

CONFIDENTIAL

AGRICULTURAL RESEARCH COUNCIL



REQUEST FOR QUOTATION

RFQ:016936

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

**(CENTRAL OFFICE (CO) - HATFIELD, INSTITUTE FOR SOIL, CLIMATE AND WATER (SCW) -
ARCADIA AND INSTITUTE FOR AGRICULTURAL ENGINEERING (AE) - SILVERTON)**

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 to three (3) sites in the ARC namely CO, AE and SCW.

The ARC currently has an installed and operational alarm systems at all three 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:

Sites	Address
Central Office	1134 Park Street Hatfield Pretoria
Silverton	141 Cresswell Road, Weavindpark, Pretoria
Arcadia	600 Belveder Street, Arcadia, Pretoria

2.2.4

The following will be required from the service provider at inception:

Appraisal of the installed alarm system and advice of any remedial work that may be required covering the following

PRICING SCHEDULE FOR SYSTEM TESTING AND RECONFIGURATION	
ONCE OFF FEE	
Service Description	Price
Check installation and siting of all security devices	
Check operation of detection devices	
Check condition of cabling and connections	
Check mains and stand-by battery power supplies	
Check control panel	
Check remote signalling equipment.	
Test remote signalling equipment on monitored alarms.	
Test audible alarm devices	
Total	
VAT	
Grand Total	

3. REPLACEMENT OF EQUIPMENT DUE TO OBSOLESCENCE

The service provider shall inform the ARC of any non-repairable equipment. Replacement equipment 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, whereafter the ARC will respond back in writing to either go ahead to repair, or not to repair or replace.

Should any faults or repairs need to be undertaken a separate quotation should be submitted for the above.

4. 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.

5. 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.

6. RECORDS

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

7. PRICING SCHEDULE

Please use the below template for pricing.

- Call out fees normal hours
- Call out fees after hours
- Monthly Monitoring and Armed Response Fee

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

ARMED RESPONSE PRICING SCHEDULE			
Service Description	Year 1	Year 2	Year 3
Monthly Monitoring and Response fee			
Licence and Network Fee			

% Annual Escalation			
Total			
VAT			
Grand Total			

8. COMPULSORY DOCUMENTS

The following compulsory documents are required:

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 three (3) 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 services rendered and the value for the contract per year. •Each reference letter should also include the average response turnaround time of the bidder when responding to security incidents. 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
Registration with South African Intruder Detection Services Association (SAIDSA)	Yes / No	Bidders must submit valid proof of registration
Proof of registration with the Independent Communication	Yes / No	Bidders must submit valid proof of registration

Authority of South Africa (ICASA)		
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.

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:
1134 Park Street Hatfield, Pretoria.
- Thereafter site inspections will be done at :Central Office. Silverton and Arcadia sites.