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**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO DESIGN, SUPPLY, AND INSTALL A CCTV AND ACCESS CONTROL SYSTEM INCLUDING SUPPORT, REPAIR, AND MAINTENANCE SERVICE OF THE SAME SYSTEM FOR A PERIOD OF 36 MONTHS AT THE DEPARTMENT OF MINERAL RESOURCES AND ENERGY CAPE TOWN OFFICE (MAP HOUSE).**

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**1. BACKGROUND**

- 1.1. The Department of Mineral Resources and Energy has a responsibility and mandate to implement and maintain minimum security measures in terms of the Minimum Information Security Standards (MISS) as well as the Minimum Physical Security Standards (MPSS).
- 1.2. The purpose of these security measures is to protect personnel (including visitors, contractors, and consultants), information, and all assets of the Department.
- 1.3. In compliance with the above directives, as well as the assessment of existing information and physical security measures by the State Security Agency, the Government Security Regulator, as well as the Directorate: Security Risk Management, the Department has identified a need to install new, effective, and efficient integrated systems at these identified offices.
- 1.4. To this end, the Department intends to appoint a suitably qualified and experienced service provider to design, supply, and install a new integrated security system at the Cape Town (44 Strand Street MAP HOUSE) Regional Office. To ensure continued and sustainable system availability, the Department further requires the same service provider to provide support, repair, and maintenance of the same system for a period of 36 months.

**2. CONTRACT PERIOD**

- 2.1 The duration of the contract shall be thirty-six (36) months, which will commence after the installation and commissioning of the project has been completed.

**3. OBJECTIVE**

- 3.1 The objective of this project is the installation, commissioning, and maintenance of a newly designed integrated Surveillance and Access Control System as part of security measures contributing to the protection of personnel (including visitors, contractors, and consultants), information, and other assets of the Department.

**4. SCOPE OF WORK**

The scope of this project shall entail the following main aspects:

- 4.1 **Design, supply, installation, and commissioning of an electronic surveillance system.**  
The service provider must design, supply, install, and commission a new Internet Protocol (IP) based electronic Surveillance (CCTV monitoring) system.

The system shall function or operate as one integrated IP surveillance system with IP cameras connected through its IP network to video management and recording server/s. It must further be integrated with the Access Control system in such a way that it can be managed from one platform. The surveillance system shall have the following main components:

- 4.1.1 **High-Definition IP Dome and Bullet Cameras:** Infra-Red night vision, ceiling/wall mountable, wide dynamic range, SD Card Slot, two-way audio, POE.
- 4.1.2 **Network Video Recorders:** rack mounted, 24/7 recording with the option for motion detection activation, recording to a centralized archive server, programable video analytics, preloaded with Video Management System (VMS) software, shall have alarm management integration which automatically displays camera feeds linked to the event/alarm.
- 4.1.3 **Surveillance monitors** 40-inch LEDs.
- 4.1.4 **Integrated with Access Control:** The surveillance system shall be able to integrate with multiple types of VMS.
- 4.1.5 **Graphical User Interface Mapping and alarm management:** Each floor of the building covered by the surveillance system under this project shall be graphically displayable on the viewing workstation on a map/floor plan and indicate any alarms on the system.
- 4.1.6 **Main rack (server rack)** suitable to accommodate all equipment, components, and other items that must be housed inside a rack.
- 4.1.4 **Equipment rack cabinets (wall-mounted)** are to be provided by the service provider for each floor as per the system design architecture.
- 4.1.5 **Uninterrupted Power Supply**, the system shall have backup power that can run for at least 60 minutes in case of power failure.
- 4.1.6 **Client PC (operators' workstation)**, 19-inch LED monitor, i7, 16GB upgradable, pre-installed with Operating System, Access Control and Surveillance software (cards and biometric) and licensed anti-virus.
- 4.1.7 **Licenses:** Service provider to provide both VMS licenses with basic analytics such as line crossing, people counting, and left object detection.

