



**HEAD OFFICE – SUPPLY CHAIN MANAGEMENT**

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**RFQ – 25/26 – 0033(ii)**

**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE MAINTENANCE FOR THE ELECTRONIC SECURITY SYSTEMS AT THE LULAMA FUTCHANE CHILD AND YOUTH CARE CENTER SITUATED IN BURGERSDORP**

**Issued by:**

Province of the Eastern Cape  
Department of Social Development

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**Contact Person:**

Mr J. van Vuuren  
Tel: 072 791 2454 (Technical Specification)

Name of Company/Bidder: \_\_\_\_\_

CSD/Supplier Number: MAAA \_\_\_\_\_

Company/Bidder's Tel/Cell: \_\_\_\_\_

Company Email Address: \_\_\_\_\_

**QUOTATIONS MUST BE SUBMITTED BY 11H00 ON 03 DECEMBER 2025 IN THE TENDER BOX AT: DEPARTMENT OF SOCIAL DEVELOPMENT OFFICES, SITUATED AT 7 ALBERTINAH SISULU HOUSE, BEATRICE STREET, KING WILLIAMS TOWN**

**Closing Date: 03 DECEMBER 2025**

**Closing Time: 11H00**

1



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## **SPECIFICATION FOR APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE MAINTENANCE FOR THE ELECTRONIC SECURITY SYSTEMS AT THE LULAMA FUTCHANE CHILD AND YOUTH CARE CENTER SITUATED IN BURGERSDORP**

### **1. BACKGROUND**

- 1.1. The Department is mandated to provide residential care for children in terms of the Children's Act No. 38 of 2005. The Department therefore established a residential facility namely Lulama Futchane Child and Youth Care Centre situated in Burgersdorp in the Joe Gqabi District for children who have come into conflict with law and serving their sentences. The Department is always required to create a secure environment at this institution to protect the staff and service users against the threat of harm and unauthorized entry/exit and to secure all assets of Government and visitors.
- 1.2. Norms and standards that have been published for treatment centers by the National Department of Social Development indicates a medium level of security to be implemented at these centers. The holistic security environment consists of deployment of both security officers as well as security systems to complement each other to establish the required level of security.
- 1.3. The Department of Social Development therefore calls for the provision of a Scheduled, Preventative and Corrective Maintenance to be carried out on the various Electronic Security Systems at the Lulama Futchane Child and Youth Care Center situated in Burgersdorp, Eastern Cape on a Twenty-Four-month contract basis.
- 1.4. Bidders are to price and provide a full comprehensive maintenance schedule for all electronic security systems within the facility on a periodic quarterly period.

### **2. SCOPE OF WORK:**

- 2.1. The successful bidder will be expected to implement quarterly Scheduled, Preventative and Corrective Maintenance and provide reports on the various electronic security systems which will include the following:
  - a) IP-CCTV Surveillance system: Milestone Smart Client with 64 cameras (4 PTZ - 2 x AXIS & 2 x Hikvision) (58 x Axis bullet cameras and 2 x Hikvision dome cameras)
  - b) Impro Access Control System with 3 x BMTA: Impro multi-discipline biometric time and attendance readers.
  - c) Comax Pima Alarm System
  - d) IP Intercom System
  - e) JVA Parameter Patrol Pro electric fence system
  - f) Applicable cabling and associated electrical power supplies



### **TYPES OF MAINTENANCE REQUIRED**

2.1.1. The Department seeks to implement a scheduled, preventative and corrective maintenance contract for the abovementioned electronic security systems for a period of 24 months. Maintenance will be costed based on travelling, cost per hour rate and material used. Maintenance is categorized and includes the following:

- i. **Preventative maintenance-Planned maintenance of a system carried out on a scheduled basis.**
  - a. **Recommended frequency of maintenance**
    - A preventative maintenance visit allows the technician to carry out a complete audit / check of the various electronic surveillance systems, the documentation associated with the systems, and the training requirements of users.
    - The CCTV surveillance and various security systems should receive at least two preventative maintenance visits each year. However, additional maintenance visits may be required depending on the environmental conditions, and the need to change 'perishable items' e.g. cassettes, batteries etc.
    - Note: These preventative maintenance visits are additional to any corrective maintenance visits which may be required and described in the following section.
  - b. **Preventative maintenance report**
    - The technician should complete a maintenance report whilst carrying out preventative maintenance on the various electronic security systems.
    - The report should list any deviations of the system from the fully functional state, and should list relevant comments about the system e.g. Camera 1 replacement dome cover required at next visit.
    - The report will help the Department to monitor the reliability of the electronic security systems to ensure the systems meet the original purpose and will assist with the budgeting of any replacement parts required in the future.
    - A copy of the report should be made available to the Department on completion of the maintenance.



