

TERMS OF REFERENCE FOR APPOINTMENT OF A SERVICE PROVIDER TO DESIGN, SUPPLY AND INSTALLATION OF AN ELECTRONIC SURVEILLANCE 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 POLOKWANE (LANDROS MARE BUILDING) AND WITBANK (OLD ABSA BUILDING) REGIONAL OFFICES

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 Minimum Physical Security Standards (MPSS). The purpose of these security measures is to protect personnel (including visitors, contractors, and consultants), information, and all assets of the Department.
- 1.2 In compliance with the above directives, as well as 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.
- 1.3 To this end, the Department intends appointing a suitably qualified and experienced service provider to design, supply, and install new integrated security systems at Polokwane (Landros Mare Building) and Witbank (Old ABSA Building) Regional Offices. 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

The duration of the contract shall be 36 months, which will commence after the installation and commissioning of the project has been completed.

3. OBJECTIVE

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 own 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, vari-focal lenses, wide dynamic range, SD Card Slot, two-way audio, POE.
- 4.1.2 **Network Video Recorders:** rack mounted, 24/7 recording with 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.
- 4.1.7 **Equipment rack cabinets (wall-mounted),** to be provided by the service provider for each floor as per the system design architecture.
- 4.1.8 **Uninterrupted Power Supply,** the system shall have back-up power which can run for at least 40 minutes in case of power failure.

4.1.9 **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.

4.1.10 **Licenses:** Service provider to provide both VMS license with basic analytics such as line crossing, people counting, left object detection.

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

4.2 Design, supply, installation, and commissioning of new 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), 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:

- (a) Ability to integrate with Building Management Systems;
- (b) Ability to integrate and manage intruder alarm systems;
- (c) Ability to integrate with Perimeter Intrusion Detection System and electric fence;
- (d) Ability to integrate with Microsoft Active Directory;
- (e) Shall have Compliance Management Functionality;

4.2.5 The access control system shall have the following key main components:

4.2.5.1 **IP System Controller:** The network-based door controllers shall be suitable for management of the doors both on- and off-line to ensure continuity of operation in an event of connection loss to the server. Each controller must be supplied with a lockable battery back-up cabinet, with back-up 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 labelled 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 signal 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 Operating System, Access Control and Surveillance software (with software client capability), with enrolment reader (cards and biometric) and licensed 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 event with video feeds and alarm event with video feeds.

NB: For additional information/guidelines to 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 ECSA that the works comply to the Manufacturer's and SABS standards, at the service provider's cost.**
- 4.3.2 System testing shall include, but not limited to functionality of system features and physical components of the system to prove 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 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 a 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 hand-over 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 Security Risk Management and Information Technology or any other section 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;
- 4.4.3 The service provider shall be required to provide induction to the Departmental staff on the date, time, and venue to be determined by the Department.

4.5 Support, repair, and maintenance.

- 4.5.1 The service provider shall provide a support, repair, and maintenance (proactive and reactive) service for the entire installation effective from the date of practical completion and commissioning of the integrated system at the DMRE Polokwane (Landros Mare Building) and

Witbank (Old ABSA Building) Regional Offices for the remainder of the contract 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, rates, as well as other conditions.

5. DELIVERABLES OR PROJECT OUTPUT AND OR OUTCOME

5.1 A fully functional integrated electronic Surveillance and Access Control system at the DMRE Polokwane (Landros Mare Building) and Witbank (Old ABSA Building) Regional Offices, 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 Polokwane (Landros Mare Building) and Witbank (Old ABSA Building) Regional Offices 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 that might result from relocation or removal of certain infrastructure must be suitably closed in such a way that the repair work must blend to 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-year manufacturer's warranty.

6. COMPANY EXPERIENCE

6.1 The service provider should have operational experience of three (3) years as a security service provider. Service providers are required to be Original Equipment Manufacturer (OEM) certified/authorized for access control and surveillance equipment (**proof to be attached on a signed Manufactures' letterhead or certificate**).

6.2 To support the above point, service providers are required to provide three (3) testimonials or reference letters as proof that they have successfully facilitated, performed / executed, or they have been providing similar services (Electronic Surveillance and Access Control systems).

6.3 Testimonials or reference letters must be on a letterhead, signed and dated; and must include contact details for verification purpose.

