

MONITORING AND REACTION OF ALARM SYSTEM AT THREE AGRICULTURAL RESEARCH COUNCIL OFFICES FOR THE PERIOD OF 60 MONTHS.

ANIMAL PRODUCTION INSTITUTE – NCERA CENTRE

The ARC seeks to appoint a service provider for the provision of security alarm system, monitoring and armed response services for Ncera Centre in East London for 36 months period. Provision of monitoring and armed response services from an appropriately qualified, competent, experienced and professionally registered security service provider. The Contract period of this Agreement will be 60 months unless otherwise agreed to in writing between the parties. The ARC currently has an installed and operational alarm systems at all three sites.

1. MONITORING

- To monitor a control room transmitter or digital communicator at the premises of the Client (24-hour emergency call out service 365 days a year).
- To monitor any disturbances, which are emitted by the transmitter or digital communicator and thereafter contact the persons or institutions, which are listed for further action.

2. REACTION

- To dispatch qualified Reaction Officers to the clients premises in response to an emergency call from the client, or upon receipt by the service provider of a radio transmitter signal and/or a client telephonic request to prevent or minimise the risk of loss to property, injury to persons due to fire, theft, burglary or vandalism or any other contributing factor.
 - The expected reaction time for alarms must be a maximum of 15 minutes (Dispatch time of response officer until time of arrival on site).
 - 24 hour telephone product support (Free) i.e. sms facility to report the alarm.

3. RECORDS

- The Alarm Company shall maintain accurate records relating to each intruder alarm system and provide record on client's request.

4. ADDITIONAL ITEMS

- Maximum three user sms
- Two link up
- Full set
- Keypad

5. PRICING SCHEDULE

ARMED RESPONSE PRICING SCHEDULE					
Service Description	Year 1	Year 2	Year 3	Year 4	Year 5
Monthly Monitoring and response fee					
Call out Fee: Normal hours					
Call out Fee: After hours					
Repairs and maintenance					
New installation of four CCTV cameras and Four security lights (motion sensors)					
Contingency 5%					
% Annual Escalation					
Grand Total					
VAT					
Grand Total					

NB registration with South African Intruder Detection Services Association (SAIDSA) and a valid certified copy of The Independent Communication Authority of South Africa (ICASA) is a required for provision of this service and including compliance with all relevant legislation applicable to the security environment. Registration with PSIRA is a pre-requisite. It is expected that the successful service provider should have at least 5 years experience and undertaken a similar project in the last five years. A local footprint with a control room of at least 30km form the various sites.

All service providers and technicians will be subjected to screening.

Compulsory site briefings will be held as directed by SCM.

The service provider shall be responsible for sourcing all alarm system parts/components/fixtures necessary in the repair and maintenance of the equipment.

Sourced prices must at all times
be market related.

All the equipment's or materials used should carry the warranty or guarantee as per manufacture prescription.

REPLACEMENT OF EQUIPMENT DUE TO OBSOLESCENCE

The service provider shall inform the ARC of any non-repairable equipment. Replacement equipment that would be required for critical system components

Once it is determined what the cost of repairs will be, the service provider must inform the ARC of repair costs and any other options, where after the ARC will respond back with either a go ahead to repair, or not to repair or replace.