- ii. **Corrective maintenance** - Emergency maintenance of a system or components, or part thereof, carried out in response to the development of a fault. Replacement of any defective components or hardware identified during conducting maintenance must be recorded in the maintenance report and submitted with a quotation for the consideration of the Department for replacement of such system or component to fully operational status. Replacement of any system or component may only be conducted with the approval of the Department. The Department reserves the right to procure the equipment or system from any service provider as per the Supply Chain Management protocols and request the appointed service provider conducting maintenance to install such during the next quarterly maintenance.
- a. **Response time**
- Corrective maintenance calls are the emergency maintenance of the systems, or part thereof, carried out in response to the development of a fault. Suitable communication should be used to ensure the Department can be informed of expected arrival times to site.
  - Recommended response times of coverage parameters specific to the maintenance service(s) covered are as follows:
  - The Service Provider will respond to service-related incidents and/or requests submitted by the User within the following time frames:
    - **0-12 hours (during business hours)** for issues classified as **High priority**.
    - **0-24 hours (during after-hours)** for issues classified as **High priority**.
    - **Within 48 hours** for issues classified as **Medium priority**.
    - **Within 5 working days** for issues classified as **Low priority**.
  - **Telephone Support** : Office Hours: 07:30 A.M. to 16:30 P.M. Monday – Friday
    - Calls should be made to service provider's Telephone Numbers during office hours Monday to Friday and best efforts should be made to answer / action the calls. Any unanswered calls should be diverted to the Mobile Phone Numbers provided by the Service Provider.
  - **Mobile Phone Support** : 24 Hours: 00:00 A.M to 24:00 P.M. Monday – Sunday
    - Calls should be made to mobile Phone Numbers 24hrs per day Monday to Sunday and best efforts should be made to answer / action the call.
  - **Email support**: 24 Hours: 00:00 A.M to 24:00 P.M. Monday – Sunday
  - Note: Response times will be a feature of the contract / maintenance agreement.
- b. **Corrective maintenance report**
- On completion of corrective maintenance, the technician should complete a maintenance report, job card and a report on findings and actions to the Department.



- iii. **Customer and user maintenance** - Basic maintenance/fault reporting tasks, as detailed by the maintenance company, carried out by the system manager and / or system user.
- a. **General**
- Whilst it is recognized this practice should not place requirements on the customer, it is important that the customer is aware of the importance to provide user maintenance to the CCTV System.
  - The customer should also conduct a periodic review of the CCTV system's effectiveness to ensure it is still doing what it is intended to do.
  - The maintenance company should consider the following recommendations for inclusion in any agreement with the customer.
- b. **Customer**
- The customer / user should ensure all fault reporting on the CCTV system is undertaken in a methodical and timely manner. The following should be considered:
    - Ensure all users are trained on a regular basis in the actions to take in the event of a system fault.
    - Note: Annual training of users is recommended.
    - Ensure faults are reported as soon as possible after they are discovered, and that details are entered in a fault reporting book.
    - Inspect the fault reporting book weekly to ensure all faults are dealt with efficiently and effectively.
    - Decide if the fault can be corrected in-house or whether the technician is required.
    - Liaise with the maintenance company when a technician is required.
    - Ensure the technician has access to site and equipment at an agreed time and date.
    - After repair has been carried out, sign and keep a copy of the corrective maintenance report for the CCTV system file.
    - Sign off the work from the fault reporting book.
- c. **CCTV system user**
- **Checks to be carried out during each shift**

The system user should normally be the first to notice a fault with the CCTV system. To ensure the CCTV system operates effectively the user should:

    - Check the fault log at the start of a shift to see if there are any outstanding faults on the system.
    - Check the operation of the system at the start of a shift and report any faults to the Center Manager. In addition, details of the fault should be recorded and appropriate action taken.
    - If the fault is not cleared during the user's shift, the next shift should be informed of the fault and what corrective measures, if any, have been actioned.
  - **Additional checks carried out by the system user**
    - Clean the monitor screens weekly.
    - Clean the control surfaces weekly.