**NB: For additional information/guidelines on the extent and composition of the system refer to Annexure A**

- 4.2 **Design, supply, installation, and commissioning of Access Control system.**

- 4.2.1 The service provider must design, supply, install, and commission a new IP-based integrated access control system.
- 4.2.2 The system shall be fully integrated with the IP electronic Surveillance or CCTV monitoring system described above, to be able to manage IP surveillance cameras to monitor access control events and alarms and display such events at the operator stations.
- 4.2.3 The access control system shall control access by means of biometric access control readers (with proximity card reading capability), and door status monitoring, and must follow a Client-Server Architecture with multi-site capability.
- 4.2.4 The Access Control system shall over and above have the following functionality:
- Ability to integrate with Building Management Systems.
  - Ability to integrate and manage intruder alarm systems.
  - Ability to integrate with Perimeter Intrusion Detection System and electric fence.
  - Ability to integrate with Microsoft Active Directory.
  - Shall have Compliance Management Functionality.
- 4.2.5 The access control system shall have the following key components:
- 4.2.5.1 **IP System Controller:** The network-based door controllers shall be suitable for the management of the doors both on- and off-line to ensure continuity of operation in the event of connection loss to the server. Each controller must be supplied with a lockable battery backup cabinet, with backup power to sustain the controller for a minimum of six (6) hours.
- 4.2.5.2 **Universal Reader Interface Door Controllers:** The Universal Reader Interface shall be installed inside a lockable cabinet as the IP System Controller and must be clearly labeled for each corresponding door. The door controllers shall have anti-pass back functionality.
- 4.2.5.3 **Biometric readers:** The biometric readers must also support proximity access cards such as Mifare DESfire EV2/EV3. The biometric readers shall be fully Power-Over-Ethernet.
- 4.2.5.4 **Magnetic door locks** 600kg, including accessories. The magnetic locks shall have backup power for each access-controlled door.
- 4.2.5.5 **Emergency escape break-glass units:** Break-glass units (green) shall be installed at all access-controlled doors.
- 4.2.5.6 **Door status monitors and Sound Bomb:** Monitoring of doors that are left open for long periods and send sound and video signals to the control room.
- 4.2.5.7 **Client PC (Access Control/Security Administrator's workstation),** 19-inch LED monitor, i7, 16GB upgradable, pre-installed with Windows 11 Operating System, Access Control and Surveillance software (with software client capability), with enrolment reader (cards and biometric) and licensed MacAfee anti-virus.

4.2.5.8 **Software programming:** The system shall enable authorized operators to modify access control parameters. The system shall have multiple programmable time schedules, including holiday facilities to enable automatic locking and unlocking of the system. Assigned passwords shall define different levels of access for each individual operator.

4.2.5.9 **Graphical User Interphase Dashboard:** Each floor of the building covered by the access control system under this project shall be graphically displayed on the access control workstation indicating each door monitored (e.g., card readers and cameras). This interface will also be able to associate access control events with video feeds and alarm events with video feeds.

**NB: For additional information/guidelines on the extent and composition of the system refer to Annexure A**

#### 4.3 **Site testing and commissioning**

4.3.1 The final testing of the entire system shall be conducted in the presence of, and to the satisfaction of the Director: Security Risk Management, and/or his/her delegate representing the Department. The installation shall be certified by a qualified **Engineer registered with the Engineering Council of South Africa (ECSA) that the works comply with the Manufacturer's and SABS standards, at the service provider's cost.**

4.3.2 System testing shall include, but not be limited to functionality of system features and physical components of the system to prove the efficiency of all aspects of the system to the satisfaction of the Department. All necessary testing equipment shall be supplied by the service provider.

4.3.3 The service provider shall conduct their own commissioning tests prior to the final test to satisfy themselves that every aspect of the system is working in line with these Terms of Reference, to confirm readiness for final testing. After successful final testing, the service provider shall notify the Department in writing that the installation is complete, tested, and in working order. All test reports are to form part of the handover pack to the Department.

#### 4.4 **Training and Induction**

4.4.1 During commissioning, the service provider shall provide skills transfer to nominated personnel from the Security Risk Management of the Department.

4.4.2 The service provider shall further provide comprehensive training to four (4) officials of the Department to a level that they will be:

- competent in the operation of the systems.
- adequately trained to be able to train others.

