

SCOPE OF WORK

Provision for the supply, installation, commissioning, maintenance, servicing, fault-finding, repairs, replacement, testing and technical support of security systems and integrated equipment for security systems for the Cape Coastal Cluster, Eastern Cape.

1. PURPOSE

The purpose of this Scope of Work is to establish a contract for the provision of professional, competent and responsive services for the **supply, installation, commissioning, maintenance, servicing, fault-finding, repairs, replacement, testing and technical support of security systems and associated equipment which are fully compatible with the Cathexis system** at Eskom sites within the Cape Coastal Cluster, Eastern Cape.

The Contractor shall ensure that all security systems remain operational, reliable, fit for purpose and capable of performing their intended security function throughout the duration of the contract.

The services shall include, but not necessarily be limited to:

- Access control systems;
- Door access control equipment;
- Card and proximity readers;
- Electronic and electromechanical locks;
- Motorised electrical access gates;
- Automatic vehicle booms;
- Automatic roller doors and gates;
- CCTV surveillance systems, including cameras, recording equipment, servers and associated hardware;
- CCTV software and associated applications;
- Access control software and databases;
- Power supplies and battery backup systems;
- Safety beams and ground loops;
- Cabling, connectors, junction boxes and associated infrastructure;
- System controllers and associated electronic equipment;
- Communication interfaces between security systems;
- Associated software, firmware and configuration;
- Installation of new security equipment;
- Removal, relocation and reinstallation of security equipment where required;
- Fault-finding and corrective maintenance; and

- Any other equipment or component integral to the functioning of the security system.

The Contractor shall provide all competent personnel, supervision, labour, tools, equipment, test equipment, transport and other resources necessary to perform the services.

2. SCOPE OF SERVICES

The Contractor shall provide the following services for Eskom:

2.1 Planned Preventative Maintenance

The Contractor shall conduct planned preventative maintenance inspections and servicing of all security systems and associated equipment.

Every site shall be inspected and serviced at least once every four (4) months, unless otherwise instructed by Eskom.

The Contractor shall develop a maintenance schedule covering all sites and shall submit the proposed schedule to Eskom for approval.

No site may be omitted from a maintenance cycle without the written approval of the Eskom responsible Systems Officer or Regional Security Manager.

2.2 Corrective Maintenance

The Contractor shall attend to faults, defects, failures and breakdowns reported by Eskom.

Corrective maintenance shall include:

- Fault diagnosis;
- Testing;
- Fault isolation;
- Repair;
- Adjustment;
- Configuration;
- Replacement of defective components;
- Recommissioning;
- Testing following repair; and
- Confirmation that the system has been restored to operational condition.

2.3 Emergency and Normal Call-Outs

The Contractor shall provide a call-out service for the duration of the contract.

The maximum response times shall be:

- **Emergency call-out:** within one (1) hour of notification.
- **Normal call-out:** within two (2) hours of notification.

Response time shall mean the period between Eskom reporting the fault and the Contractor's suitably qualified technician arriving at the affected Eskom site.

Where a fault cannot reasonably be rectified during the initial attendance, the Contractor shall immediately provide Eskom with:

- The cause of the failure;
- The current status of the system;
- The proposed corrective action;
- Parts and materials required;
- Estimated cost;
- Estimated repair time; and
- Any temporary security measures recommended.

2.4 Installation and Commissioning

The Contractor shall, when instructed by Eskom, undertake the installation and commissioning of new security equipment and systems.

Installation services may include:

- Site assessment;
- Technical design input;
- Equipment installation;
- Mounting and physical installation;
- Cabling and termination;
- Programming and configuration;
- Integration with existing systems;
- Software installation and configuration;
- Testing;
- Commissioning;
- User testing;
- Handover; and
- Provision of as-built and configuration information.

All new installations shall be tested and commissioned to ensure correct operation before being handed over to Eskom.

2.5 Repairs and Replacement

The Contractor shall identify defective, damaged, obsolete or unserviceable equipment during planned maintenance inspections or call-outs.

Defective equipment shall be clearly identified and labelled where reasonably practicable.

The Contractor shall submit a quotation/recommendation for repair or replacement, including:

- Description of the fault;
- Equipment affected;
- Recommended corrective action;
- Parts/materials required;
- Labour costs;
- Transport costs;
- Applicable call-out costs;
- Estimated completion period; and
- Any other applicable costs.

No repair, replacement or additional work resulting in a cost to Eskom may be undertaken without an official Eskom Purchase Order or other written instruction from an authorised Eskom official.

3. ACCREDITATION AND COMPETENCY REQUIREMENTS

The Contractor shall employ suitably qualified, competent and experienced personnel to perform the services.