- Ensure recording facilities are operating correctly (agreed between the user and maintenance company).
  - Clean computer air vents monthly.
  - Carry out any other functions recommended by the maintenance company.
- d. **Remote maintenance**
- With the advent of technology, it is likely that some support may be given to the user remotely. This may take the form of remote diagnostics / support or remote maintenance, be it corrective and / or preventative. Whilst these have some significant advantages, such as limited system down-time and perhaps call-out costs, it is not without its potential vulnerabilities such as network security and data protection issues which should be a key consideration.
  - There will be an agreement in place for the CCTV system to cover the following:
    - Agreement on what level(s) of access / permissions is granted to the maintenance company to log onto the site CCTV system. This should include, if it is in response to an incident, a request from the user or if it is part of a preventative maintenance agreement.
    - A response plan that specifies what action to take when certain types of event occur. For example, loss of communication with the site control equipment isolation of an alarm, switch off / on ancillary equipment, reset or restart the CCTV system or notify nominated persons.
    - There should always be an audit trail for remote user activity.
- e. **Documentation**
- The following documentation is required to be held by the maintenance company providing maintenance to the CCTV system:
    - CCTV system "as fitted" specification
    - Handover check list/completion certificate
    - Maintenance Agreement
    - Preventative Maintenance Report
    - Corrective Maintenance Report
    - Installed equipment manuals
- f. **Perishable items**
- The maintenance company should hold a record of all components with limited lifetime, and components should be replaced when required. Consideration should also be given for any components held by the customer, which may also be subject to similar limits.

## 2.1.2. CCTV CAMERA SYSTEM MAINTENANCE

- 2.1.2.1. The Service Provider is to verify a few things as it pertains to the system's cameras and housings, wiring and cables, and control equipment.



2.1.2.2. An inspection and test procedure will be undertaken at each scheduled maintenance visit consisting of quarterly checks and tests to the following:

i. **CAMERA & HOUSING**

For the system's cameras and housings, verify the following:

- a. Camera/lens focus and auto iris is adjusted properly.
- b. Camera field of view is adjusted to customer's requirements.
- c. Camera/housing viewing window is clean, inside and out.
- d. Camera lens is dust free.
- e. Interior of camera enclosure is clean and dry.
- f. Check operation of pan tilt and zoom focus. Use controller in control room to check all these operations.
- g. Propose recommendations for improvement.

ii. **WIRING & CABLES**

For the system's wiring and cables, verify the following:

- a. Check wiring and cable harnesses for wear and fray.
- b. Check to make sure cable is dressed properly.
- c. Check connectors and cable entry points for loose wiring.
- d. Check that the coaxial cable is transmitting an adequate video signal to control room. Signal should be free of distortion, tearing, hum-bars, EMI, and rolling.
- e. Make sure all coaxial connectors are insulated from conduit and pull boxes.
- f. Check that the converter is operational.

iii. **CONTROL EQUIPMENT**

For the system's control equipment, verify the following:

- a. Monitors are free from picture burn-in and distortion.
- b. Monitors have proper contrast and brightness.
- c. NVR's and DVR's are functioning properly and providing distortion free recording.
- d. Check that all control equipment is operational. This means that switches allow proper sequencing, multiplexers if any are properly encoding and decoding, and matrix switcher keyboards if any are fully operational.
- e. Clean all monitor screens, control panels, and keyboards with a diluted cleaning solution.
- f. Check all coaxial connectors on the back panels for loose connections.
- g. Check all power connections to ensure AC plugs are not loose.



### 2.1.3. ACCESS CONTROL MAINTENANCE

- a) An inspection and test procedure will be undertaken at each scheduled maintenance visit consisting of quarterly checks and tests to the following:
- i. Check the number and type of readers are in accordance with the specification and any amendments
  - ii. Confirm that there remains adequate ventilation in the area of the CPU's, PC's and EC2's.
  - iii. Check all cables and conduit are properly supported, undamaged and showing no signs of wear
  - iv. Check for sound physical fixings of all equipment including loosening or corrosion of supports and fixings
  - v. Check all glands, seals and connections on all external equipment
  - vi. Ensure the equipment is free from environmental problems such as dust, vibration, electrical interference etc.
  - vii. Ensure the system remains protected against unauthorised interference, e.g. password level
  - viii. Check Reader timings are as specified
  - ix. Check operation of all door fixings and furniture is satisfactory
  - x. Check function of all interfaces with alarms is satisfactory including correct triggering of alarms
  - xi. Check that the performance of the system(s) continues to meet the agreed specification / operational requirement.
  - xii. All connections checked and labelled
  - xiii. Ensure all batteries are functional

### 2.1.4 ALARM SYSTEM MAINTENANCE

- a) An inspection and test procedure will be undertaken at each scheduled maintenance visit consisting of quarterly checks and tests to the following:
- i. Check that all transmitters and receivers are operational.
  - ii. Check all cables and conduit are properly supported, undamaged and showing no signs of wear
  - iii. Check for sound physical fixings of all equipment including loosening or corrosion of supports and fixings
  - iv. Check all glands, seals and connections on all external equipment
  - v. Ensure the equipment is free from environmental problems such as dust, vibration, electrical interference etc.
  - vi. Ensure the system remains protected against unauthorised interference, e.g. password level
  - vii. Check function of all interfaces with alarms is satisfactory including correct triggering of alarms
  - viii. Check that the performance of the system(s) continues to meet the agreed specification / operational requirement.