#### 4.5 **Support, repair, and maintenance.**

4.5.1 The service provider shall provide a support, repair, and maintenance (proactive and/or reactive) service for the entire installation effective from the date of practical completion and commissioning of the integrated system at the DMRE Cape Town (44 Strand Street MAP HOUSE) for a period of 36 months.

- 4.5.2 The service provider shall be required to sign a Service Level Agreement with the Department.
- 4.5.3 The service provider shall be required to provide a detailed maintenance (proactive and reactive) plan that details tests and maintenance work to be undertaken, as well as resources, timelines, as well as other related conditions.

**5. DELIVERABLES OR PROJECT OUTPUT AND OR OUTCOMES**

- 5.1. A fully functional integrated electronic Surveillance and Access Control system at the DMRE Cape Town Regional Office (44 Strand Street MAP HOUSE), installed and commissioned in line with the scope of work and any other requirement contained herein.
- 5.2. Full maintenance of all aspects of the installed integrated electronic Surveillance and Access Control system, effective from the date of practical completion and commissioning of the system at DMRE Cape Town Regional Office (44 Strand Street MAP HOUSE) in line with the scope of work for the remainder of the contract period of 36 months at no additional cost to the Department.
- 5.3. Architectural design charts/documents/plans of the entire electronic surveillance and access control system.
- 5.4. Open holes and other damages that might result from any aspect of the installation of the system must be properly closed in such a way that the repair work must blend with the surrounding environment.
- 5.5. Skills transfer and comprehensive training provided to the nominated employees of the Department.
- 5.6. Main system components must carry a minimum of 3 years of manufacturer's warranty.

**6. EVALUATION CRITERIA**

**This bid will be evaluated in four stages, i.e., functionality, mandatory requirements, administrative compliance, and point scoring system.**

**6.1 Gate 01 - Functionality**

Bidders will be scored in terms of the functional requirements indicated in the table below. The corresponding points and weightings will be used to calculate the overall score a bidder has achieved. The minimum threshold for this bid is **70%**. Bidders who score less than **70%** will be disqualified. Only bidders that score **70%** or more will be considered further.

| No. | Evaluation criteria                                                                                                                                                                                                                                                                                                                                                                                                                        | Points                                                                                                                                                                   | Weight              |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 1.  | <b>Company Experience</b><br><br>Bidders should have experience of having undertaken projects/contracts in the past eight (8) years in respect of designing, installation, and maintenance of CCTV and Access Control Systems.<br><br>(Attach contract/s, SLA, Orders, or completion letters, supported by testimonials on a company (client) letterhead, signed and dated, and describing the nature of services successfully completed.) | 6 or more projects = 5 points<br>5 projects = 4 points<br>4 projects = 3 points<br>3 projects = 2 points<br>2 or less projects = 1 point<br>No proof submitted = 0 point | <b>20</b><br><br>20 |
| 2.  | <b>Team Leader (Project Manager) and Team Members Experience:</b><br><br>i) Team Leader must have practical experience in managing projects in designing, installation, and maintenance of electronic security systems.<br><br>(Attach detailed CVs highlighting the practical experience and where it was gained, with contactable references)                                                                                            | 7 years or more = 5 points<br>6 years = 4 points<br>5 years = 3 points<br>4 years = 2 points<br>3 years or less = 1 point<br>No CV submitted = 0 point                   | <b>20</b><br><br>10 |
|     | ii) Team members/Technicians must have practical experience in installation of security systems.<br><br>(Attach detailed CVs highlighting the practical experience and where it was gained, with contactable references)                                                                                                                                                                                                                   | 7 years or more = 5 points<br>6 years = 4 points<br>3 years = 3 points<br>2 years = 2 points<br>1 year or less = 1 point                                                 | 10                  |

