# TERMS OF REFERENCE FOR APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE CONTROL ROOM MONITORING SERVICES AT THE DEPARTMENT OF MINERAL AND PETROLEUM RESOURCES, HEAD OFFICE (PRETORIA) FOR A PERIOD OF THIRTY -SIX (36) MONTHS.

## 1. BACKGROUND

1.1. The Department of Mineral and Petroleum Resources has a responsibility – through the Minimum Information Security Standards (MISS), 1996, and the Minimum Physical Security Standards (MPSS), 2009 - to implement security measures to protect personnel, information, and other assets of the Department.

1.2. As part of implementing the above, the Department intends to appoint a security service provider to provide Control Room Monitoring services 24 hours a day, seven days a week, including public holidays (24/7) at the Department of Mineral and Petroleum Resources' ("DMPR" or "the Department") Headquarters in Trevena Office Campus, Trevena, Pretoria, Gauteng Province.

1.3. The DMPR occupies buildings 2B and 2C of the Trevena Office Campus and has a CCTV and Access Control system that is monitored from a dedicated Control Room within one of the buildings. Additionally, the Department has in-house security personnel who perform a range of other Security functions within the two buildings (24/7). The Department has determined and resolved to outsource Control Room monitoring to ensure dedicated and uninterrupted monitoring and operation by suitably trained officers. It is for this reason that the Department intends to appoint a service provider to provide Control Room monitoring services 24/7.

## 2. CONTRACT PERIOD

2.1. The duration of the contract shall be thirty-six (36) months after the signing of the service level agreement.

## 3. OBJECTIVE

3.1 The objective of this project is the provision of 24/7 Control Room Monitoring and related services at the DMPR Headquarters in Trevena Office Campus, Pretoria, Gauteng Province, for the protection of personnel (including visitors, contractors, and consultants), information, and other assets of the Department.

## 4. SCOPE OF WORK

4.1 Provision of 24/7 Control Room Monitoring and related services as follows:

### 4.1.1 Day Shift (06h00-18h00)

- 2 x Unarmed Control Room Operators (Security Officers) with valid minimum Grade C PSIRA certificates.

### 4.1.2 Night Shift (18h00-06h00)

- 2 x Unarmed Control Room Operators (Security Officers) with valid minimum Grade C PSIRA certificates.

### 4.1.3 Perform 24/7 CCTV Monitoring

- Monitor all CCTV cameras as displayed on the video wall in the DMPR Control Room
- Observe and record any suspicious activities.
- Report security breaches and incidents immediately and make Occurrence Book entries.
- Maintain a Control Room Incident Register.
- Retrieve and preserve video footage when required/requested.

### 4.1.4 **Access Control Monitoring**

- Monitor Access Control systems.
- Identify, record, and report unauthorised access attempts.
- Monitor emergency exits and other restricted areas and report any incidents or risks.

### 4.1.5 **Monitoring Alarm Systems**

- Monitor intrusion, panic, fire, or any other alarm in and around DMPR Head Office premises (excluding systems that are installed by and controlled by the Landlord in all common areas and in the outer perimeter).
- Verify alarms and initiate appropriate response procedures.
- Escalate incidents according to approved procedures.

### 4.1.6 **Standard Control Room Operations**

- Operating the Control Room continuously, 24 hours a day and seven days a week (24/7), for the duration of the contract with the Department.
- Ensure that suitably qualified and equipped operators are on duty and man the Control Room 24/7 as per the agreed shift pattern.
- Maintain liaison with in-house and other private security personnel on site.
- Implement and monitor radio communication and emergency channels with the DMPR in-house Security.

### 4.1.7 **Incident Management**

- Receive, record, and escalate all security incidents.
- Coordinate response procedures with in-house Security personnel and/or emergency services.
- Maintain incident logs and update Occurrence Book entries.
- Compile and submit incident and/or investigation reports where required or requested.

4.1.8 **Reporting.**

- Daily recording of routine and incident-based occurrences in the Occurrence Book.
- Reporting of operational incidents within 24 hours of occurrence.
- Submission of monthly operational reports at the end of each month.

## 5. DELIVERABLES OR PROJECT OUTPUT AND OUTCOMES

5.1. Control Room Monitoring and related services at the DMPR Headquarters in Trevena Office Campus, Pretoria, Gauteng Province for protection of employees, information, and other physical assets of the Department, as follows:

5.1.1 Effective 24/7 CCTV, Access Control, and alarm systems monitoring.
5.1.2 Standard Control Room operational duties and protocols.
5.1.3 Effective Incident Management duties and protocols.
5.1.4 Effective **reporting**, **recording**, and **investigation** of security breaches/incidents.
5.1.5 Cooperation and contribution during **security breach investigations.**
5.1.6 Effective **Site visits** by a mobile supervisor at least once per shift.
5.1.7 The service provider must provide the **required number of personnel** (Control Room Operators) as per the scope of work, who are properly uniformed and compensated or remunerated timeously in line with the relevant PSIRA Sectoral Determination.