- ix. All connections checked and labelled.

#### 2.1.4. IP INTERCOM (PUBLIC ADDRESS) SYSTEM MAINTENANCE

- a) An inspection and test procedure will be undertaken at each scheduled maintenance visit consisting of quarterly checks and tests to the following:
  - i. Check that all transmitters and receivers are operational.
  - ii. Check all cables and conduit are properly supported, undamaged and showing no signs of wear
  - iii. Check for sound physical fixings of all equipment including loosening or corrosion of supports and fixings
  - iv. Check all glands, seals and connections on all external equipment
  - v. Ensure the equipment is free from environmental problems such as dust, vibration, electrical interference etc.
  - vi. Ensure the system remains protected against unauthorised interference, e.g. password level
  - vii. Check function of all interfaces with alarms is satisfactory including correct triggering of alarms
  - viii. Check that the performance of the system(s) continues to meet the agreed specification / operational requirement.
  - ix. All connections checked and labelled.

#### 2.1.6 UPS MAINTENANCE

- a) An inspection and test procedure will be undertaken at each scheduled maintenance visit consisting of quarterly checks and tests to the following:
  - i. Perform visual checks and operational tests of all UPS equipment and associated switchgear.
  - ii. Review maintenance logs and log all alarm operations and output.
  - iii. Complete a functional checkout and test of the UPS diagnostic systems.
  - iv. Check environment, temperature, dust, moisture, room vents, etc.
  - v. Clean and tighten all power connections at the input and output terminals, at all circuit breakers, and at the terminal posts and fuses on the rectifier and inverter legs. During the inspection, check all power cabling for abrasions and burn spots. Visually check components for signs of overheating, swelling, leaking, etc.
  - vi. Check and calibrate each system, to include switchgear and circuit breakers, meters, and alarm levels for frequency, voltage, current, trip, alarm, etc.
  - vii. Perform system and component functional tests on all UPS equipment to insure proper functioning within specified parameters.
  - viii. Run all UPS system diagnostics and correct all diagnosed problems.
  - ix. Resolve any previous outstanding problems, review operation with user personnel, and report any power enhancement or equipment operation recommended changes.
  - x. Replace control batteries at least every 2 years. If the control batteries have been used without inverter or bypass AC power, they may need replacement sooner.



- xi. Open all doors, drawers, and covers. Perform a thorough inspection of all cabinets for foreign objects. Perform a thorough dusting and vacuuming of all cabinet interiors. Use only rubber or plastic vacuum attachments to clean drawers and cabinets. Except for vacuuming, never attempt to clean the UPS subassemblies. Restore all doors and covers to their secured condition.
- xii. Off-line load tests the UPS system to ensure that the system is completely functional.
- xiii. Return the UPS to service following the manufacturer's recommended start-up procedures. Make sure that no damage to the UPS equipment or shutdown will occur because of inrush currents.

#### **2.1.7 ELECTRIC FENCE MAINTENANCE**

- a) Check that the performance of the electric fence continues to meet the agreed specification / operational requirement.
- b) Check that the energizers functions correctly.
- c) Check for wear and tear on the insulators and replace/fix.
- d) Check for any damage caused to the electric fence.
- e) Check the batteries and replace if necessary.
- f) Check that the viewing screens displays correctly.
- g) Check that all applicable signage remains visible
- h) Check all cables and conduit are properly supported, undamaged and showing no signs of wear
- i) Check for sound physical fixings of all equipment including loosening or corrosion of supports and fixings
- j) Check all glands, seals and connections on all external equipment
- k) Ensure the equipment is free from environmental problems such as dust, vibration, electrical interference etc.
- l) Ensure the system remains protected against unauthorised interference.
- m) Check function of all interfaces with alarms is satisfactory including correct triggering of alarms
- n) All connections checked and labelled.
- o) Review alarm logs and address all software related matters.
- p) Run all system diagnostics and correct all diagnosed problems.
- q) Resolve any previous outstanding problems, review operation with user personnel.
- r) Conduct refresher training with users to operate the system in terms of activation and deactivation and viewing of incidents recorded.



