

## Annexure A (Scope of Work)

### **APPOINTMENT OF SERVICE PROVIDER TO IMPLEMENT, SUPPORT AND MAINTAIN A NEW ACCESS CONTROL SYSTEM (SOFTWARE AND EXISTING HARDWARE) AT THE SANPC REFINERY FOR THREE (3) 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 South African government's oil and gas assets. The company falls under the auspices of the Department of Minerals and Petroleum Resources (DMPR). For more information on the company, you can visit our current website: [www.cefgroup.co.za](http://www.cefgroup.co.za)

The SANPC refinery is situated at: 1 Refinery Road, Isipingo, Prospecton, Durban.

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

##### SANPC Refinery Overview

The SANPC Refinery, owned by the Central Energy Fund (CEF), is a critical infrastructure facility pivotal to the national energy supply chain. Given its strategic importance, the refinery has been designated as a National Key Point, underscoring its significance in maintaining national security and economic stability.

The refinery, designated as a National Key Point, requires a robust and reliable access control system to ensure the safety and security of its operations. The access control infrastructure is critical in regulating entry and exit points while maintaining stringent security standards. To implement, support and maintain the integrity and operational efficiency of the system, the refinery seeks to appoint a qualified service provider implement, support and, maintenance, and ongoing support of the access control system over three years.

#### **3 SCOPE OF WORK**

The appointed service provider will be responsible for the following:

- Implement a New Access Control System (Software) that retains all existing features (controls) of the current system, while introducing the additional functionality to improve security, scalability, usability, and integration capabilities.



- Conducting regular inspections and maintenance on all access control equipment.
- Performing necessary repairs and replacements to ensure optimal functionality.
- Providing emergency support services for equipment failures.
- Ensuring compliance with security regulations and industry best practices.
- Offering technical support and training to refinery personnel as required.

### Access Control Equipment

The refinery's access control system that is supported by application Xtime consists of various components, including controllers, turnstiles, vehicle barrier systems, biometric readers, and power backup systems. Below is a breakdown of the key equipment:

QUANTITY ON SITE	ON CODE	Access Control Equipment
11	HCM905	EC3 Controller with Display in Plastic Housing
3	HCA930	Cluster Portal Application Controller in Cabinet
3	HCM941	Cluster Portal Application Controller with no Display in Plastic Housing
29	IPS921	ITRT - Improx Ethernet Door Controller in Cabinet
8	HMO900	Single IO8 Module WITH 8 input and Output Relays
11	VBB-P	Turnstar Vehicle Barrier Booms
11	VT60/VLLED1M	Turnstar Velocity Vehicle Barrier Octagonal Boom Pole with LED Strip
11	CATCH ARM	Boom Catch Arms
11	BGS-VBR20	Single Radar Beam Detector
29	MDA-HRT900	MDTA Full Display Clock Reader
29	PTASS	MDTA Stainless Housing with Sunshield
12	HRL902	MHA Tag Readers Non Display
4	HRW900	MDR Tag Readers Non Display
15	GOOSENECK	Reader Gooseneck Stainless Steel with Sunshield
15	RDRLOCKPST	Reader Gooseneck Locking Posts
11	ROBOT-P	Vehicle Barrier Signal Robot 3m Poles Stainless Steel
11	ROBOT-R	Vehicle Barrier Signal Robot Aspect RED
11	ROBOT-G	Vehicle Barrier Signal Robot Aspect GREEN
33	LIGHT-R	Reader Pilot Light Indicators RED
33	LIGHT-G	Reader Pilot Light Indicators GREEN
8	STROBE	Gate Strobe Lights



18	ES14	Industrial Push Buttons Custom Made with Housing
34	PS49-2	Power Supply 3-5amp Powerstore
63	BA13-BA04-2	7AH - 18AH 12V Backup Battery
6	BG	Break Glass
3	REGLK118	Magnetic Lock
3	ADAMS	Adams Rite Strike
6	LK94	Door Closure
6	KB03	Key Override Switch
14	TS-PLATE	Turnstile Reader Mounting Plates
1	STS	Turnstiles Single
3	DTS	Turnstile Double
4	3ARM+P	Turnstar 3 Arm Waist Height Turnstile
3	SS-GATE	Steel Swing Gate
10	30W-LED	30W LED Spots
8	WARN-ST	RED Warning Strobe on Gate Posts

The service provider will be evaluated based on technical capability, experience, response time, and adherence to compliance standards. More details on the evaluation criteria will be provided in subsequent sections.

#### **4 Service & Maintenance Requirements**

- \* 24/7 Availability & Emergency Response

Service provider must offer round-the-clock support with defined Service Level Agreements (SLAs).

Emergency response time of 2 hours for critical failures and 24 hours for minor repairs.

Scheduled preventative maintenance to ensure system longevity.