## 6. EVALUATION CRITERIA

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

### 6.1. Gate 01 – Mandatory requirements

The following requirements are mandatory. Bidders who do not comply with the mandatory requirements will be disqualified.

i) Copy of a valid PSIRA registration certificate for the Company, electronically verifiable via Quick Response code.

ii) Copies of valid PSIRA registration certificates of the Directors/Members (Grade A or B) and Control Room Operators (minimum of Grade C), electronically verifiable via Quick Response code.

iii) Copies of training certificates in Control Room Operation/Monitoring accredited by the Safety and Security Sector Education Training Authority (ASSETA).

iv) Copy of a valid PSIRA certificate of Good Standing for the company.

v) Valid Letter of Good Standing for the Occupational Injuries and Diseases Act 130 of 1993 (COIDA) from the Department of Labour.

### 6.2. Gate 02 – 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.** | **Company experience**<br>Service providers should have **completed** Control Room Operation/Monitoring projects.<br><br>The service provider must provide appointment letters supported by testimonials/reference letters indicating successful completion of Control Room Operation/Monitoring projects. | 6 or more projects = **5** points<br>4 - 5 projects = **4** points<br>3 projects = **3** points<br>2 – 3 projects = **2** points<br>1 project = **1** point | **15** |
| **2.** | **Control Room Operators' experience:**<br>Operators must have relevant Control Room Operation/Monitoring experience. A comprehensive CV with ID copies<br>***(Experience shall be averaged between qualifying operators)*** | 5 or more years = **5** points<br>3 – 4 years = **4** points<br>2 years = **3** points<br>6– 23 months = **2** points<br>Less than 6 months = **1** points | **15** |
| **3** | **Control Room Operators' Qualifications**<br>Copies of valid and verifiable PSIRA certificates and other SASSETA-accredited training certificates in Control Room Operation/Monitoring | PSIRA Grade B or A & Control Room Operation/Monitoring certificate **plus** Computer Training Certificate for all operators = **5 points**<br><br>PSIRA Grade B or A & Control Room Operation/Monitoring certificate for 2 or more operators = **4 points**<br><br>PSIRA Grade C certificate & Control Room monitoring certificate = **3 points** | **20** |

| No. | Evaluation criteria | Points | Weight |
|---|---|---|---|
| **4** | **Infrastructure**<br>1.1 The Service provider should indicate that they have the following infrastructure in their proposal (supported by photographs where possible):<br>1.1.1 Functional, adequately equipped operating office or Control Room, which is telephonically contactable 24 hours a day, seven days a week (24/7), located **within a 60km radius of DMPR Head Office** in Sunnyside, Pretoria, to enable the service provider to comply with the requirements of the SLA. The service provider must submit documentary proof of the address of the operating office/control room with their proposal. Such proof may be in the form of valid Lease Agreements or municipal utility statements.<br>1.1.2 Two-way radios that are based on cellular networks (GSM, 2G, 3G, 4G, LTE, etc.) (Submit ICASA membership/registration certificate/letter.)<br>1.1.3 Security Registers (OB, Pocketbooks, System Fault/Breakdown Escalation Register, Firearm Register, etc.)<br>1.1.4 Company uniform for Control Room operators.<br>(Provide photos of branded security uniforms)<br>1.1.5 Company Vehicle/s for staff transportation and site visits. (Submit proof of ownership or | • Indicate all items of the required infrastructure, including proof where required, including any relevant additional infrastructure (e.g., bullet trap/bulletproof vests, company cellphones, etc.) = **5 points**<br>• Indicate all items of the required infrastructure, including proof where required. = **3 points**<br>• Failure to indicate the required infrastructure or indicate either proof required in 1.1.1 or 1.1.5 under Infrastructure. = **0 points** | **15** |

| No. | Evaluation criteria | Points | Weight |
|---|---|---|---|
| | a valid lease agreement in the name of the company or directors/members.<br>1.1.6 Baton sticks, torches, and handcuffs. | | |
| **5** | **Project Plan**<br>5.1.A Detailed Project Execution and Management Plan must be included as part of the proposal (Attach Project Plan). | • Detailed Project Plan with project deliverables and detailed logistical plan, milestones, scope, schedule, resources, Occupational Health and Safety Plan, Training Plan, and Project Quality Management Plan **= 5 points**<br>• Detailed project plan with project deliverables and detailed logistical plan, milestones, scope, schedule, resources, and Occupational Health and Safety Plan **= 3 points**<br>• Incoherent or incomplete project plan. **= 2 points**<br>• No project plan **= 0 points** | **15** |
| | 5.2 **Methodology** outlining Management of the project (Attach methodology proposal listing the items for the project) | **Comprehensive:** Provides a comprehensive and detailed methodology covering project management, deterrence and detection of threats, delaying potential intruders, and effective | **20** |