The Contractor shall submit, as part of the tender returnables, **full accreditation certificates and relevant competency certificates for employees who will be deployed to perform the work.**

The Contractor shall ensure that personnel deployed to Eskom sites have the appropriate qualifications, accreditation, training, experience and authorisation required for the equipment and systems on which they will work.

Where specialist equipment or proprietary systems are involved, the Contractor shall ensure that personnel have the appropriate manufacturer or system-specific accreditation where applicable.

The Contractor shall maintain records of all personnel qualifications and certifications and shall provide updated evidence to Eskom upon request.

No person who is not appropriately qualified, accredited or authorised shall be permitted to undertake specialist work on Eskom security systems.

4. GENERAL MAINTENANCE REQUIREMENTS

The Contractor shall be responsible for the regular inspection, servicing, testing and maintenance of all security equipment and systems covered by the contract.

The Contractor shall ensure:

1. Correct operation of individual equipment;
2. Correct interaction between interconnected systems;
3. Reliable operation of security systems;
4. Identification of potential failures before they result in system downtime;
5. Correct configuration and programming;
6. Appropriate cleaning and physical maintenance;
7. Appropriate lubrication of mechanical components;
8. Testing of backup systems;
9. Testing of safety devices;
10. Testing following maintenance or repairs; and
11. Restoration of the system to operational condition following maintenance.

Maintenance shall be performed in accordance with:

- Manufacturer's specifications;
- Applicable legislation;
- Applicable standards;
- Eskom specifications and procedures;
- Approved system configurations; and
- Good industry practice.

5. TECHNICAL SPECIFICATIONS

5.1 Doors and Door Access Equipment

The Contractor shall inspect all security-related doors and associated access control equipment.

The inspection shall include, but not be limited to:

- Door closers;
- Hinges;
- Dead bolts;
- Electronic locks;
- Strike locks;
- Magnetic locks;

- Locking mechanisms;
- Door alignment;
- Door release mechanisms;
- Fixings and mounting;
- Associated cabling; and
- General physical condition.

The Contractor shall:

- Inspect all fittings for wear;
- Tighten loose equipment;
- Adjust door closers where necessary;
- Test correct operation;
- Check locks for signs of impending failure;
- Replace damaged or unserviceable components when authorised;
- Lubricate strike locks using an appropriate **Teflon-based treatment**; and
- Ensure that oil is not used for the lubrication of locks.

5.2 Motorised Electrical Access Gates

The Contractor shall inspect, service and test all motorised electrical access gates.

The inspection shall include:

- Gate motors;
- Gate racks;
- Drive mechanisms;
- Rollers;
- Hinges;
- Sensors;
- Safety beams;
- Remote controls;
- Control boards;
- Limit switches;
- Cabling;
- Power supplies;
- Battery backup;
- Manual override mechanisms; and
- Associated access control interfaces.

The Contractor shall:

- Check all equipment for wear;
- Tighten loose components;
- Test safety devices;
- Test opening and closing cycles;
- Check gate alignment;

- Check gate racks;
- Check smooth operation;
- Lubricate mechanical components in accordance with manufacturer requirements;
- Identify components showing signs of impending failure; and
- Recommend repair or replacement where required.

All remote-controlled gates shall be tested to ensure continuous and reliable operation.

5.3 Access Card and Proximity Readers

All access readers shall be inspected and tested.

The Contractor shall:

- Test reader operation;
- Test maximum effective read distance;
- Clean readers using suitable materials;
- Inspect physical condition;
- Check mounting and connections;
- Check communication with the access control system;
- Check reader response time;
- Verify correct access/denial functionality; and
- Report defective readers or associated equipment.

5.4 Automatic Roller Doors and Gates

Automatic roller doors and gates, including basement installations where applicable, shall be physically inspected and tested.

The inspection shall include:

- Motors;
- Control equipment;
- Safety beams;
- Ground loops;
- Limit switches;
- Chains;
- Gears;
- Rollers;
- Mechanical components;
- Battery backup;
- Emergency/manual override;
- Sensors; and
- Associated access control interfaces.

The Contractor shall:

- Test correct and safe operation;
- Test safety beams;
- Test ground loops;
- Check motors;
- Check battery backup;
- Lubricate chains and gears where required;
- Identify worn or damaged components; and
- Recommend corrective action.

5.5 Access Control Software and Servers

The Contractor shall maintain the access control software, databases and associated servers where these form part of the contracted security system.