| No. | Evaluation criteria                                                                                                                                                                                                                                                                                               | Points                                                                                                                                                                                                                                            | Weight       |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| 3.  | <b>Qualifications:</b><br><br>The Team Leader/Project Manager must have a Project Management, Information Technology or Computer Science, Electronic or Electrical Engineering related qualification recognized by SAQA.<br><br>(Attach copies of relevant qualification/s, certified within the past 6 months)   | NQF level 8 and above = 5 points<br>NQF level 7 = 4 points<br>NQF level 6 = 3 points<br>NQF level 5 = 2 points<br>NQF level 4 = 1 point<br>No qualification = 0 points                                                                            | 20<br><br>10 |
|     | Team member(s) or technicians must possess formal Information Technology or Computer Science, Electronic or Electrical Engineering AND Security qualifications recognized by SAQA (Including SASSETA-accredited training).<br><br>(Attach copies of relevant qualification/s, certified within the past 6 months) | NQF level 5 and above = 5 points<br>NQF level 4 = 4 points<br>NQF level 3 = 3 points<br>NQF level 2 = 2 points<br>NQF level 1 = 1 point<br>No qualification = 0 points<br><br><b>(Level of team qualifications = average of the team members)</b> | 10           |

| No. | Evaluation criteria                                                                                                                                                                                                                                                                                                                                                    | Points                                                                | Weight    |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|-----------|
| 4.  | <b>Project Plan</b>                                                                                                                                                                                                                                                                                                                                                    |                                                                       | <b>30</b> |
|     | (i) Detailed <b>project plan</b> with <ul style="list-style-type: none"> <li>➤ Project deliverables</li> <li>➤ Logistics plan</li> <li>➤ Key milestones</li> <li>➤ Scope</li> <li>➤ Schedule</li> <li>➤ Contingencies</li> </ul> (Attach detailed project plan incorporating all the above 6 components)                                                               | Detailed Project plan = 5 points<br>No project plan = 0 points        | 10        |
|     | (ii) Detailed <b>methodology</b> outlining. <ul style="list-style-type: none"> <li>➤ Management of the project.</li> <li>➤ Detailed design architecture (schematic diagrams and description) of the proposed CCTV and Access Control system, including datasheets of major components)</li> </ul> (Attach proposed methodology detailing the above two (2) components) | Methodology proposal = 5 points<br>No methodology proposal = 0 points | 20        |

Formula;  $A \times 100 = C\%$

**B**

Where:

A = Total score for the bid under consideration

B = Maximum possible score

C = Percentage score for the bid under consideration

## 6.2. Gate 02 – Mandatory requirements

- i) The Team Leader / Project Manager must possess a PSIRA certificate in the class or category of CCTV and / or Access Control Systems and/ or Monitoring and Interception Devices (Attach valid copies of certificates, electronically verifiable or certified within the past six (6) months).

- ii) At least three (3) team members / technicians must possess a PSIRA certificate in the class or category of CCTV and / or Access Control Systems and/or Monitoring and Interception Devices. (Attach valid copies of certificates, electronically verifiable or certified within the past six (6) months).
- iii) The bidding company must be registered and be in good standing with PSIRA. (Attach valid copy of registration certificate, electronically verifiable or certified within the past six (6) months).
- iv) The bidding company must be Original Equipment Manufacturer certified/authorized for CCTV and Access Control equipment/systems. (Attach A copy of **OEM certification or authorization letter/s**, signed within the past 06 months

**6.3. Gate 03 - Administrative compliance**

- (i) Compliance to the specification / Terms of Reference.
- (ii) Fully completed SBDs (Duly signed and dated) listed hereunder.
  - SBD 1
  - SBD 4
  - SBD 6.1
- (iii) The following will be regarded as non-compliance.
  - Price amendments / other amendments without signature/initials.
  - Use of correctional fluid
  - Completion of the bid document in coloured ink other than black ink

**6.4. Gate 04 – Point Scoring System**

Bids will be evaluated on the 80/20 preference point system as outlined in the Preferential Procurement Regulation of 2022.

- Price points = 80
- Preferential points = 20

- 6.4.1 The bidder that scores the highest points in this phase will be awarded the tender.
- 6.4.2 Should more than one bidder score the same number of points; the award will be made to the bidder who scores more points on specific goals.
- 6.4.3 Should there be more than one bidder who scores the same number of points overall and the same points on specific goals, the award will be made to the bidder who scored the highest points on functionality.