- Preventative & Corrective Maintenance (bi-annual minor maintenance and one Major maintenance)

Proactive identification and replacement of failing components before breakdowns occur.

- Software & Hardware Support

Regular firmware and software updates to prevent cyber threats.

Provide a detailed contingency plan for rapid component replacement.

All repairs/ faults must be done or completed timeously.

##### **4.1. System Components Under Maintenance**

The provider will be responsible for the repair, maintenance, and support of:

EC3 Controllers, Improx Ethernet Door Controllers, and Cluster Portal Application Controllers.

Vehicle Barrier Systems (Boom Gates, Radar Detectors, Signal Robots).



Biometric and RFID Readers, Gooseneck Mounting Posts.

Power Supply Units, Backup Batteries, LED Lights, and Strobe Lights.

Turnstiles, Swing Gates, Magnetic Locks, Alarm Systems.

#### **4.2. Security & Confidentiality**

\* Data Protection & Access Control Policies

Must adhere to strict data privacy policies to protect security-sensitive access control data.

Prevent unauthorized access to log records, biometric data, and surveillance footage.

- Restricted System Access

Service provider's personnel must only access designated areas within the refinery.

Implement secure login credentials and authentication methods for system modifications.

#### **4.3. Performance Monitoring & Reporting**

\* Service Level Agreements (SLAs) & Key Performance Indicators (KPIs)

Maintain system uptime above 99.5%.

Track and report on fault resolution times, repair success rates, and component failure trends.

- Regular Reports & Audits

Submit monthly maintenance reports detailing inspections, issues, and corrective actions taken.

Annual audits to assess system efficiency and propose upgrades if needed.

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

#### **5.1 System Maintenance & Repairs**

Conduct preventative maintenance to minimize downtime and prolong equipment life.

Perform corrective maintenance on faulty access control components.

Provide emergency repair services with a defined response time.

#### **5.2 Hardware & Software Support**

Upgrade and replace access control hardware as needed.

Implement software updates and firmware patches for security and functionality.

Ensure seamless integration of new and existing system components.

Implement best practices for cybersecurity and data protection.

#### **5.3 24/7 Technical Support & Response**

Provide round-the-clock support for system failures.



Respond to critical system malfunctions within the agreed SLA.

Offer on-site and remote troubleshooting capabilities.

#### **5.4 Security Compliance & Data Protection**

Adhere to National Key Point security regulations.

Implement strict data security policies to protect access control information.

Ensure that all work is carried out by vetted and certified personnel.

#### **5.5 Inventory & Spare Parts Management**

Maintain a stock of critical spare parts to ensure quick repairs.

Conduct periodic inspections to identify and replace aging components.

Provide a detailed contingency plan for component failure scenarios.

#### **5.6 Performance Monitoring & Reporting**

Track system uptime, fault resolution times, and maintenance activities.

Submit monthly performance reports detailing work completed and recommendations.

Conduct annual system audits to evaluate efficiency and propose upgrades.

### **6 Interested bidders must submit a detailed proposal that includes:**

#### **6.1 Company Profile**

Overview of the company, including years of experience in access control systems.

Relevant certifications, accreditations, and industry affiliations.

List of previous projects of similar scope and complexity.

#### **6.2 Technical Capability and Experience**

Demonstrated expertise in maintaining, repairing, and supporting access control systems.

Experience working at high-security facilities, including National Key Points.

Availability of qualified technical personnel, including certifications and training records.

#### **6.3 Proposed Approach and Methodology**

Detailed plan for maintenance, repairs, and support.

Preventative maintenance schedule and response time for repairs.

Approach to minimizing downtime and ensuring continuous operations.

#### **6.4 Compliance and Regulatory Requirements**

Adherence to relevant security and safety regulations.

Compliance with National Key Point security standards.



Certifications related to occupational health and safety.

#### 6.5 Financial Proposal

Detailed cost breakdown, including labor, equipment, and spare parts.

Any additional costs related to emergency callouts or special services.

The pricing model for ad hoc services outside the contract scope.

#### 6.6 Service Level Agreements (SLAs)

Guaranteed response and resolution times.

Uptime commitments and system availability guarantees.

Penalties for non-compliance with agreed SLAs.

#### 6.7 Risk Management Plan

Identification of potential risks related to system failures or breaches.

Mitigation strategies to prevent disruptions.

Business continuity and disaster recovery plans.

#### 6.8 References and Client Testimonials

Contactable references from previous clients.

Case studies of successful implementations and support.

#### 6.9 Project Team and Organizational Structure

Key personnel assigned to the project, their roles, and qualifications.

Organizational hierarchy and support structure.

#### 6.10 Legal and Contractual Obligations

Confirmation of ability to comply with all contractual terms.

Insurance coverage, including liability and workers' compensation.

