <p>The bidder must demonstrate in a project plan for the installation that they can deliver the scope or requirements within the stipulated timeline of not more than 1 month.</p> <p><b>Provide a detailed project plan that indicates deadlines were met.</b></p>		<b>Project Plan</b>	<b>25%</b>
The timelines meet the targeted duration of less than 1 month.	<b>5</b>		
The timelines meet more than 1 month but less than 2 months.	<b>4</b>		
The timelines meet more than 2 months but less than 3 months.	<b>3</b>		
The timelines meet more than 3 months or No project plan submitted	<b>0</b>		

Technical Information	Scoring	Proof of documents	Weighting Percentage
<p><b>Team Experience:</b></p> <p>The Project team assigned to the project must have a combined experience of 5 years in implementing Access Control and CCTV projects as per the scope of work.</p> <p><b>Provide a C.V. of the Project Lead, detailing experience in similar projects.</b></p>		<b>CVs of the Team clearly indicating the duties and number of years of experience.</b>	<b>15%</b>
5 or more years of experience in Access Control and CCTV projects	<b>5</b>		
4 but less than 5 years' experience in Access Control and CCTV projects	<b>4</b>		
3 but less than 4 years' experience in Access Control and CCTV projects	<b>3</b>		
2 but less than 3 years' experience in Access Control and CCTV projects	<b>2</b>		
1 but less than 2 years' experience Access Control and CCTV projects	<b>1</b>		
Less than 1 year experience in Access Control and CCTV projects	<b>0</b>		



### PRICING SCHEDULE

#### THE APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY, INSTALL AND MAINTAIN A NEW BIOMETRIC ACCESS CONTROL EQUIPMENT AND CCTV SYSTEM FOR A PERIOD OF THREE YEARS

No	Description	Quantity	Period	Unit Rate	Total
01	Supply of the new proposed CCTV and Access Control system.	As per the scope of work.	36 months		
02	Once off Installation of the new proposed CCTV and Access Control system	1			
03	Supply Software licenses for Access Control.	As per the scope of work.			
	Provide 36 months warranty for all hardware.	1			
04	Maintenance and support <b>(per month)</b>	30 hours			
05	Support on Odd hours <b>(per month)</b>	20 hours			
06	Others (Specify clearly)				
<b>Total Excl Vat</b>					<b>R</b>
<b>VAT @15</b>					<b>R</b>
<b>Total Inc Vat @15%</b>					<b>R</b>

**THE SERVICE PROVIDER ARE REQUESTED TO PROVIDE A BREAKDOWN OF THE PRICING SCHEDULE AS PER THE SPECIFICATION/SCOPE OF WORK IN ORDER TO CLARIFY ALL THE CHARGES THAT WILL BE EFFECTED.**