

TERMS OF REFERENCE

QUOTATION NO. SANBI:Q5956/2018

Specifications for CCTV Camera Maintenance

Walter Sisulu National Botanical Garden,

**Malcolm Road, Poortview, Roodepoort
Gauteng**

**PO BOX 2194
Wilropark
1731**

1. BACKGROUND

The South African National Biodiversity Institute (SANBI) requires a CCTV Camera Specialist Service Provider at Walter Sisulu National Botanical Garden (WSNGB). The WSNBG is located in a beautiful setting on the outskirts of Johannesburg. It is approximately 15km from Randburg and 25km from the center of Johannesburg, accessible from the N1 and garden arterial roads. The Ruimsig/Poortview area, in which the Garden is located, is one of the fastest developing up-market residential areas in Johannesburg. This Garden is one of the fastest growing eco-tourism destinations in the Gauteng Province.

The Garden comprises of about 300 ha of land in the Western suburbs of Johannesburg. The garden is situated between the two municipalities namely Mogale Local Municipality and City of Joburg. Of the total area of the garden, 27 ha is regarded as landscaped area, with the remaining 273 ha being either natural estate of the garden.

The Garden is open to the public 365 days a year from 8:00 – 18:00 with entry by paying customers only till 17:00. The Garden receives about 292 000 visitors per year and this figure vary depending on how busy the garden has been in a given year.

2. INVITATION TO QUOTATION

Quotations are hereby invited for the provision of CCTV Camera maintenance services and sometimes installation to the WSNBG. The quote process will be co-ordinated by the SANBI's Supply Chain Management (SCM) Directorate at the following address:

Deputy-Director: Supply Chain Management
South African National Biodiversity Institute (SANBI)
Private Bag X101
Silverton
018

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3. QUOTATION SPECIFICATION

The South African National Biodiversity Institute (SANBI) requires a Service Provider to provide Maintenance Services on all CCTV Cameras systems for the entire property of the Walter Sisulu National Botanical Garden (WSNBG).

In order for WSNBG to maintain the extremely high standards of security for visitors and SANBI property, the CCTV camera operations/effectiveness needs to be of the highest quality standard at all times.

The Garden is currently utilizing CCTV camera system which has a total of about 12 cameras. The CCTV Camera Maintenance Services are required for the Main pay point area, Exit area and Main Car Park gate CCTV Cameras.

Garden facilities to be included in the CCTV Camera Maintenance contract services are:

- Pay point 1 – 1 camera
- Pay point 2 – 1 camera
- Visitor's Centre – 2 cameras
- Outside Visitor's Centre – 1 camera
- Safe Area – 1 camera
- Exit Gate - 1 camera
- Main Car Park Gate – 2 cameras

SANBI requires the services of a suitably qualified, experienced and specialized service provider to repair and maintain the current in-house CCTV camera system. This will include maintenance as well as emergency/ad hoc call outs. Being the central component of any form of safety and security protection, the CCTV camera system needs the highest level of care and maintenance at all times in order to achieve its objectives.

The Service provider or Company will comply with all relevant government legislations as well as

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the SANBI's terms and conditions including the service level agreement.

3.1 SERVICES REQUIRED

The Service provider is required to provide CCTV Camera repair, maintenance/ servicing and replacement to all existing CCTV Camera system at Walter Sisulu National Botanical Garden.

3.2. OPERATING HOURS

The service provider will be required to provide services as per the request of the client during working hours.

The service provider will be required to provide services 365 days a year (including public holidays) for 24 hours a day where necessary.

3.3. Mandatory Requirements of the service provider

Service provider must be based within City of Johannesburg Municipality and Mogale City

Service provider must have sufficient experience in CCTV camera system maintenance with at three (3) traceable references.

3.4. Scope of Work

Quarterly CCTV services to be conducted.

Annual CCTV camera services to be conducted

Ad hoc work services i.e. Installation of new CCTV Cameras as and when required

3.5. Response to call outs

The Service Provider will at all times respond to emergency call outs as requested by the client.

The Service provider will respond to emergency call outs/technical problems reported to them within reasonable period (24 hours) unless they are major technical problems.

Ad hoc call outs before midday – response must be the same day and repairs must be within 6 hours. Ad hoc call outs after midday – response must be within 24 hours.

3.6. General maintenance

- ✓ Technicians must ensure that CCTV camera system is fully operational.
- ✓ All cameras must be available on the network system.
- ✓ All cameras must conform to a minimum of a 30 day recording period.
- ✓ All cameras must be checked for correct focus.
- ✓ All cameras must be pointing to the correct and right direction.
- ✓ All camera lenses must be clean and showing clear pictures.
- ✓ All outdoor housings must be secured and sealed.
- ✓ Ensure physical check on all patch rooms and switches to ensure neatness and functionality.
- ✓ Routine cleaning of lenses covers must be performed as and when required.
- ✓ All discrepancies on any camera system must be reported to the Security manager, documented on the technician's service sheet before being rectified and adjusted accordingly.
- ✓ Service sheet will be completed by the technician, and attached to the job card upon completion of the service and it must be signed by the security manager to ensure that relevant job was done and completed.