Any other legal requirements relevant to working within a National Key Point.

## Annexure B (Evaluation Criteria)

### 1 MANDATORY EVALUATION CRITERIA

#### 1.1 PHASE 1

No.	Mandatory	Comply	Not Comply
1.1.1	<p>Bidders must submit Proof of valid Private Security Industry Regulatory Authority (PSIRA) registration for both the company and key personnel.</p> <p><b>Bidders must provide proof of valid Private Security Industry Regulatory Authority (PSIRA) registration for both the company and key personnel.</b></p>		
1.1.2	<p>Coida Certificate</p> <p><b>Bidders must provide proof of valid copy of coida Certificate.</b></p>		
1.1.3	<p>The bidders must confirm that they agree to be vetted by the State Security Agency (SSA) prior to the commencement of the project.</p> <p><b>Sign the attached confirmation letter to Accept vetting by SSA.</b></p>		

**Technical evaluation criteria**

Bidders will be evaluated according to the technical evaluation criteria below. A minimum score of 70% will qualify the bidder for the next round.

<b>1.2.1 Technical Information</b>			
<b>Technical Information</b>	<b>Scoring</b>	<b>Proof of documents</b>	<b>Weighting Percentage</b>
<p><b>Company Experience</b> Experience in implementing, supporting and maintaining Access Control System at critical infrastructure/National Key Points within 8 years (2017- To date).</p> <p><b>Please provide reference letters as proof of previous experience in access control at critical infrastructure/National Key Points. The letters must be signed on the client's letterhead, including the date the project was executed, the contact person, and contact details.</b></p>		<b>reference letters.</b>	<b>30%</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>		

1.2.2 Experience of the Project Lead			
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 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 similar projects.</b></p>		<p><b>Company Project Lead CV</b></p>	<p><b>25%</b></p>
7 or more years of experience in similar projects	<b>5</b>		
6 years' experience in similar projects	<b>4</b>		
5 years' experience in similar projects	<b>3</b>		
4 years' experience in similar projects	<b>2</b>		
3 years' experience in similar projects	<b>1</b>		
Less than 2 years' experience in similar projects	<b>0</b>		

1.2.3 Project Execution Plan			
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 implementation, support, repairs, service, and maintenance 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>		<p><b>Project Plan</b></p>	<p><b>25%</b></p>
The timelines meet the targeted duration of 1 month or less.	<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 but less than 4 months.	<b>2</b>		
The timelines meet more than 4 months but less than 5 months.	<b>1</b>		
No project plan submitted/the timeline is more than 5 months.	<b>0</b>		

<b>1.2.4 Team Experience</b>			
<b>Technical Information</b>	<b>Scoring</b>	<b>Proof of documents</b>	<b>Weighting Percentage</b>
<p><b>Team Experience:</b></p> <p>The Project team assigned to the project must have an average of 7 years' experience in implementing similar projects as per the scope of work.</p> <p><b>Provide a C.Vs. of the Project team, detailing experience in similar projects</b></p>		<b>Team Experience.</b>	<b>20%</b>
7 or more years of experience in similar projects	<b>5</b>		
6 years' experience in similar projects	<b>4</b>		
5 years' experience in similar projects	<b>3</b>		
4 years' experience in similar projects	<b>2</b>		
3 years' experience in similar projects	<b>1</b>		
Less than 2 years' e experience in similar projects	<b>0</b>		

**PRICING SCHEDULE**

**THE APPOINTMENT OF SERVICE PROVIDER TO IMPLEMENT, SUPPORT AND MAINTAIN A NEW ACCESS CONTROL SYSTEM (SOFTWARE AND EXISTING HARDWARE) AT THE SANPC REFINERY FOR THREE (3) YEARS**

**YEAR 1**

No	Description	Quantity	Period	Unit Rate	Total
01	Implement new access control system <b>(Software)</b>	As per the scope of work.			R
02	Maintenance and support	30 hours (per month)			R
03	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>

**YEAR 2**

No	Description	Quantity	Period	Unit Rate	Total
01	Maintenance and support	30 hours (per month)			R
02	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>

**YEAR 3**

No	Description	Quantity	Period	Unit Rate	Total
01	Maintenance and support	30 hours (per month)			R
02	Others (Specify clearly)				R
<b>Total Excl Vat</b>					<b>R</b>
<b>VAT @15</b>					<b>R</b>
<b>Total Inc Vat @15%</b>					<b>R</b>

**Total For Year 1 + Year 2 + Year 3**

No	Description	Total Cost
01	Year 1	
02	Year 2	
03	Year 3	
<b>Total Inc Vat @15% (Year 1 + Year 2 + Year 3)</b>		<b>R</b>

The bidder must provide an all-inclusive pricing offer (fixed and firm) that will cover the full scope of work.

**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 AFFECTED.**