The Contractor shall:

- Archive access transactions for the applicable inspection period;
- Ensure that archived transactions are securely retained;
- Perform database repair/compact processes where applicable;
- Assess hard-drive utilisation;
- Report available and utilised storage capacity;
- Verify that backups are functioning;
- Perform backups where required;
- Clear archived data in accordance with the approved retention requirements and Eskom instruction;
- Check system functionality;
- Check communication between controllers and the server;
- Verify system time synchronisation where applicable;
- Check software services and applications;
- Identify errors and system warnings; and
- Report any software or hardware limitations affecting system operation.

No data shall be deleted, altered or permanently removed without Eskom's authorisation and in accordance with Eskom's applicable information-management requirements.

5.6 CCTV Surveillance Systems

The Contractor shall inspect, service, test and maintain CCTV surveillance systems, including hardware, software and cameras.

The inspection shall include:

- Cameras;
- Camera housings;
- Camera lenses;
- Camera positioning;
- Camera focus;
- Camera image quality;
- Recording equipment;
- Servers;
- Storage;
- Network connections;
- Power supplies;
- Communication links;
- Video management software;
- Associated monitors/displays;
- Camera mounting;
- Cabling and connectors; and
- Associated system interfaces.

The Contractor shall:

- Confirm that all cameras are operational;
- Clean camera lenses;
- Check camera positioning;
- Check external cameras for water ingress;
- Check internal cameras for dust and spider webs;
- Check image quality;
- Check camera focus where applicable;
- Confirm that cameras are recording;
- Verify recording and playback functionality;
- Check available storage capacity;
- Check for system errors;
- Check communication between cameras and recording equipment; and
- Report defective cameras or system components.

Any camera that is not providing the required image or coverage shall be reported to Eskom with a recommendation for corrective action.

5.7 CCTV Software and Recording Systems

The Contractor shall inspect and maintain CCTV software, recording systems and associated servers.

The Contractor shall check:

- System availability;
- Recording status;
- Playback functionality;

- Storage utilisation;
- Recording retention;
- System alerts;
- Camera connectivity;
- Server performance;
- Hardware status;
- Software services;
- User access where applicable; and
- System configuration.

The Contractor shall not make unauthorised changes to CCTV system configuration, user access, recording retention or security settings.

5.8 Power Supplies and Battery Backup

All security system power supplies shall be physically inspected and tested.

The Contractor shall:

- Check power supplies for excessive heat;
- Check for visible signs of damage or deterioration;
- Check mains supply;
- Check battery-backed power supplies;
- Remove mains supply where safe and appropriate to perform an on-load battery test;
- Record battery voltage under load;
- Test battery backup functionality;
- Check charging systems;
- Identify batteries approaching the end of their useful life; and
- Replace defective batteries when authorised.

Any battery measuring less than **12 volts under load**, or otherwise failing the manufacturer's specified performance requirements, shall be reported for replacement.

Where the equipment manufacturer's specifications prescribe a different voltage or test requirement, the manufacturer's specification shall apply.

5.9 Automatic Vehicle Booms

The Contractor shall inspect and maintain all automatic vehicle barriers/booms.

The inspection shall include:

- Electrical motors;

- Sensors;
- Safety beams;
- Control boards;
- Ground loops;
- Boom arms;
- Counterweights;
- Springs;
- Bearings;
- Hinges;
- Mechanical drive mechanisms;
- Limit switches;
- Battery backup;
- Manual release mechanisms; and
- Associated access control equipment.

The Contractor shall:

- Open and inspect mechanisms where required;
- Check for excessive wear;
- Identify components showing signs of impending failure;
- Lubricate moving parts in accordance with manufacturer specifications;
- Test safety beams;
- Test ground loops;
- Test opening and closing cycles;
- Test emergency/manual override;
- Check alignment;
- Tighten loose components; and
- Recommend replacement of worn components.

5.10 Miscellaneous Security System Components

The maintenance agreement shall include all components that are integral to the operation of the security systems, even where a particular component is not specifically listed in this Scope of Work.

Such components may include:

- Junction boxes;
- Connectors;
- Cabling;
- Terminations;
- Power distribution components;
- Communication interfaces;
- Control panels;
- Relays;
- Sensors;
- Mounting brackets;

- Switches;
- Fuses;
- Network components dedicated to the security system; and
- Other associated components.

The Contractor shall not refuse to attend to a component solely because it has not been specifically named in this Scope of Work, provided that the component forms part of or is integral to a contracted security system.

6. PLANNED PREVENTATIVE MAINTENANCE CYCLE

The Contractor shall ensure that all contracted sites are serviced at least once every **four (4) months**.

The Contractor shall submit a planned preventative maintenance programme to Eskom indicating:

- Site;
- Equipment/system;
- Planned maintenance date;
- Technician responsible;
- Scope of inspection;
- Completion date;
- Outstanding defects; and
- Corrective actions required.

