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AGRICULTURAL RESEARCH COUNCIL



SPECIFICATION

RFQ: VIM01REQ001646

**PROVISION OF ARMED RESPONSE SECURITY AND ALARM MONITORING SERVICES AT FOUR
AGRICULTURAL RESEARCH COUNCIL OFFICES FOR THE PERIOD OF 36 MONTHS**

(VIMP and AP, Roodeplaat)

1. PURPOSE OF THIS REQUEST FOR QUOTATION

The purpose of this RFQ is for the Agricultural Research Council (ARC) to invite suitably qualified service providers/bidders to submit quotations.

The ARC seeks to appoint a service provider for the provision of security alarm system monitoring and armed response services for ARC namely VIMP and AP Roodeplaat.

The ARC is currently in the process of installing a new alarm systems at the sites.

2. BACKGROUND

The ARC has administrative offices, farms and other critical infrastructure and facilities. In light of the above, ARC requires service providers who are certified in terms of Private Security Industry Regulatory Authority (PSIRA) to provide armed response and alarm monitoring services to three ARC Sites, as a contingency, on a 24 hour basis.

The successful bidder/s must have an operational Control Room in the respective site area to which it is appointed to render the service at. The successful Bidder(s) operational response office must be physically located in close proximity to the relevant ARC offices. Its therefore expected that the office should be within a 30 km radius of the site.

The successful bidder(s) will be required to perform or deliver the Services for a period of three (3) years or 36 months on a 24 hours, 7 days a week, 365 days a year.

The main objective of this request is to protect ARC assets, facilities and people.

The ARC sites are broken down as follows:

VIMP ARC-Vegetable, Industrial and Medicinal Plants

KwaMhlanga / Moloto road (R573)

Roodeplaat

Pretoria District

25°59"S28°35"E

3. 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.
- Ensure all authorised ARC users are provided with unique pin codes for activation and deactivation.

4. REACTION

- To dispatch qualified armed Reaction Officers with drivers license and compliant to the PSIRA Act, Firearm control act and other security legislations to the clients premises in response to any 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.

5. RECORDS

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

6. 36 MONTHS PRICING SCHEDULE FOR MONITORING AND RESPONSE

Please use the below template for pricing. Each site must be quoted separately.

- Call out fees normal hours- quote must be per call out
- Call out fees after hours- quote must be per call out
- Monthly Monitoring and Armed Response Fee

PRICING SCHEDULE FOR SYSTEM FAILURES/REPAIRS CALL OUT FEES			
Service Description per Hour	Year 1	Year 2	Year 3
Call out Fee: Normal hours			
Call out Fee: After hours			
Total			
VAT			
Grand Total			

ARMED RESPONSE PRICING SCHEDULE			
VIMP-16 buildings			
See list of buildings as each building has own system.			
PROVIDE AN ITEMISED BILLING PER BUILDING.			
Failure to submit an itemised quote will result in disqualification.			
Service Description	Per Month	Per Month	Per Month
Monthly Monitoring and Response fee			
Licence and Network Fee			
% Annual Escalation		%	%
Total			
VAT			
Grand Total year 1	R		
Grand Total year 2		R	
Grand Total year 3			R

ARMED RESPONSE PRICING SCHEDULE			
AP Roodeplaat- 5 buildings			
See list of buildings as each building has own system.			
PROVIDE AN ITEMISED BILLING PER BUILDING.			
Failure to submit an itemised quote will result in disqualification.			
Service Description	Year 1	Year 2	Year 3
Monthly Monitoring and Response fee			
Licence and Network Fee			
% Annual Escalation		%	%
Total			
VAT			
Grand Total year 1	R		
Grand Total year 2		R	
Grand Total year 3			R

8. COMPULSORY REQUIREMENTS

The following compulsory documents are required and failure to submit any of the listed documents will result in the bidder being disqualified.

Document that must be submitted	Non-submission will result in disqualification	
Experience to render armed response security and alarm monitoring service	Yes / No	•The Bidder must provide three (3) reference letters from clients that have used the Bidder to provide Armed Response Security and Alarm Monitoring Services in the past five (5) years. •The references letters must be on the clients company letterhead and include the following: company name, contact name, phone number, and duration of contract, a brief description of the

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		services rendered and the value for the contract per year. ARC will not accept an appointment/award letter for this requirement. ARC reserves the right to validate the above information with the individual organisations.
Company PSIRA Certificate	Yes / No	Bidders must submit a valid PSIRA Certificate
Proof of registration with the Independent Communication Authority of South Africa (ICASA)	Yes / No	Bidders must submit valid proof of registration
Address of Control Room A local footprint with a control room of at least 30km from the various sites.	Yes / No	Regional footprint: The bidder must submit proof that it has presence in the area where the service will be rendered. The Bidder must submit a recent municipal utility bill in the Bidders name and/or subcontractor's name or a rental/lease agreement for the leasing of the Bidder's and/or subcontractor's office in the region where the service will be rendered.
Company profile	Yes / No	Bidders must submit company profile.
B-BBEE certificate or sworn affidavit	Yes / No	Bidder must submit valid certificate/affidavit
Letter of Good Standing with the Private Security Industry Regulatory Authority.	Yes / No	Bidder must submit a valid and current copy of the Letter of Good Standing issued by PSIRA.
Valid COIDA Certificate	YES/No	Bidder must submit a valid certificate

9. GUARANTEES

- All the equipment's or materials used should carry the warranty or guarantee as per manufacture standards.
- ARC requires guarantees for the equipment for 12 months.
- The supplier shall in detail document what is covered by the guarantee as well as the terms and conditions.
- The supplier shall observe all relevant ISO and SABS standards or any applicable legislation or related regulations or standards.
- The service provider shall be responsible for sourcing all alarm system parts/components/fixtures necessary in the repair and maintenance of the equipment on an ad-hoc basis and sourced prices must at all times be market related.

10. SCREENING OF SERVICE PROVIDERS

- All service providers and technicians will be subjected to screening.

11. INSPECTION OF SITE AND EQUIPMENT

- Before tendering all bidders shall visit the site to make themselves conversant with the services required and thereafter submit a quotation.
- All invited suppliers are kindly requested to attend a **compulsory briefing session** at:
- Thereafter site inspections will be done at:

List of Buildings Building Name:Vimp

A2

A4

A5

A6

A7

A7 Wing

A8

A9

A10&11

A12

A15

B1&Lapa

B2

B3

Training centre

Hydroponics

Agro-Processing

List of Buildings Building Name: AP Roodeplaat

2 store rooms

6 lab spaces

1 garage

8 Herbarium

8 open spaces auditorium