- |       |                                                                                                                                                                   |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6.4.4 | Should there be more than one bidder who scores the same number of points in all aspects, the bid will be determined by the drawing of the lot.                   |
| 6.4.5 | The preferential points will be allocated in terms of the Departmental objectives on specific goals. Points allocation on specific goals are tabulated hereunder. |
| 6.4.6 | Bidders who do not submit proof (means of verification) of specific goals claimed will not qualify for preference points for specific goals.                      |

| Specific Goal                          | Number of points (80/20 Preference System) | Means of Verification                                                              |
|----------------------------------------|--------------------------------------------|------------------------------------------------------------------------------------|
| Enterprise owned by Black people       | 4                                          | Identity documents and CIPC document                                               |
| Enterprise owned by Women              | 4                                          | Identity documents and CIPC document                                               |
| Enterprise owned by Youth              | 4                                          | Identity documents and CIPC document                                               |
| Enterprise owned by disabled persons   | 4                                          | Medical certification                                                              |
| Enterprise owned by SMMEs (QSE or EME) | 4                                          | B-BBEE certificate issued by a SANAS accredited Agency or DTIC, or Sworn affidavit |

**NB:** "Ownership = 51% of the company share. Designated group/person that is part of the entity directorship but has less than 51% share = points will be calculated on a pro-rata basis in relation to the share/s held by the designated group/persons."

E.g.

|                                      |                                                  |
|--------------------------------------|--------------------------------------------------|
| Number of women directors            | = 01                                             |
| Shares owned by women                | = 20%                                            |
| Specific goal for women              | = 4 points                                       |
| Points claimable for women ownership | = $\frac{20}{100} \times 4 = 0.8 \text{ points}$ |

## 7. REPORTING REQUIREMENTS

- |       |                                                                                                                                                         |
|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.1   | This project will be implemented in line with the Departmental Security Structure in that:                                                              |
| 7.1.1 | The service provider must report immediately any security breaches/incidents to the Director: Security Risk Management or his/her delegate, in writing. |
| 7.1.2 | The service provider is required to provide a written monthly report to the Director: Security Risk Management or his/her delegate.                     |

- 7.1.3 Service provider will be required to conduct quarterly meetings with Director: Security Risk Management or his/her delegate for the duration of the contract period. In case of emergency, either party may propose a meeting and both parties must reasonably avail themselves of such meetings.

## **8. ROLES AND RESPONSIBILITIES.**

### **8.1 The Department of Mineral Resources and Energy shall provide the following.**

- 8.1.1 Provide suitable space for the safekeeping of equipment.
- 8.1.2 Provide suitable space for managing the project.
- 8.1.3 Facilitate monitored access to any part of the building to accommodate the installation of project infrastructure.
- 8.1.4 Provide floor plans and/or any available sketches, diagrams, or documents that may assist the service provider in designing the system.

### **8.2 Service Provider**

- 8.2.1 Execute the contract in line with the scope of work and other requirements contained in these terms of reference.

## **9. CONFIDENTIALITY OF INFORMATION**

- 9.1 A Party shall treat information furnished by the other Party or another person for purposes of execution of the project, as confidential. Subject to this clause, the Party so furnished with information shall not disclose such information to another person without the prior written consent of the other Party and shall take reasonable steps to ensure that such information is not disclosed to another person.

## **10. PAYMENTS**

- 10.1 The Department will not make an upfront payment to a successful service provider. Payments will only be made in accordance with the delivery of services that will be agreed upon by both parties and receipt of an original invoice.

## **11. TAX CLEARANCE CERTIFICATE**

- 11.1 Bidders must ensure compliance with their tax obligations.
- 11.2 Bidders are required to submit their unique personal identification number (pin) issued by SARS to enable the organ of state to view the taxpayer's profile and tax status.
- 11.3 Application for tax compliance status (TCS) or pin may also be made via e-filing. In order to use this provision, taxpayers will need to register with SARS as e-filers through the website [www.sars.gov.za](http://www.sars.gov.za).
- 11.4 A bidder may also submit a printed TCS together with the proposal.