The Contractor shall coordinate planned maintenance with the responsible Eskom Systems Officer/site representative to minimise disruption to Eskom operations and security.

Where planned maintenance cannot be performed on the scheduled date due to circumstances beyond the Contractor's control, the Contractor shall immediately notify Eskom and agree on an alternative date.

7. RESPONSE TIMES

The Contractor shall comply with the following minimum response requirements:

Call-Out Type	Maximum Response Time
Emergency call-out	1 hour
Normal call-out	2 hours

The Contractor shall maintain sufficient resources to meet these response times.

8. SERVICE REPORTING AND RECORD KEEPING

The Contractor shall maintain comprehensive service records for all work performed under the contract.

Records shall include, as a minimum:

- Site name and location;
- Date and time of attendance;
- Technician's name;
- Technician's accreditation/identification where required;
- Type of service;
- Preventative maintenance or corrective call-out;
- Equipment inspected;
- Equipment tested;
- Faults identified;
- Work performed;
- Parts/materials used;
- Equipment replaced;
- Labour;
- Transport;
- Call-out cost;
- Repair cost;
- Outstanding work;
- Recommendations;
- Date and time of completion; and
- Any other information reasonably required by Eskom.

A completed inspection/service report shall be submitted for **each site visited**.

Monthly service reports shall be submitted to the Eskom responsible official at the beginning of each month and shall summarise the preceding month's activities.

The monthly report shall include:

- Planned maintenance completed;
- Planned maintenance outstanding;
- Number of call-outs;
- Emergency call-outs;
- Normal call-outs;
- Response times;
- Faults identified;
- Repairs completed;

- Equipment replaced;
- Outstanding defects;
- Quotations submitted;
- Quotations awaiting approval;
- Recurring faults;
- System downtime where applicable; and
- Recommendations for improvement.

9. DEFECT REPORTING

The Contractor shall report any defective equipment identified during inspection, servicing or a call-out to Eskom **within 24 hours of becoming aware of the defect.**

The report shall clearly identify:

1. The defective equipment;
2. The nature of the defect;
3. The likely cause;
4. The impact on security operations;
5. Whether the equipment remains operational;
6. Recommended corrective action;
7. Whether temporary measures are required;
8. Parts/materials required;
9. Estimated cost; and
10. Estimated time required for rectification.

Defective equipment shall, where reasonably practicable, be clearly marked or labelled.

Where a critical security system is defective, the Contractor shall immediately notify the Eskom responsible official rather than waiting for the monthly report.

10. QUOTATIONS AND ADDITIONAL WORK

The Contractor shall provide a quotation for repair or replacement of defective equipment where the work is not included in the agreed maintenance service.

The quotation shall be sufficiently detailed to enable Eskom to assess the proposed work and shall separately identify:

- Equipment/parts;
- Materials;

- Labour;
- Transport;
- Call-out costs;
- Installation;
- Programming/configuration;
- Testing and commissioning; and
- Any other applicable costs.

No additional work, repair or replacement may be undertaken without an official Eskom Purchase Order or written instruction issued by an authorised Eskom official.

Any replacement or repair authorised by Eskom shall be for Eskom's account.

11. CONTRACTOR PERSONNEL

The Contractor shall ensure that all personnel deployed to Eskom:

- Are suitably qualified and competent;
- Hold the required accreditation/certification;
- Are appropriately trained;
- Carry valid identification;
- Wear clean and appropriate company uniform;
- Comply with Eskom site access requirements;
- Comply with Eskom security requirements;
- Comply with Eskom safety requirements;
- Behave professionally; and
- Are adequately supervised.

Eskom reserves the right to refuse access to any person who does not comply with applicable Eskom requirements.

12. ESKOM SECURITY AND ACCESS REQUIREMENTS

The Contractor shall comply with all applicable Eskom security, access control and emergency procedures.

Contractor personnel shall:

- Sign in and out as required;
- Produce identification when requested;
- Comply with site access restrictions;

- Comply with escort requirements where applicable;
- Comply with security instructions;
- Protect Eskom information and equipment;
- Not interfere with security systems except as required to perform authorised work; and
- Immediately report security incidents or suspicious activity to the relevant Eskom official.

The Contractor shall not disclose security system configurations, access information, passwords, system diagrams, vulnerabilities or other security-sensitive information to unauthorised persons.

13. OCCUPATIONAL HEALTH AND SAFETY

The Contractor shall comply fully with the **Occupational Health and Safety Act, 85 of 1993**, and all applicable regulations, Eskom safety requirements and site-specific health and safety requirements.

