

SCOPE OF WORK

MAINTENANCE AND REPAIR OF THE ACCESS CONTROL AND CCTV SYSTEMS AS WELL AS THE AD HOC SUPPLY, DELIVERY AND INSTALLATION OF NEW EQUIPMENT AS AND WHEN REQUIRED FOR A PERIOD OF TWO (2) YEARS AT THE HEALTH COUNCIL PROFESSIONS OF SOUTH AFRICA

1) PURPOSE

The Health Professions Council of South Africa hereby invites suitably qualified and experienced bidders to submit proposals and quotations for the repair and maintenance of the access control and CCTV systems as well as the ad hoc Supply and Delivery of new equipment when required for a period two (2) at the Health Professions Council of South Africa offices at No: **572 Madiba St, Arcadia, Pretoria, 0002** and at No: **553 Madiba St, Arcadia, Pretoria, 0002**.

2) BACKGROUND

The HPCSA needs to conduct repairs, preventative maintenance and service on its existing access control and CCTV systems of the previously mentioned buildings. The services should be conducted to ensure the security of staff, visitors, and the property the HPCSA always. The current systems with their components were installed in 2014 and remain in a generally good condition due to the on-going maintenance that took place over the years.

3) SCOPE OF WORK

The scope of work entails the assessment, repairs, replacement of damaged hardware and upgrades (where necessary) to the existing access control and CCTV systems at the HPCSA. Experienced technicians with a thorough knowledge, expertise and experience in access control and CCTV systems should carry out regular service and maintenance.

The HPCSA and the Service Provider agree that the Service Provider shall maintain the Access Control System and provide technical support to the HPCSA relating to the Access Control System.

3.1 The Service Provider shall provide the following services:

- a) Break-fix services.
- b) Ad-hoc services;
- c) Reporting;
- d) Online remote support;
- e) Monitored email support;
- f) Preventative quarterly site maintenance.

- g) Schedules backup services.
- h) Emergency Onsite assistance.
- i) Onsite training.
- j) Monthly system health check;
- k) Half-yearly system review and upgrade proposals;
- l) Annual risk assessment
- m) Access cards for visitors

- 3.1.1 The service provider will be responsible for the repair and/or replacement of faulty equipment on site.
- 3.1.2 The service provider will be responsible for the hardware/software integration to ensure optimal functioning of all system.
- 3.1.3 The service provider will be responsible for regular testing of the equipment and systems.
- 3.1.4 The service provider will provide technical support on site when necessary (i.e. in an emergency).
- 3.1.5 The service provider must service and maintain equipment and/or components according to the technical specifications of the manufacturer as and when required.
- 3.1.6 The service provider must ensure that the system is always operational.

3.2 Maintenance Activities

During the contracted period, the service provider will be required to execute service and maintenance of the systems based on the following:

3.2.1 Camera's and Housing

The service provider must ensure that:

- All cameras (indoors and outdoors) are in working condition.
- Lenses are cleaned and focused
- There is proper connection to the cameras
- Pan, tilt, zoom and focus are working properly on PTZ cameras
- Cameras are free from moist and that it is waterproof.
- Interiors of camera enclosures are clean.
- Camera housing is clean.
- Camera field of view is adjustable
- Cameras are tested to ensure functionality
- Damaged components are repaired/replaced.

3.2.2 Wiring, Cabling and Containment

The service provider must ensure that:

- Connectors and cable entry points are properly connected.
- Cables are properly covered

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- Wires and cables are free from wear and tear.
- Cables and wires are fully functional
- All wires and cables are properly insulated.
- Wires, trunking and conduits are cleaned.
- Damaged components are repaired/replaced.

3.2.3 Control Room Equipment

The service provider must ensure that:

- All connectors are not loose
- All power connections and power cables are not frayed and loose.
- All keyboards and mice are fully functional.
- Monitors have proper contrast and brightness and are free from distortion.
- PTZ controls are working properly.
- All monitors, screens, control panels and keyboards are cleaned and are in a working condition.
- Network switches are operational
- Repair and/or replace damaged components
- That the footage is available remotely.
- Enrollment readers are functional

3.2.4 Server Cabinets

The service provider must ensure that:

- NVR time is as the PC time including correct time zone
- NVR is set up to ensure continuous recording
- Verify that the NVR is recording
- NVR recording memory is sufficient
- NVR displays correct settings
- All switches are functional
- Computers are in working condition
- UPS is functional at all times
- Microwave link is functional

3.2.5 Security Workstation

The service provider must ensure that:

- Computer is in good working condition
- Screens are operational

3.2.6 Software

The service provider must ensure that the following software is kept up-to-date and is configured to run optimally:

- IVMS
- Impro Access IXP 400

3.2.7 Access Control Systems

The service provider must ensure that:

- Batteries are checked and replaced when necessary
- All peripheral devices and alarms are registered on the system.
- Every audible and visual warning devices are operational
- Access cards are in working order
- Biometric readers are functional
- Consumables are replenished (access cards, break glass etc.)
- Gate motors open and close correctly from system and remotely.
- Supply voltage is correct to all parts of the system
- Door mechanism entry and exit devices are cleaned and operational.
- UPS system continues to work when mains are down.

3.2.8 Pedestrian Access

(Internal doors, turnstile, and service gate)

The service provider must ensure:

- Dual readers are functional
- Maglocks are functional
- Break-glasses are in working condition

3.3 GENERAL REQUIREMENTS:

3.3.1 The contractor shall ensure that its team has relevant expertise and provide diligent and necessary support to the HPCSA as and when required.

3.3.2 The service provider will under no circumstance divulge, furnish, or disclose any sensitive information concerning HPCSA or any other Stakeholders' activities to the public or news media. **HPCSA reserves the right to have confidentiality agreement signed with the successful service provider.**

3.3.3 The service provider shall respond to call outs, of which emergencies must be attended to within 2 hours.

3.3.4 The appointed Contractor prepare and submit a Health and Safety file prior to commencement of work.

3.4 Ad hoc Repairs

3.4.1 A quotation detailed quotation will be requested from the successful bidder for the replacement of parts as and when the need arises.

4 EXPECTED DELIVERABLES:

4.1 Provide corrective, preventative maintenance and support services to ensure the continuous functioning of the access control and CCTV systems as listed in **Annexure B.**

- 4.2 Provide training when required to control room operators.
- 4.3 Provide monthly technical reports on the status and performance of the system
- 4.4 Conduct a site assessment.
- 4.5 Provide a service execution plan.

5 SUBMISSION CLOSING DATE

5.1 RFQ SUBMISSION CLOSING DATE

6 EVALUATION PROCESS

6.1 To facilitate a fair and transparent selection process that allows equal opportunity to all service providers/companies, the HPCSA has an SCM policy for the appointment of contractors or consultants that will be adhered to. Proposals will be evaluated in three steps (Administrative Compliance, Functionality, Price and BBEEE).

6.2 The following qualifying criteria will be used:

a) Step 1: Administrative Compliance

- i. Submission of the proof of Tax Compliance Status, such as Tax Clearance Certificates or Personal Identification Number (PIN) issues by the South African Revenue Services.
- ~~ii. Proof of registration with the Private Security Industry Regulatory Authority (PSIRA) – Issued in the name of the company~~
- iii. Certificate of Intellectual Property and Commission (CIPC) Registration Certificate from the Department of Trade and Industry.
- iv. Provide proof of compliance from Department of Labour (COIDA).
- ~~v. Proof of attendance to the compulsory site briefing.~~

b) Step 2: Functionality:

Any proposed bid which does not meet a minimum threshold of **80%** will not be considered further.

The following criteria and weights shall apply when considering bids:

Criteria	Sub Criteria	Weighting/ Points
Company experience: ▲ The Company must have a minimum of three (3) years' experience and above, delivering similar services.	▲ 3 years and more in delivering similar service = 30 Points ▲ Less than 3 Years = 0 Points	30
Reference letters from the previous clients where the same service has been rendered not older than three (3) years. Reference letter must be on client letterhead.	▲ 3 reference letters = 30 Points ▲ 2 reference letters = 20 Points ▲ 1 reference letters = 10 Points	30
Experience of the site supervisor and/or the assigned technicians must have a minimum of five (5) years' experience in executing similar or maintenance related services. Provide copy of a CV/ Resume of the Site Supervisor and/or assigned technician, detailing the relevant years of experience must be attached.	Level of experience in the supervision and/or executing of similar projects: - <ul style="list-style-type: none"> • Five (5) years' and more = 40 Points • Less than 5 years' = 0 Points 	40
Total		100

c) Step 3: Price and BBEE:

Bids will be evaluated in terms of the **80/20 Preference Point System (80 points for price and 20 points for BBEE)**.

The following formula will be applied to calculate the points for price.

