

Annexure A (Scope of Work)

APPOINTMENT OF SERVICE PROVIDER TO EFFECT REPAIRS AND PROVIDE MAINTENANCE AND SUPPORT FOR ONE (01) YEAR ON THE CEF CCTV AND ACCESS CONTROL.

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 Mineral and Petroleum Resources (DMPR). For more information on the company, you can visit our current website: www.cefgroup.co.za

2 BACKGROUND AND OVERVIEW

CEF SOC Head Office situated in Sandton Johannesburg 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 provide maintenance and support for both CCTV and access control for 12 months.

Location: CEF House (Block C, Upper Grayston Office Park, 152 Ann Crescent, Strathavon, Sandton 2031)

2.1 Current CCTV and Access Control Systems

CCTV System includes the following:

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



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

Access Control System includes the following:

- 4 x Suprema Face and Temperature detection access readers
- 1x Gallagher server
- 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 8th 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 effect repairs, and provides maintenance and support for the CCTV and Access Control that meet the following requirements:



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 for both CCTV and Access Control Systems.

Requirements for CCTV system:

- Preventative maintenance quarterly
- Corrective maintenance as and when required.
- Predictive maintenance bi-annually
- Responding to emergency service requests onsite, when required
- Monthly 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 current 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 current software 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
- Preventative maintenance quarterly or when necessary

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

- To effect repairs to current problems, provide support and maintenance of the CCTV and Access Control system for a period of 1 year.

3.3 The proposal must include:

- Pricing on once off repairs, maintenance and support for CCTV and Access Control for a period of 1 year.
- Detailed support and maintenance model as per requirements.
- Support hours required for the duration of the contract is 360 hours. 30 hours per month.

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

4.1 PHASE 1

No.	Mandatory	Comply	Not Comply
4.1.1	Providers must submit accreditation in servicing Access Control Systems (Gallagher). Bidders must provide proof of accreditation in servicing Access Control Systems not older than 2 years.		
4.1.2	The service providers proposed technician must be a qualified technician for CCTV. Bidders must provide proof of certification in servicing CCTV, from the manufacturer or agents.		
4.1.3	The service provider must confirm that they agree to be screened (vetted) by the State Security Agency (SSA) prior to the commencement of the project. Sign the attached confirmation letter to Accept or Decline screening (vetting) by SSA.		

4.2 PHASE 2

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.

4.2.1 Technical Information			
Technical Information	Scoring	Proof of documents	Weighting Percentage
Company Experience The company must have delivered at least 3 projects, where CCTV and access control services have been rendered in the past 5 years (2020 – 2024). 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, the contact person, and contact details.		Reference letters	35%
5 reference letters	5		
4 reference letters	4		
3 reference letters	3		
2 reference letters	2		
1 reference letters	1		
0 reference letters	0		

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

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

4.2.4 Experience of the Staff			
Technical Information	Scoring	Proof of documents	Weighting Percentage
Team Experience: The Project team assigned to the project must have an average experience of 5 years or more in implementing similar projects as per the scope of work. Provide a C.V. of the Project Team, detailing experience in similar projects.		Team Experience.	15%
5 or more years of experience in similar projects	5		
4 years' experience in similar projects	4		
3 years' experience in similar projects	3		
2 years' experience in similar projects	2		
1 years' experience in similar projects	1		
Less than 1 years' experience in similar projects	0		



PRICING SCHEDULE

THE APPOINTMENT OF SERVICE PROVIDER TO EFFECT REPAIRS, PROVIDE MAINTENANCE AND SUPPORT FOR A PERIOD OF ONE (01) YEAR ON THE CEF CCTV AND ACCESS CONTROL

No	Description	Quantity	Period	Unit Rate	Total
01	Effect Repairs on the current CCTV and Access Control system.	As per the scope of work.	12 months		
02	Maintenance and support (per month)	30 hours			
	Others (Specify clearly)				
Total Excl Vat					R
VAT @15					R
Total Inc Vat @15%					R

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.