- 11.5 In proposals where consortia / joint ventures / sub-contractors are involved; each party must submit a separate proof of TCS / pin / CSD number.
- 11.6 Where no TCS is available, but the potential service provider/s is registered on the central supplier database (CSD), a CSD number must be provided.

## **12. COST/PRICING**

- 12.1 The bidders are requested to provide a quoted proposal regarding the work to be undertaken.
- 12.2 Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project. The total cost must be VAT inclusive and should be quoted in South African Rands (i.e. ZAR).
- 12.3 Bidders should provide hourly rates as prescribed by the Department of Public Service and Administration (DPSA), Auditor-General (AG), or the body regulating the profession of consultant.
- 12.4 Bidders should provide (Subsistence & Travel (S&T)) rates that are in aligned to the National Treasury instruction note as follows:
  - i) Hotel Accommodation – R1550 per night per person, including breakfast, dinner, and parking.
  - ii) Air travel must be restricted to economy class.
  - iii) Claims for kilometers may not exceed the rates approved by the Automobile Association of South Africa.

## **13. CONDITIONS OF THE CONTRACT**

- 13.1 The General Conditions of Contract must be accepted as these are issued by National Treasury and are non-negotiable.
- 13.2 The service provider will sign a confidentiality agreement regarding the protection of DMRE information that is not in the public domain.
- 13.3 The entire project team is prohibited from unauthorized handling reading or removal of documents in the departmental records.
- 13.4 No state information may be furnished/ communicated to the public or news media by the security service provider or any of their employees.
- 13.5 The Department reserves the right to screen/vet security personnel in the employ of the security provider to the relevant level, and to verify their registration status with Private Security Industry Regulatory Authority (PSIRA) before they are employed in the Department.
- 13.6 The service provider must ensure that there is no interruption of services due to manpower shortage as a result of the technicians being on leave (annual, sick and etc).
- 13.7 The service provider shall ensure that the contract is executed in line with the scope of work.
- 13.8 The service provider will be subjected to security screening by the State Security Agency

- 13.9 Should further information be required; a site visit may be conducted by the Department at any of the submitted reference sites to review the work completed at the service provider's facilitation.
- 13.10 The DMRE reserves the right to verify the authenticity of the information submitted, any falsified information may result in the disqualification or cancellation of the contract.

**14. FORMAT OF SUBMISSION OF PROPOSAL**

- 14.1 Service providers are requested to **submit two (2) copies** of technical proposals **plus the original**.
- 14.2 Service providers are requested to index their proposals for easy reference.

**15. PRE-BID MEETING DETAILS/BRIEFING SESSION DETAILS**

- 15.1 A compulsory briefing session will be held on **16 August 2024 @ 10h00** at the Department of Mineral Resources and Energy at the following address: **44 Strand Street, Cape Town City Centre 8000 MAP HOUSE, Cape Town**
- 15.2 Bidders must ensure that they sign a register during a compulsory briefing session to confirm attendance. Failure to sign the register to confirm attendance will invalidate your bid.

**16. CLOSING DATE**

- 16.1 Proposals must be submitted on or before **30 August 2024 @ 11:00** at Department of Mineral Resources and Energy, at **192 Matimba Building, Corner Visagie and Paul Kruger Streets, Pretoria** in the box marked Department of Mineral Resources and Energy. **No late bids will be accepted.**

**17. ENQUIRIES**

- 17.1 **All general inquiries relating to bid documents should be directed to:**

Ms. Lucia Nkhethoa

Tel: 012 406 7702

E-mail: [Lucia.Nkhethoa@dmre.gov.za](mailto:Lucia.Nkhethoa@dmre.gov.za)

- 17.2 **Technical inquiries can be directed to:**

1. Mr. Nhlanhlehle Chonco

Tel: 012 444 3039

E-mail: [Nhlanhlehle.chonco@dmre.gov.za](mailto:Nhlanhlehle.chonco@dmre.gov.za)

2. Mr. Eddie Shilaluke

Tel: 012 444 3156

E-mail: [eddie.shilaluke@dmre.gov.za](mailto:eddie.shilaluke@dmre.gov.za)