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where:

- P_s = Points scored for price of bid under consideration
 P_t = Rand value of bid under consideration
 P_{min} = Rand value of lowest **acceptable** bid

The following formula will be used to calculate the points for BBEE:

Bids from non-compliant B-BBEE contributors will not be disqualified. Any B-BBEE qualifying contributor who does not submit a substantiating certificate will be allocated zero points, but the bid will not be disqualified.

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Points will be awarded to a tenderer for attaining their B-BBEE status level of contributor in accordance with the table below:

B-BBEE Status Level of contributor	Number of Points (90/10 system)	Number of Points (80/20 system)
1	10	20
2	9	18
3	8	14
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant Contributor	0	0

**ANNEXURE A
PRICING SCHEDULE**

1. Maintenance (Year 1)

Item Number	Item Description	Quantity	Rate	Total
1	Monthly Inspections	12		
2	Quarterly Maintenance	4		
Total (Excl. VAT)				R
			VAT	R
Total (Incl. VAT)				R

2. Maintenance (Year 2)

Item Number	Item Description	Quantity	Rate	Total
1	Monthly Inspections	12		
2	Quarterly Maintenance	4		
Total (Excl. VAT)				R
			VAT	R
Total (Incl. VAT)				R

3. Labour for Call Outs (excluding VAT)

Item Number	Item Description	Normal hours (R/hour)	After hours/Saturday (R/hour)	After hours Sunday (R/hour)
1	Technician			
2	Technician assistant/semi-skilled labour			
Total Price Year 1 (Fixed Price)		R	R	R
VAT		R	R	R
Total Price Year 1 (incl. VAT)		R	R	R
Total Price Year 2		R	R	R
VAT		R	R	R
Total Price Year 2 (incl. VAT)		R	R	R

ANNEXURE B SCHEDULE OF EQUIPMENT

CCTV EQUIPMENT

Building 1

Building 1	QUANTITY
Hikvision Vandal proof IP dome , 5 Mega Pixel Intelligent Infrared camera	1
Hikvision Vandal proof IP dome , 2 Mega Pixel Intelligent Infrared camera	15
Hikvision 2 Mega Pixel 20 x Zoom Hi-Speed Dome IP PTZ camera	1
Hikvision 3 Mega Pixel Intelligent Infrared 3 x Zoom Wide Dynamic Range Pro Bullet IP camera	14
Hikvision 5 Mega Pixel Inside fisheye IP camera	4
Hikvision 2 Mega Pixel Intelligent Infrared Bullet camera	2
Hikvision Vandal proof IP dome , 2 Mega Pixel Intelligent Infrared camera	2
NETWORK VIDEO RECORDER	1
10KVA on-line Uninterruptable Power Supply	1
LED SCREENS	1
POE 24 Channel port 1 GIGABIT POE network switches	3
8 Port Network switches	2
Building 2	
Hikvision Vandal proof IP dome, 2 Mega Pixel Intelligent Infrared cameras	29
Hikvision 2 Mega Pixel 20 x Zoom Hi-Speed Dome IP PTZ camera	1
Hikvision 2 Mega Pixel Intelligent Infrared Bullet camera	1
Hikvision 3 Mega Pixel Intelligent Infrared 3 x Zoom Wide Dynamic Range Pro Bullet IP camera	15
Hikvision Vandal proof IP dome, 2 Mega Pixel Intelligent Infrared cameras	2
NETWORK VIDEO RECORDER	1
10KVA on-line Uninterruptable Power Supply	1
LED SCREENS	2
POE 24 Channel port 1 GIGABIT POE network switches	4
8 Port Network switches	2
Control Room	
42" Screens	4
1000VA Uninterruptable Power Supply	1
REMOTE CCTV PC	1
ACCESS CONTROL PC	1

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ACCESS CONTROL

BUILDING 1 & 2	QUANTITY
ACCESS CONTROL PC	1
ACCESS SYSTEM CONTROLLER	1
Sagem/Morpho Dual (fingerprint & card) readers	43
Gate controllers	6
Impro enrolment Readers	2
Door controllers	20
ECII controller	1
Card Swallow unit	1
IMAT Double Turnstile	1

REQUESTOR	<p>_____ Date _____</p> <p>MR S KUBAYI MANAGER: FACILITIES MANAGEMENT</p> <p><input type="checkbox"/> RECOMMEND <input type="checkbox"/> DO NOT RECOMMEND</p> <p>Comment:</p>
APPROVER	<p>_____ Date _____</p> <p>MS M DE GRAAFF CHIEF FINANCIAL OFFICER</p> <p><input type="checkbox"/> APPROVE <input type="checkbox"/> DO NOT APPROVE</p> <p>Comment:</p>