The Contractor shall provide all required:

- Personal protective equipment;
- Safety equipment;
- Tools and test equipment;
- Competent persons;
- Risk assessments;
- Method statements;
- Safe work procedures; and
- Other statutory or Eskom-required safety documentation.

The Contractor shall ensure that all work is performed safely and without creating a risk to Eskom employees, contractors, visitors, the public or Eskom property.

14. TOOLS, EQUIPMENT, MATERIALS AND TRANSPORT

The Contractor shall provide, at its own cost unless otherwise specifically agreed:

- Skilled labour;
- Supervision;
- Tools;
- Test equipment;

- Specialist equipment;
- Access equipment;
- Transport;
- Communication equipment;
- Cleaning materials;
- Lubricants;
- Standard maintenance consumables; and
- Other resources required to perform the services.

All test and measuring equipment shall be suitable for the intended application and properly maintained/calibrated where applicable.

15. WORKMANSHIP AND QUALITY

All work shall be performed in a professional manner and in accordance with:

- Manufacturer requirements;
- Applicable standards;
- Applicable legislation;
- Eskom specifications;
- Approved drawings/configurations; and
- Good engineering and industry practice.

The Contractor shall be responsible for ensuring that completed work does not adversely affect the operation of any existing Eskom security system.

Any system affected by maintenance or repair shall be fully tested before the Contractor leaves the site.

16. SYSTEM DOWNTIME AND SECURITY CONTINUITY

The Contractor shall plan maintenance activities to minimise security system downtime.

Where a security system must be taken offline, the Contractor shall:

1. Obtain approval from the responsible Eskom official before commencing;
2. Advise the Eskom official of the anticipated downtime;
3. Identify the security risk created by the downtime;
4. Implement agreed temporary measures where required;
5. Restore the system as soon as reasonably practicable; and
6. Confirm successful restoration and testing.

Critical security systems shall not be left in an unsafe or non-functional condition without Eskom's knowledge and approval.

17. HOUSEKEEPING

Upon completion of work, the Contractor shall:

- Remove waste materials;
- Remove redundant components where instructed;
- Clean the work area;
- Remove packaging;
- Secure all equipment;
- Leave the area clean, tidy and hygienic; and
- Ensure that no tools, equipment or materials are left unattended.

18. ASSET AND SYSTEM INFORMATION

The Contractor shall maintain accurate information relating to equipment serviced or installed under the contract.

Where applicable, records shall include:

- Equipment type;
- Manufacturer;
- Model;
- Serial number;
- Location;
- Installation date;
- Condition;
- Maintenance history;
- Repair history; and
- Replacement history.

Any discrepancies identified between the physical installation and Eskom's available records shall be reported to Eskom.

19. INSTALLATION, CONFIGURATION AND COMMISSIONING DOCUMENTATION

For new installations, modifications or significant repairs, the Contractor shall provide relevant documentation, which may include:

- Equipment schedules;
- Configuration information;
- Equipment manuals;
- Warranty information;
- Test results;
- Commissioning certificates;
- As-built information;
- Updated equipment records; and
- Relevant system diagrams.

All documentation shall be submitted in a format acceptable to Eskom.

20. WARRANTIES

The Contractor shall provide applicable manufacturer and/or workmanship warranties for equipment installed or replaced under the contract for a period of at least 24 months after the completion of the contract.

The Contractor shall clearly identify warranty periods in quotations and service documentation.

Where a fault occurs within the applicable warranty period and is attributable to defective workmanship or equipment, the Contractor shall rectify the fault in accordance with the applicable warranty terms.

21. SYSTEM INTEGRATION

Where security systems are interconnected, the Contractor shall ensure that maintenance, repair or installation activities do not compromise the interaction between systems.

This includes, where applicable:

- Access control and doors;
- Access control and gates;
- Access control and vehicle booms;
- CCTV and access control;
- Security servers;
- Recording systems;
- Alarm interfaces;
- Network communication;

- Power and backup systems; and
- Other security system interfaces.

Following any intervention, the Contractor shall test the affected system and associated interfaces to confirm correct operation.

22. OBSOLESCENCE AND SYSTEM IMPROVEMENT

Where equipment is obsolete, discontinued or no longer supported by the manufacturer, the Contractor shall advise Eskom and provide a recommendation.

The recommendation shall include, where applicable:

- Current equipment status;
- Availability of replacement parts;
- Supportability;
- Risks associated with continued use;
- Recommended replacement;
- Compatible alternatives;
- Estimated costs; and
- Recommended implementation approach.

The Contractor shall not replace equipment solely on the basis of obsolescence without Eskom's approval.

23. EMERGENCY WORK

Where an emergency occurs and immediate attendance is required, the Contractor shall prioritise the Eskom call-out.