4. CONTRACT PERIOD

The contract period is for three years which will be reviewed every (12) twelve months from the date of commencement. This agreement may be terminated by either party by giving a written notice of termination at least (3) three months prior to the expiry of the initial 3 year period or any further extended 12 months.

5. GENERAL TERMS

All documents submitted in response to this Request for Quote (RFQ) must be written in English.

For Technical queries please contact Mr Phillemon Ndou Security Manager: Walter Sisulu National Botanical Garden, at Tel: **086 100 1278** or at the following e-mail address: P.ndou@sanbi.org.za

6. COMPLIANCE REPORTS AND MEETINGS

Both the Service Provider and the SANBI will draw up a Service Level Agreement (SLA) for monitoring and compliance purposes. The SLA will be monitored through compliance Meetings which will be held monthly. The Service Provider will also meet the designated SANBI representative as and when it deems necessary.

7. OPERATING HOURS

The Service Provider will be required to provide services 365 days a year (this includes weekends), 8 hours a day over a three years contract period.

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8. GENERAL INFORMATION

The Service Provider must ensure that its staff members comply with the rules, regulations and by-laws of the site, which will be covered during the induction

The SANBI reserves the right:

- a) To verify any information supplied in quotation documents;
- b) Not to appoint any Service Provider;
- c) To cancel or withdraw this RFQ at any time without attracting any penalties or liabilities;
- d) To have the final say in the appointment and this will be binding;
- e) To disqualify a quotation or cancel any subsequent contracts should it be found that information disclosed was factually inaccurate and/or that a misrepresentation of facts may have occurred?
- f) To disqualify potential Service Providers who may attempt to bribe or influence any person employed by SANBI during the course of this quotation process.

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9. EVALUATION CRITERIA

In accordance with the National Treasury Instruction Note on the Amended Guidelines in Respect of Bids that include Functionality as a Criterion for Evaluation (issued 3 September 2010), this quote will be evaluated in one stage.

The first stage will evaluate functionality according to the criteria listed in the table below:

FUNCTIONALITY CRITERIA	POINTS
a) Past Experience/Track Record: This refers to the experience of the bidder to undertaken the scope of work involved in this RFQ The bidder is required to provide details of previously undertaken work related to CCTV Cameras maintenance, repairs and Installations. (A brief description of the scope and scale of current and past projects undertaken, including three traceable references)	(25) (25)
b) Team capacity/Allocation of resources: The bidder should demonstrate the capacity of his/her team and the available equipment's/resources to carry out the work required	40
c) Technical merit of the proposal: Completeness/level of detail provided; organisation of proposal.	10
Total	100

Any Quotation that scores less than 60 out of 100 points against the functionality criteria in the table above will be disqualified from further consideration.

The second stage will evaluate the price and preference points of those bids that meet the minimum threshold for functionality. In accordance with the Preferential Procurement Regulations, 2017 pertaining to the Preferential Procurement Policy Framework Act (No. 5 of

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2000), the 80/20 point system will be applied in evaluating proposals that qualify for further consideration, where price constitutes 80 points and a maximum of 20 points will be awarded based on the bidder's B-BBEE Status Level Certificate.

10. SITE BRIEFING

A compulsory site briefing for this quotation will be on **4 May 2018 at 13:00**, at the Botanical Garden's Imbizo Training Centre

Physical address:

Walter Sisulu national Botanical Garden

Cnr of Malcolm and Beacon Road

Poortview

Roodepoort

1724

Documents Required:

Potential Service Providers must submit the following documentation:

- An original or certified copy of B-BBEE certificate or sworn affidavit. (Please note that failure to submit a valid original or certified B-BBEE; certificate/sworn affidavit mentioned above will result in the tender not being awarded points)
- A current copy of the Central Suppliers Database (CSD) registration report or registration number a
- A proof of UIF registration or valid letter of compliance issued by the department of labour
If the service provider does not possess a UIF registration or valid letter of compliance this will be required within 30 days of commencing the work. If the certificate cannot be presented within this period the second recommended bidder will be appointed
- Service providers with one or more employees are required by law to contribute to the Compensation Fund. A valid letter of good standing certificate with COIDA is required.

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The certificate should be issued by the Department of Labour. If the service provider does not possess a COIDA certificate this will be required within 21 days of commencing the work. If the certificate cannot be presented within this period the second recommended bidder will be appointed.

- Proof of Public Liability Insurance or proof of application. If you have submitted proof of application. The bidder will be required to submit proof of insurance after 7 days of appointment. If a bidder failed to submit proof of insurance within 7 days the second recommended bidder will be appointed

Registration with Private security industry Regulatory Authority (PSIRA)

- The service provider must be registered with the regulatory authority
- Sole/single providers of the product must attach valid proof
- Proof of registration must be attached

Proposal Submissions

Closing date for submissions: 11 May 2018 at 11:00

Submission of proposals must be emailed to Nomsa Mathebula (m.mavimbela@sanbi.org.za) with a copy to Prince Hlongwane (p.hlongwane@sanbi.org.za) or hand delivered to South African National Biodiversity Institute (SANBI), 2nd Cussonia Avenue, Brummeria, Pretoria, at Biodiversity Building (Tender box). Emailed applications must not be more than 5MB in size.

Request for further information to these ToR must be emailed to:

Mr Phillemon Ndou: p.ndou@sanbi.org.za

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