| No. | Evaluation criteria | Points | Weight |
|---|---|---|---|
| | | response to incidents, security breaches and system failures involving CCTV, Access Control, Intruder Alarms, etc. = **5 points**<br><br>**Good:** Provides a detailed methodology covering most of the required areas, with clear processes for project management, threat deterrence/detection, delay measures and incident/security breach response. Minor details may be lacking. = **3 points**<br><br>**Unacceptable:** Insufficient, incoherent or no methodology provided = **0 points** | |

**Formula; $\frac{A \times 100}{B} = C\%$**

Where: A = Total score for the bid under consideration

B = Maximum possible score

C = Percentage score for the bid under consideration

### 6.3 Gate 03 - Administrative compliance

(i) Compliance with 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 a correctional fluid
- Completion of the bid document in colored ink other than black ink
- Bidder to attach a company profile to the Technical Proposal

### 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 lots.

6.4.5 The preferential points will be allocated in terms of the Departmental objectives on specific goals. Point allocation on specific goals is 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's 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 = $\frac{20 \times 4}{100}$ = **0.8 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/system faults or breakages to the Director: Security Risk Management or his/her delegate, telephonically and/or in writing (reports and/or relevant Security registers).

7.1.2. The service provider is required to provide a monthly written report to the Director: Security Risk Management or his/her delegate.

7.1.3. The service provider will be required to conduct quarterly meetings with the 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 and Petroleum Resources shall provide the following.

8.1.1 Provide a functional, equipped, and well-secured Security Control Room.

8.1.2 Functional internal lighting (motion-controlled in most places).

8.1.3 Facilitate access by ensuring that operators and supervisors have DMPR access cards and are enrolled for facial recognition for areas where it is applicable.

8.1.4 Provide Control Room keys and biometric/access card access to the control room.

8.1.5. Provide access to ablution facilities.

### 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 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 any 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 upon 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.

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 separate proof of TCS / PIN / CSD number.

11.6 Where no TCS is available, but the potential service provider/s are registered on the central Supplier database (CSD) and 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), the Auditor-General (AG), or the body regulating the profession of the consultant.

12.4 Bidders should provide (Subsistence &Travel (S&T)) rates that are aligned to the National Treasury instruction note as follows:

i) Hotel Accommodation – R1700 per night per person, including breakfast, dinner and parking.

ii) Air travel must be restricted to economy class.

iii) Claims for kilometres 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 the National Treasury and are non-negotiable.

13.2 The service provider will sign a confidentiality agreement regarding the protection of DMPR information that is not in the public domain.

13.3 Control Room Operators are 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 its employees.

13.5 The Department reserves the right to screen/vet Control Room Operators in the employ of the security provider to the relevant level, and to verify their registration status with the Private Security Industry Regulatory Authority (PSIRA) before they are employed in the Department.

13.6 Control Room Operators must be inspected at least once per shift, day and night (weekends and public holidays included) by the site supervisor, and records of such visits.

13.7 The service provider must ensure that there is no interruption of services due to manpower shortage because of the operator being absent from their shift for any reason.

13.8 The service provider shall ensure that the contract is executed in line with the scope of work.

13.9. The service provider will be subjected to security screening by the State Security Agency

13.10 The DMPR 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** the technical proposals online through National Treasury E-Tender Portal**.**

14.2. Service providers are requested to index their proposals for ease of reference.

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

A compulsory briefing session will be held **03 December 2026** at **10h00** at the Department of Mineral and Petroleum Resources at the following address:

**Department of Mineral and Petroleum Resources**
**Trevena Office Campus**
**70 Corner Meintjies Street and Francis Baard Street**
**Sunnyside,**
**Pretoria**
**0002**

15.1. 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

8.1 Proposals must be submitted online on or before **15 December 2026** at **11:00** through National Treasury E-tender portal. **No late bids will be accepted**.

## 17. ENQUIRIES

**17.1. All general enquiries relating to bid documents should be directed to:**

Ms. Lucia Nkhethoa
Tel: 012 444 3778
E-mail: lucia.nkhethoa@dmpr.gov.za

**17.2. Technical enquiries can be directed at:**

1. Adv. Nhlanhlenhle Chonco
   Tel: 012 444 3039
   E-mail: Nhlanhlenhle.chonco@dmpr.gov.za

2. Mr. Eddie Shilaluke
   Tel: 012 444 3254
   E-mail: Eddie.shilaluke@dmpr.gov.za