7. QUALIFICATIONS AND EXPERIENCE OF TEAM LEADER AND TEAM MEMBER

7.1 Team Leader / Project Manager

7.1.1 Must have a minimum of five (5) years' experience in design and/or managing installation and commissioning of integrated electronic Surveillance and Access Control systems

7.1.2 The Project Manager must have a certificate/qualification in Project Management.

7.1.3 Must be registered with Private Security Industry Regulatory Authority (PSIRA) and a minimum of valid PSIRA Grade B Security Certificate.

7.1.4 A detailed CV of the Team Leader/Project Manager with valid certified copies of Identification Document as well as qualifications must be attached to the technical proposal.

7.2 Team members/technicians

7.2.1 Must have a minimum of three (3) years' experience in the electronic security systems environment (Surveillance, Access Control, intruder detection systems, etc.).

7.2.2 Must be registered with Private Security Industry Regulatory Authority (PSIRA); and have a minimum of valid Grade B PSIRA Security Certificate.

7.2.3 Four **(04)** detailed CVs of the team members with valid certified copies of Identification Documents as well as qualifications must be attached to the technical proposal.

8. REPORTING REQUIREMENTS

8.1 This project will be implemented in line with the Departmental Security Structure in that:

8.1.1 The service provider must report to the Director: Security Risk Management or his/her delegate, on any matters relating to this project including the project implementation plan.

- 8.1.2 The service provider is required to provide a written progress reports in line with the installation plan to the Director: Security Risk Management or his/her delegate.
- 8.1.3 The service provider will be required to conduct installation phase meetings with Director: Security Risk Management or his/her delegate.
- 8.1.4 The service provider shall provide quarterly system maintenance reports (pro-active and reactive) in Portable Document Format, as well as any other project related report/s as may be requested by the Department.
- 8.1.5 The service provider will be required to conduct quarterly meetings for the duration of the contract period. In case of emergency, either party may propose a meeting and both parties must reasonably avail themselves for such meetings.

9. INFRASTRUCTURE

- 9. The Service provider should have the following infrastructure:
 - 9.1.1 Functional, adequately equipped and telephonically contactable helpdesk.
 - 9.1.2 Company vehicle/s with provable ownership or lease agreement/s in the company's name.
 - 9.1.3 Functional and adequately equipped company office located within the Gauteng Province, to enable the service provider to comply with the requirements of the SLA.
 - 9.1.4 Specialized technical tools of trade and equipment required for implementing the project as per the scope of work outlined above.
 - 9.1.5 Enough human capacity (minimum **5 members including the team leader**) who are suitably skilled and competent to execute this project and the requirements of the SLA.
 - 9.1.6 Access to equipment or previous sites where a similar project was installed to enable the service provider to demonstrate their proposed system.

10. WORK PLAN AND METHODOLOGY

- 10.1 The service provider shall provide a detailed and clear schedule of how the project will be executed in line with the scope of work and must be included in the proposal.
- 10.2 The project plan must include clear milestones, timelines and resources assigned to execute the project.
- 10.3 The methodology must include graphical system design architecture in a form of clearly labeled sketch/es with related explanatory notes, charts, specifications, and any other document that

might contribute to explaining the methodology to be followed towards achieving the outcomes of this project.

11. ROLE AND RESPONSIBILITY

11.1 Department of Mineral Resources and Energy shall: -

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

11.2 Service Provider shall: -

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

12. CONFIDENTIALITY OF INFORMATION

- 12.1 A Party shall treat information furnished by the other Party or another person for purposes of the execution of the Agreement, 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.

13. PAYMENT

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

14. TAX CLEARANCE CERTIFICATE

- 14.1. The potential service provider/s must ensure compliance with their tax obligations.
- 14.2. The potential service provider/s is/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.

- 14.3 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.
- 14.4. The potential service provider may also submit a printed TCS together with the proposal.
- a) In proposals where consortia / joint ventures / sub-contractors are involved; each party must submit a separate proof of TCS / pin / CSD number.
 - b) 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.

15. EVALUATION METHODOLOGY

15.1 Phase 1: Compliance and Technical Review:

- 15.1.1. Each submission is checked for compliance. If the submission complies, it will move to the next round in the evaluation process. The following documents are compulsory; failure to submit together with the proposal shall result in a company being disqualified.