Emergency work may include, but is not limited to:

- Complete failure of an access control system;
- Failure of a main entrance security gate;
- Failure of an automatic vehicle boom;
- Failure of critical CCTV coverage;
- Failure of security system power backup;
- Critical server/system failure;
- Failure of a critical access-controlled door; or
- Any other failure which, in Eskom's reasonable determination, materially compromises site security.

The Contractor shall provide immediate technical assistance and recommend temporary security measures where permanent repair cannot be completed immediately.

24. PERFORMANCE MANAGEMENT

The Contractor's performance shall be monitored against the requirements of the contract.

Performance measures may include:

- Compliance with the four-month maintenance cycle;
- Completion of planned maintenance;
- Emergency response time;
- Normal call-out response time;
- Quality of repairs;
- Recurrence of faults;
- Timeliness of reports;
- Accuracy of service records;
- Quality of workmanship;
- Compliance with Eskom safety requirements;
- Compliance with security requirements; and
- Customer/service-user satisfaction.

The Contractor shall cooperate with Eskom in addressing any identified performance deficiencies.

25. MINIMUM DELIVERABLES

The Contractor shall, as a minimum, provide:

1. Tender returnable accreditation certificates for relevant personnel;
2. Approved preventative maintenance programme;
3. Four-monthly maintenance inspections for all contracted sites;
4. Individual site inspection/service reports;
5. Monthly consolidated maintenance reports;
6. Emergency and normal call-out services;
7. Defect reports;
8. Detailed quotations for authorised repairs/replacements;
9. Repair and replacement records;
10. Testing and commissioning records;
11. Equipment/asset information;
12. Warranty documentation where applicable; and
13. Recommendations regarding defective, obsolete or high-risk equipment.

26. CONTRACTOR RESPONSIBILITIES

The Contractor undertakes to:

- Comply with all Eskom security, emergency, health and safety regulations and procedures;
- Provide suitably qualified, accredited and competent personnel;
- Ensure that employees present themselves neatly dressed in appropriate uniform and carry suitable identification;
- Carry out all work efficiently, professionally and properly;
- Immediately report any difficulty in performing the required work;
- Provide all required labour, materials, transport, tools and equipment;
- Comply with the Occupational Health and Safety Act, 85 of 1993, and applicable regulations;
- Leave all work areas clean, tidy and hygienic;
- Complete and submit a service/inspection report for every site visited;
- Report defective equipment to Eskom within 24 hours of becoming aware of the defect;
- Clearly identify defective equipment where reasonably practicable;
- Provide recommendations for repair or replacement of defective equipment;
- Provide quotations for authorised repair or replacement;
- Obtain the required Eskom Purchase Order or written instruction before undertaking chargeable repair or replacement work;
- Maintain comprehensive service records;
- Meet the prescribed response times;
- Maintain confidentiality of Eskom security and system information; and
- Ensure that all security systems are returned to full operational condition following maintenance or repair.

27. ESKOM RESPONSIBILITIES

Eskom shall, where reasonably practicable:

- Provide the Contractor with access to relevant sites;
- Identify the Eskom responsible official for each site;
- Provide available information relating to existing security systems;
- Notify the Contractor of faults requiring attendance;
- Approve planned maintenance schedules;
- Review quotations and recommendations;
- Issue Purchase Orders or authorised written instructions for additional work; and
- Provide reasonable access to systems and equipment necessary for the Contractor to perform authorised work.

Eskom shall not be responsible for costs incurred by the Contractor where work was undertaken without the required Eskom authorisation.

28. EXCLUSIONS AND AUTHORISATION OF ADDITIONAL WORK

Routine preventative maintenance shall be performed in accordance with the agreed scope and pricing schedule.

Replacement of major equipment, significant system upgrades, additional installations, extensions or other work outside the agreed maintenance scope shall require prior Eskom authorisation.

The Contractor shall not assume that an identified defect constitutes authorisation to proceed with repair or replacement.

Identification of a defect and submission of a quotation shall not constitute an instruction to repair or replace the equipment.

29. HANDOVER AND CLOSE-OUT

Upon completion of any installation, major repair, replacement or system modification, the Contractor shall:

- Test the system;
- Confirm operational functionality;
- Remove temporary equipment;
- Clean the work area;
- Update relevant equipment records;
- Provide applicable documentation;
- Provide warranty information;
- Report any outstanding defects; and
- Obtain confirmation from the relevant Eskom official that the work has been completed.

30. GENERAL REQUIREMENT

The Contractor shall at all times provide a service that ensures the continued availability, reliability and functionality of Eskom's security systems.