### 3. COMPETENCIES AND EXPERTISE REQUIRED

#### 3.1. The Service Provider must:

- 3.1.1. Have at least two years relevant experience in maintaining electronic security equipment. (Submit letters from references as proof clearly indicating level of maintenance performed and submit **two (2) credible contactable references** detailing the scope of work performed.) (Complete Annexure B)
- 3.1.2. Bidders must have an active registration with Private Security Industry Regulatory Authority (PSIRA) and need to submit a copy of their PSIRA Registration Certificate with the bid. PSIRA registration certificate must be valid at the closing date of the bid.
- 3.1.3. Directors of the companies must be actively registered with PSIRA with Grade A or B Certificate. Copies must be submitted with the Bid Document.
- 3.1.4. CV of at least one (1) Technician allocated to the project with not less than 2 year's experience in maintaining relevant electronic security systems must be accompanied by a valid PSIRA registration certificate. Failure to submit with the bid will automatically eliminate the bid for further consideration.

### 4. CONTRACT PERIOD

- 4.1 The maintenance contract will be for the period of **Twenty-Four (24) months** from the date of appointment and is inclusive of the CCTV, electric fence systems and related equipment.
- 4.2 The Department may accept or reject any bid offer and may cancel the bid process or reject all bid offers at any time before the formation of a contract.
- 4.3 The Department also reserves the right to accept the bid as a whole or a part of the bid, or any item or part of any item.
- 4.4 The Department shall not accept or incur any liability to a supplier for such cancellation or rejection or acceptance but will give written reasons for such action upon receiving a written request to do so.

### 5. MANAGEMENT REPORTING REQUIREMENTS

- 5.1. The successful bidder will be required to submit written reports quarterly, in accordance with the work performed on the status of the performance of the Electronic Security Systems.
- 5.2. The successful bidder shall report, administratively, to the Centre Manager who in turn will report to the Deputy Director: Security Management.

### 6. WORK PLAN, ACTIVITIES, DATES AND DELIVERABLES

- 6.1. The successful bidder must submit a comprehensive and detailed line-item budget showing total cost of the services, as well as the hourly rates of personnel to be involved and travelling costs. The budget should show service activities proposed and budget per activity and per team member. All assumptions made in drawing the budget, including all cost factors except travelling and accommodation, must be detailed.

**NB. A bidder that does not include the pricing schedule as requested will be disqualified.**



## **7. CONTRIBUTION BY THE DEPARTMENT**

- 7.1. The Department undertakes to make the following available to the successful bidder in order to facilitate service delivery in terms of the contract:
- 7.1.1. Accessibility to all Electronic Security Systems at the Lulama Futchane Child and Youth Care Center as per the response time pre-requisite.
  - 7.1.2. Remote access to the servers in order to address matters raised remotely where travelling is not necessary. The appointed service provider will be required to complete the necessary forms for remote access and submit to the Department for consideration and processing.

## **8. BRIEFING SESSION**

- 8.1 The Department will not conduct briefing session but interested service providers are welcome to make arrangements to visit the site for evaluation of the services required to assist in the submission of a competitive bid.

## **9. DOCUMENTS TO BE SUBMITTED**

- 9.1 Only bidders who fully comply with all the provisions of Section 20 (1) (a) of the Private Security Industry Regulation Act, Act No. 56 of 2002 and subsequent regulations will be considered. The following documents must be submitted together with the bid documents -
- 9.1.1 Bidders must have a valid registration with Private Security Industry Regulatory Authority (PSIRA) and need to submit a copy of their PSIRA Registration Certificate with the bid. PSIRA registration certificate must be valid at the closing date of the bid.
  - 9.1.2 Directors of the companies must be registered with PSIRA with Grade A or B Certificate. Copies of valid registration must be submitted with the Bid Document.
  - 9.1.3 CV of at least one (1) Technician must be accompanied by a valid PSIRA registration certificate. Failure to submit with the bid will automatically eliminate the bid for further consideration.
  - 9.1.4 Provide a list of at least two (2) reference for previous installation conducted.
- 9.2 Failure to submit these documents will result in disqualification.