A valid Tax Clearance Certificate	
A valid B-BBEE Certificate	
Signed SBD forms	
Proof of CSD registration	
Disqualification criteria: ➤ Copies of Identification Documents and valid PSIRA Registration certificates of the Project Manager/Team Leader and Team Members/Technicians, certified within the past 06 months (or a certified copy of an official letter from PSIRA as proof that a renewal is in process)	

➤ A copy of valid PSIRA registration certificate of the company/service provider, certified within the past 06 months.	
A copy of OEM certification or authorization letter, certified within the past 06 months.	

15.1.2 Service providers will be evaluated based on functionality. The minimum threshold for functionality is **70** out of 100 points. Service providers who fail to meet the minimum threshold will be disqualified and will not be evaluated further for price and preference points for B-BBEE.

15.2 Phase 2: Technical Evaluation

ITEM NO.	CRITERIA	SCORING	WEIGHTS
1	Company Experience:		15
	(i) Service providers should at least have three (03) years experiences in conducting design, installation, and maintenance of the security systems.	05 years or more = 5 points 04 years = 4 points 03 years = 3 points 01 to 02 years = 2 points 0 to less than 01 year = 1 point	10
	(ii) Proof from 3 contactable reference letters indicating design, installation and maintenance of the security systems project was executed should be attached.	5 letters or more = 5 points 4 letters = 4 points 3 letters = 3 points 2 letters = 2 points 1 letter = 1 point	5

2	Team leader/Project Manager Experience: (i) Team Leader must have at five (05) years practical experience in managing projects in designing, installation, and maintenance of security systems.	7 years or more = 5 points 6 years = 4 points 05 years = 3 points 04 years = 2 points 3 years or less = 1 point	20 10
	(ii) Team members/Technicians must have at least three (03) years practical experience in installation of security systems. Four (04) CV's must be attached as proof.	7 years or more = 5 points 6 years = 4 points 3 years = 3 points 1-2 years = 2 points 1 year or less = 1 point	10
3.	Qualifications: (i) Team Leader/Project Manager must possess a project management and Grade B PSIRA certificates. Submitted copies must have been certified within the past 06 months.	Project Management Degree plus Grade B Certificate = 5 points Project Management Diploma plus Grade B Certificate = 4 points Project Management plus Grade B Certificates = 3 points None or only one certificate = 1 point	10 05

	(ii) Team members/Technicians must possess a valid Grade B PSIRA certificates. Submitted copies must have been certified within the past 06 months.	PSIRA Grade A Certificate = 5 points PSIRA Grade B Certificate = 3 points PSIRA Grade C Certificate = 2 points No PSIRA Certificate = 1 point	05
4	Infrastructure	- Indicated and gave details of all items of the required infrastructure, including details of access to equipment or site that may be used for demonstration purposes. = 05 points. - Indicate all items of the required infrastructure and proof of address (e.g., leases or rental agreement) and proof of availability of company vehicle/s (ownership or rented) = 03 points - Failure to give details of the required infrastructure (if item 9.2 or 9.3 is not listed) = 01 point	15
5	Project Plan: Detailed Project/ Execution Plan and Management should be attached.	Detailed project plan with project deliverables and detailed <u>Logistics plan</u>, milestones, scope, schedule, resources, <u>Occupational Health and Safety plan</u>, <u>Training (and skills transfer)</u>	40 20

		<u>plan</u>, and <u>Project Quality Management plan</u> = 05 Detailed project plan with project deliverables and detailed logistics plan, milestones, scope, schedule, resources and Occupational Health and Safety Plan = 04 points Project plan with project deliverables adequate logistical plan, milestones, scope, schedule, and resources = 03 points Incoherent Project Plan, Logistical Plan and with project deliverables, milestones, scope, schedule, and resources = 2 points No Project and logistical plan=1 point	
	Proposed Methodology	Methodology outlining exceptional system design architecture, including schematic illustrations and details, as well as implementation and management of project = 5 points Methodology adequately outlining systems design architecture, including schematic illustrations	20

		and implementation of the project = 4 points Methodology outlining systems design architecture, including schematic illustrations and details = 3 Incoherently and/or incomplete methodology provided without the required services = 2 points Methodology not provided = 1 point	
Total			100

For purpose of evaluating functionality, the following values will be applicable:

1=	Very poor	Does not understand the requirements
2=	Poor	Will not be able to fulfil the requirements
3=	Average	Will partially fulfil the requirements
4=	Good	Will be able to fulfil the requirements
5=	Excellent	Will fully fulfil the requirements

16. PHASE 2: PRICING AND BBBEE

- 16.1 Bids will be evaluated on the 80/20 preference point system as outlined in the Procurement Preferential Regulation of 2017. Bidder that scores the highest points in this phase will be awarded the bid.