The Contractor shall take a **preventative rather than purely reactive approach** to maintenance and shall identify and report potential failures before they result in system downtime or compromise Eskom's security.

The scope shall be interpreted to include all equipment, components, accessories and activities reasonably necessary to maintain the contracted security systems in a safe, functional and operational condition, notwithstanding that a particular component or activity may not have been expressly listed, provided that such component or activity forms an integral part of the relevant security system.

Where there is any uncertainty regarding the interpretation or application of this Scope of Work, the Contractor shall obtain clarification from the designated Eskom responsible official before proceeding with the affected work.

31. SITE AND EQUIPMENT SCHEDULE

The services under this contract shall apply to the Eskom Cape Coastal Cluster – Eastern Cape sites listed in the schedule below.

The final site and equipment schedule shall be confirmed by Eskom and may be amended from time to time during the contract period to reflect changes to Eskom's security infrastructure, site requirements, system upgrades, new installations or decommissioning of equipment.

The Contractor shall be responsible for ensuring that all security systems and associated equipment listed in the approved schedule are maintained in accordance with this Scope of Work.

31.1 Eskom Site Schedule

No.	Eskom Site / Facility	Zone/Sector	Site Type	Eskom Responsible Official	Contact Details
1	Paynes	Mthatha	Substation	Vuyile Songelwa	074 895 9966
2	Wilo	Mthatha	Substation	Vuyile Songelwa	074 895 9966
3	Misgund	Port Elizabeth	Substation	Vuyile Songelwa	074 895 9966
4	Fort Murray	East London	Substation	Vuyile Songelwa	074 895 9966
5	Chatty	Port Elizabeth	Substation	Vuyile Songelwa	074 895 9966

6	Kirkwood	Port Elizabeth	Substation	Vuyile Songelwa	074 895 9966
7	Mafini	Mthatha	Substation	Vuyile Songelwa	074 895 9966

Note: Eskom may add or remove sites from the schedule during the contract period in accordance with the applicable contractual provisions.

32. SECURITY SYSTEM AND EQUIPMENT SCHEDULE

The following schedule shall be completed by Eskom to identify the security systems and equipment to be covered by the contract.

No .	Site	Security System / Equipment	Manufacturer	Model	Quantity	Condition	Maintenance Frequency	Remarks
1		Access Control					4-monthly	
2		CCTV Cameras					4-monthly	
3		CCTV Recording / Server					4-monthly	
4		Access Readers					4-monthly	
5		Electronic Locks					4-monthly	
6		Motorised Gates					4-monthly	
7		Automatic Vehicle Booms					4-monthly	
8		Automatic Roller Doors/Gates					4-monthly	
9		Power Supplies					4-monthly	
10		Battery Backup Systems					4-monthly	
11		Safety Beams					4-monthly	

12		Ground Loops					4-monthly	
13		Access Control Software					4-monthly	
14		CCTV/VMS Software					4-monthly	
15		Other					4-monthly	

33. DETAILED SITE ASSET REGISTER

Where sufficient information is available, Eskom may provide a detailed asset register to the successful Contractor.

The Contractor shall verify the physical equipment against the asset register during the first maintenance cycle and shall report discrepancies to Eskom.

34. MAINTENANCE PROGRAMME

The Contractor shall prepare and submit a detailed preventative maintenance programme covering all sites and equipment listed in the approved site and equipment schedules.

The maintenance programme shall ensure that **every contracted site is serviced at least once every four (4) months**.

Cycle	Site	Planned Maintenance Date	Actual Maintenance Date	Technician	Status	Outstanding Work
Cycle 1						
Cycle 1						
Cycle 1						
Cycle 1						
Cycle 2						

Cycle 2						
Cycle 2						
Cycle 2						
Cycle 3						
Cycle 3						
Cycle 3						
Cycle 3						

The Contractor shall update the maintenance programme following each maintenance cycle and submit the updated programme to Eskom.

35. PRICING SCHEDULE / BILL OF QUANTITIES

The Contractor shall complete the applicable pricing schedule for the services required under this Scope of Work.

The pricing schedule shall, where applicable, distinguish between:

- Planned preventative maintenance;
- Normal call-outs;
- Emergency call-outs;
- Installation;
- Repairs;
- Replacement of equipment;
- Labour;
- Transport;
- Materials;
- Specialist services;
- Software support;
- Programming/configuration;
- Testing and commissioning; and
- Other applicable services.