## **10. PRICING**

- 10.1 Bidders must submit a detailed price schedule in respect of all costs and quote as per the pricing schedule attached hereto.
- 10.2 Prices must be inclusive of VAT. If not confirmed, the Department will assume that the price quoted is inclusive of VAT. The Department does not pay VAT to service providers that are not registered with SARS as VAT vendors. It is compulsory for bidders with taxable supplies exceeding R1,000,000.00 (excluding VAT) in a 12 month period to register for VAT.
- 10.3 Bidders must ensure that the quotes submitted have no arithmetic errors as department will not rectify any errors on the quotations received. The quotes should include all activities/services that will be required for the required services as no variations will be accepted unless mutually agreed to by department and the appointed service provider prior to contract acceptance.
- 10.4 Bidders will carry the responsibility of ensuring that the proposal submitted have been signed by a duly authorized person. Should it be established after the submission of proposal that the signatory authorizing the proposal is not legally appointed by the service provider, the offer/proposal will be disqualified from the evaluation process.



- 10.5 All prices submitted should be typed or hand written in black ink. No proposals written in pencil will be accepted or evaluated.

## 11. PAYMENT

- 11.1 The successful bidder will bill the Department after services have been rendered in phases of execution. Phase one will entail the supply installation of new system, inclusive of training and documentation and removal of the old system surrendered to the Department for disposal. Phase two will entail quarterly maintenance performed.
- 11.2 Payment will be made within 30 days of submission of a properly competed invoice and a report detailing the services and maintenance performed. The awarded company will have to provide proof of services rendered (e.g. job card)

## 12. SPECIAL CONDITIONS:

- 12.1 Bidders must be registered in the Central Supplier Database (CSD). If not registered, bidders must ensure that they are registered before submission of their quotations. Supplier registration may be performed online at the National Treasury's website, [www.treasury.gov.za](http://www.treasury.gov.za). The Department will not award a contract to a bidder that is not registered on the CSD. Bidders must attach confirmation of Bank details.
- 12.2 The Department will contract with the successful bidder by signing a formal contract.
- 12.3 Bidders must have valid registration with Private Security Industry Regulatory Authority (PSIRA) and need to submit a copy of their PSIRA Registration Certificate with the bid. PSIRA registration certificate must be valid until the closing date of the bid.
- 12.4 Directors of the companies must be actively registered with PSIRA with Grade A or B Certificate. Copies of valid certificates must be submitted with the Bid Document.
- 12.5 CV of at least one (1) Technician must be accompanied by a valid PSIRA registration certificate. Failure to submit the CV with the bid will automatically eliminate the bid for further consideration.
- 12.6 Provide a list of reference for previous installation conducted with client satisfaction as per annexure B.

  
Mr. T Toyiya

Chief Director: Corporate Services



### 13. EVALUATION CRITERIA:

#### 13.1 Pre-qualification criteria:

- 13.1.1 Copy of signed agreement in the case of a Joint Venture / Consortium clearly indicating roles and responsibilities in accordance with conditions stipulated in paragraph 15.1;
- 13.1.2 Completed and signed SBD4.
- 13.1.3 Completed Annexure A and B.
- 13.1.4 Bidders must have an active registration with Private Security Industry Regulatory Authority (PSIRA) and need to submit a copy of their PSIRA Registration Certificate with the bid. PSIRA registration certificate must be valid until the closing date of the bid.
- 13.1.5 Directors of the companies must be actively registered with PSIRA with Grade A or B Certificate. Copies of the valid certificate must be submitted with the Bid Document.
- 13.1.6 CV of at least one (1) Technician must be accompanied by a valid PSIRA registration certificate.
- 13.1.7 Provide a list of reference for previous installation conducted as per annexure B.

**N.B:** Failure to fully comply with the pre-qualification criteria to the satisfaction of the department may lead to the automatic disqualification of Request for Quotation (RFQ)

#### 13.2 Evaluation as per PPPFA

Bid proposals will be evaluated in accordance with the 80/20-preference point system, as contemplated in the Preferential Procurement Policy Framework Act (Act 5 of 2000). Bids will be evaluated on price and specific goals as per the Department's Preferential Procurement Policy.

Matrix for evaluation

NO.	Criteria	Points
1.	Price	80
2.	Specific Goals	20
3.	Specific Goal	NUMBER OF POINTS
4.	▪ Gender (women ownership)	4
5.	▪ No franchise (black ownership)	3
6.	▪ Disability	3
7.	▪ Locality (Promotion of enterprises located in the Eastern Cape Province)	6
8.	▪ Youth	4
	<b>TOTAL POINTS FOR PRICE &amp; SPECIFIC GOALS</b>	<b>100</b>

#### NOTE:

- In order to obtain preference points for specific goals, bidders must complete SBD 6.1.
- Locality will be confirmed as follows:



- a. *The preferred address on CSD is the only address to be considered provided the address was updated on CSD on date prior to the invitation to bid was published.*
  - b. *If the preferred address on CSD was updated on a date after publication of the invitation to bid, then the address registered on CIPC will be used as the only address to consider for awarding of locality points; OR*
  - c. *A lease agreement where offices are leased together with evidence (Bank statement) that rental has been paid for at least 3 months prior to the invitation to bid was published; OR*
  - d. *Copy of water and lights account from the municipality (Municipal Account, not a councilor's letter) or Eskom statement. The proof of address must be in the name of the company.*
  - e. *In case of a joint venture, the preferred address on CSD will be considered provided the JV partner has more than 50% interests in the JV,*
- In order to be awarded points for disability, a document confirming permanent disability from a registered medical doctor must be submitted together with this bid.
  - In order to be awarded points for no franchise (black ownership), the bidder must have had no franchise prior to the introduction of the 1983 and 1993 Constitutions.

#### **14. BID POLICIES, PROCEDURES, TERMS AND CONDITIONS**

In addition to those stipulated in any other sections of the bid documents, bidders must be especially aware of the following terms and conditions:

- 14.1 Bidders must be registered in the Central Supplier Database (CSD). If not registered, bidders must ensure that they are registered before submission of their quotations. Supplier registration may be performed online at the National Treasury's website, [www.treasury.gov.za](http://www.treasury.gov.za). The Department will not award a contract to a bidder that is not registered on the CSD.
- 14.2 The Department may, before a bid is adjudicated or at any time during the bidding process, oblige a bidder to substantiate any claims it may have made in its bid documents or to call for any additional documents or to make presentation to it.
- 14.3 A contract may, on reasonable and justifiable grounds, be awarded to a bidder that did not score the highest number of points.
- 14.4 The Department will not award a contract to a bidder whose TAX affairs are not in order.
- 14.5 No bids will be considered if submitted after the closing time.
- 14.6 This bid is subject to the Preferential Procurement Policy Framework Act 2000 and the Preferential Procurement Regulations, 2022, the General Conditions of Contract (GCC) and, if applicable, any other legislation or special conditions of contract.
- 14.7 Acceptance of this tender is subject to the condition that both the contracting firm and its personnel providing the service must be cleared by the appropriate authorities to the level of CONFIDENTIAL/SECRET/TOP SECRET. Obtaining a positive recommendation is the responsibility of the contracting firm concerned. If the principal contractor appoints a subcontractor, the same provisions and measures will apply to the subcontractor. Acceptance of the tender is also subject to the condition that the contractor will implement all such security measures as the safe performance of the contract may require (full completion and submission of company questionnaire post award - annexure C).



## 18 CONSORTIUM / JOINT VENTURE

It is recognized that bidders may wish to form consortia to provide the Services. A bid, in response to this invitation to bid, by a consortium must comply with the following requirements: -

- 18.1 Copy of agreement signed by all the members must be submitted. One of the members must be nominated by the others as authorized to be the lead member and this authorization shall be included in the agreement entered into between the consortium members. The lead member must be the only authorized party to make legal statements, communicate with the Department and receive instructions for and on behalf of any and all the members of the Consortium.
- 18.2 All parties must be registered on Central Supplier Database (CSD).

## 19 DISCLAIMER

- 19.1 Whilst all due care has been taken in connection with the preparation of this Bid, the Department makes no representations or warranties that the content in this Bid or any information communicated to or provided to bidders during the Bidding process is, or will be, accurate, current or complete. The Department, and its officers, employees and advisors will not be liable with respect to any information communicated which is not accurate, current or complete.
- 19.2 If a bidder finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in the Bid or any other information provided by the Department (other than minor clerical matters), the bidder must promptly notify Department in writing of such discrepancy, ambiguity, error or inconsistency in order to afford the Department an opportunity to consider what corrective action is necessary (if any).

  
\_\_\_\_\_  
**DIR. SUPPLY CHAIN MANAGEMENT**

**DATE:** 17/11/25



**ANNEXURE A – PRICING SCHEDULE  
FIRM PRICING**

Item	Description	Qty	QTY KM	Travelling Rate	Total Travelling	Labour Rate p/h	Qty Hours	Total Labour	Combined Total
1	Maintenance Year 1	4		R.....	R.....	R.....		R.....	R.....
2	Maintenance Year 2	4		R.....	R.....	R.....		R.....	R.....
<b>SUB TOTAL 1</b>				R.....	R.....	R.....		R.....	R.....
<b>VAT at 15% (if Applicable)</b>									R.....
<b>GRAND TOTAL</b>									R.....

**NB: The Department does NOT pay VAT to service providers that are not registered with SARS as VAT Vendors.**

VAT NUMBER REGISTRATION (if applicable) .....