CRITERIA	WEIGHT
Price	80
B-BBEE Status level contributor	20

16.2 COST / PRICING

- 16.2.1. The service provider will be requested to provide a quoted proposal regarding the work to be undertaken.
- 16.2.2 The total cost must be VAT inclusive and should be quoted in South African Rands (i.e., ZAR).
- 16.2.3 The service provider should provide hourly rates as prescribed by Department of Public Service and Administration (DPSA), Auditor- General (AG) or the body regulating the profession of the consultant.
- 16.2.4 The service Provider 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 kilometres may not exceed the rates approved by the Automobile Association of South Africa.

16.3 BROAD-BASED BLACK ECONOMIC EMPOWERMENT

- 16.3.1 Provisions of the Preferential Procurement Policy Framework Act (PPPFA) of 2000 and its regulation of 2017 will apply in terms of awarding points.
- 16.3.2 Bidders are required to submit original and valid B-BBEE Status Level Verification Certificates or certified copies thereof together with their bids, to substantiate their B-BBEE rating claims.
- 16.3.3 Bidders who do not submit their B-BBEE status level verification certificates or are non-compliant contributors to B-BBEE will not qualify for preference points for B-BBEE.

16.3.4 Accounting Officers must ensure that the B-BBEE Status level Verification Certificates submitted are issued by the following agency:

- Verification agencies accredited by SANAS.

16.3.5 Bidders who qualify as EMEs and QSEs must submit:

- Affidavit signed by the EME or QSE representative and attested by a Commissioner of Oath.

16.4. The table below depicts the B-BBEE status level of contribution:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

17. CONDITION OF THE CONTRACT

17.1 The General Conditions of Contract must be accepted as these are issued by National Treasury and are non-negotiable.

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

17.3 The entire project team is prohibited from unauthorized handling reading or removal of documents in the departmental records.

- 17.4 No state information may be furnished/ communicated to the public or news media by the security service provider or any of their employees.
- 17.5 The Department reserves the right to screen/vet entire project team 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.
- 17.6 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).
- 17.7 The service provider shall ensure that the contract is executed in line with the scope of work.
- 17.8 The service provider will be subjected to security screening by the State Security Agency.
- 17.9 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.
- 17.10 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 ECSA that the works comply to the Manufacturer's and SABS standards, at the service provider's cost.**
- 17.11 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.

18. FORMAT OF SUBMISSION OF PROPOSAL

- 18.1 Service providers are requested to submit four (4) copies of technical proposals plus the original.
- 18.2 Service providers are requested to index their proposals for easy reference.

19. PRE-BID MEETING / BRIEFING SESSION DETAILS:

- 19.1. A compulsory briefing site inspection will be held at Department of Minerals Resource and Energy as follows:
1. **18A Landors Mare Street, Polokwane 0700 on 24 August 2021 @ 11:00**
 2. **131 Corner Haig Avenue and Rhodes Avenue, Old ABSA Building, Emalahleni on 25 August 2021 @ 11:00**

20. ENQUIRIES

20.1 All general enquiries relating to bid documents should be directed to:

Ms. Nonhlanhla Zingwevu/ Ms. Lucia Nkhethoa

Tel No: (012) 444 3055 /3778

E-mail: Nonhlanhla.Zingwevu@dmre.gov.za / Lucia.Nkhethoa@dmre.gov.za

20.2 Technical enquiries can be directed to:

Mr Nhlanhlehle Chonco/ Mr Mbhekeni Mathebula

Tel No: (012) 444 3039/3155

E-mail: Nhlanhlehle.Chonco@dmre.gov.za / Mbhekeni.Mathebula@dmre.gov.za