35.1 Planned Maintenance Pricing

No.	Description	Unit	Estimated Quantity	Rate	Total
1	Four-monthly preventative maintenance – Access Control	Site			
2	Four-monthly preventative maintenance – CCTV	Site			
3	Four-monthly preventative maintenance – Gates	Site			
4	Four-monthly preventative maintenance – Vehicle Booms	Site			
5	Four-monthly preventative maintenance – Roller Doors/Gates	Site			
6	Four-monthly preventative maintenance – Power Supplies/Backup	Site			
7	Four-monthly preventative maintenance – Associated Equipment	Site			

35.2 Call-Out Pricing

No.	Description	Unit	Rate
1	Normal call-out	Call-out	
2	Emergency call-out	Call-out	
3	After-hours call-out	Call-out	
4	Weekend/Public Holiday call-out	Call-out	
5	Additional technician	Hour	
6	Travel/transport	km / trip	

35.3 Installation and Commissioning

No.	Description	Unit	Rate
1	Installation of access control equipment	Item	
2	Installation of CCTV camera	Item	
3	Installation of access reader	Item	
4	Installation of electronic lock	Item	
5	Installation of motorised gate equipment	Item	
6	Installation of vehicle boom	Item	
7	Installation of roller door/gate equipment	Item	
8	System programming/configuration	Hour	
9	System integration	Hour	
10	Testing and commissioning	Item	

35.4 Labour Rates

No.	Personnel Category	Unit	Normal Hours Rate	After-Hours Rate
1	Technician	Hour		
2	Senior Technician	Hour		
3	Specialist Technician	Hour		
4	Programmer / Systems Specialist	Hour		
5	Other	Hour		

35.5 Materials and Replacement Components

The Contractor shall provide a detailed schedule of commonly required replacement parts and components.

No.	Equipment / Component	Manufacturer	Model / Specification	Unit	Rate
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

Note: Pricing for replacement equipment or components shall not constitute authorisation for the Contractor to replace equipment. Replacement work shall only commence following an authorised Eskom instruction and/or Purchase Order.

36. CONTRACTOR ACCREDITATION AND COMPETENCY SCHEDULE

The tenderer shall provide details of the personnel proposed to perform the services.

No.	Employee Name	Position	Qualification	Manufacturer/System Accreditation	Certificate No.	Expiry Date	Years' Experience
1							
2							
3							
4							
5							
6							
7							
8							

Copies of all applicable accreditation and competency certificates shall be submitted as tender returnables.

37. CONTACT AND ESCALATION SCHEDULE

The Contractor shall provide Eskom with a current contact and escalation structure.

Function	Name	Position	Telephone	Email	Availability
Contract Manager					
Primary Technical Contact					
Emergency Contact					24/7
Technical Escalation					
Management Escalation					

The Contractor shall immediately notify Eskom of any changes to the nominated personnel or contact details.

38. ESKOM SITE-SPECIFIC REQUIREMENTS

Additional site-specific requirements may be recorded below:

No.	Site	Site-Specific Restriction	Requirement	/	Required Procedure	Control	/	Remarks
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								

The Contractor shall comply with all approved site-specific requirements in addition to the general requirements contained in this Scope of Work.

39. SERVICE FREQUENCY SUMMARY

Service	Minimum Requirement
Planned preventative maintenance	Every 4 months at every contracted site
Normal call-out response	Maximum 2 hours
Emergency call-out response	Maximum 1 hour
Defect notification	Within 24 hours of identification
Site service report	For every site visit
Consolidated maintenance report	Monthly
Repair/replacement	Only upon authorised Eskom instruction/Purchase Order
System testing after intervention	Mandatory
Accreditation certificates	Required as tender returnables

40. CONTRACTOR CONFIRMATION

The tenderer shall confirm that it has:

- Reviewed the complete Scope of Work;

- Considered the number and geographical distribution of sites;
- Considered the four-monthly maintenance requirement;
- Considered the stipulated response times;
- Considered the requirement for qualified and accredited personnel;
- Considered the requirement to provide labour, transport, tools and equipment;
- Considered the installation, maintenance, servicing and repair requirements;
- Considered the reporting and record-keeping requirements; and
- Included all applicable costs in its tender pricing.

The tenderer's signature below shall confirm that the tenderer has understood the requirements of the Scope of Work.

Tenderer	Name	Designation	Signature	Date
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41. FINAL OBJECTIVE

The primary objective of the contract is to ensure that all Eskom security systems within the Cape Coastal Cluster – Eastern Cape are **properly installed, maintained, serviced, repaired, tested and supported**, thereby ensuring reliable security functionality, minimising system downtime and reducing the risk of security incidents arising from defective or poorly maintained security infrastructure.

The Contractor shall adopt a **preventative, proactive and responsive approach** to the management of the security systems and shall identify and report potential failures before they result in system downtime or compromise Eskom's security.



E du Plessis
Manager - Security - EC
08 Sept 2026