SUPPLIER NAME : .....

CONTACT PERSON : .....

SIGNATURE : .....

DATE : .....

17



**ANNEXURE B:**

**List of References: Minimum Two (2)**

Name	Location	Value	Start	End	Contact No.	Contact Person

**Bidder's name** \_\_\_\_\_

**Sign:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

### PRICING SCHEDULE – FIRM PRICES (PURCHASES)

**NOTE:** ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

**IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT**

Name of bidder.....	Bid number: RFQ – 25/26 – 0033(ii)
Closing Time 11:00	Closing date: 30 OCTOBER 2025

OFFER TO BE VALID FOR **60** DAYS FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY **(ALL APPLICABLE TAXES INCLUDED)

- Required by: .....
- At: .....
- Brand and model .....
- Country of origin .....
- Does the offer comply with the specification(s)? \*YES/NO
- If not to specification, indicate deviation(s) .....
- Period required for delivery .....  
\*Delivery: Firm/not firm
- Delivery basis .....

**Note:** All delivery costs must be included in the bid price, for delivery at the prescribed destination.

\*\* "all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

\*Delete if not applicable

## BIDDER'S DISCLOSURE

### 1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

### 2. Bidder's declaration

- 2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest<sup>1</sup> in the enterprise, employed by the state? **YES/NO**

- 2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

- 2.2 Do you, or any person connected with the bidder, have a relationship

---

<sup>1</sup> the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

with any person who is employed by the procuring institution? YES/NO

2.2.1 If so, furnish particulars:

.....  
 .....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? YES/NO

2.3.1 If so, furnish particulars:

.....  
 .....

### 3 DECLARATION

I, \_\_\_\_\_ the \_\_\_\_\_ undersigned,  
 (name)..... in  
 submitting the accompanying bid, do hereby make the following  
 statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>2</sup> will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the

<sup>2</sup> Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

contract.

- 3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON ENHANCING COMPLIANCE, TRANSPARENCY AND ACCOUNTABILITY IN SUPPLY CHAIN MANAGEMENT SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of bidder

## PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

**NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022**

### 1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and

1.2 **To be completed by the organ of state**

*(delete whichever is not applicable for this tender).*

- a) The applicable preference point system for this tender is the 80/20 preference point system.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
<b>PRICE</b>	
<b>SPECIFIC GOALS</b>	
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

## 2. DEFINITIONS

- (a) “**tender**” means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) “**price**” means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) “**rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) “**tender for income-generating contracts**” means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) “**the Act**” means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

## 3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

### 3.1. POINTS AWARDED FOR PRICE

#### 3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ \mathbf{Ps} = \mathbf{80} \left( \mathbf{1} - \frac{\mathbf{Pt} - \mathbf{Pmin}}{\mathbf{Pmin}} \right) & \mathbf{or} & \mathbf{Ps} = \mathbf{90} \left( \mathbf{1} - \frac{\mathbf{Pt} - \mathbf{Pmin}}{\mathbf{Pmin}} \right) \end{array}$$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmin = Price of lowest acceptable tender



### 3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

#### 3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} 80/20 & \text{or} & 90/10 \\ Ps = 80 \left( 1 + \frac{Pt - P_{max}}{P_{max}} \right) & \text{or} & Ps = 90 \left( 1 + \frac{Pt - P_{max}}{P_{max}} \right) \end{array}$$

Where

- Ps = Points scored for price of tender under consideration  
Pt = Price of tender under consideration  
Pmax = Price of highest acceptable tender

#### 4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
  - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

**Table 1: Specific goals for the tender and points claimed are indicated per the table below.**

**(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.**

**Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)**

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Gender (Women ownership)	4	
No Franchise (Black ownership)	3	
Disability	3	
Locality (Promotion of enterprises located in the Eastern Cape Province)	6	
Youth	4	

#### DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name \_\_\_\_\_ of company/firm.....

4.4. Company \_\_\_\_\_ registration \_\_\_\_\_ number: \_\_\_\_\_

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
  - ☐ One-person business/sole propriety
  - ☐ Close corporation
  - ☐ Public Company
  - ☐ Personal Liability Company
  - ☐ (Pty) Limited
  - ☐ Non-Profit Company
  - ☐ State Owned Company
- [TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
  - (a) disqualify the person from the tendering process;
  - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
  - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
  - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
  - (e) forward the matter for criminal prosecution, if deemed necessary.

.....  
**SIGNATURE(S) OF TENDERER(S)**

**SURNAME AND NAME:** .....

**DATE:** .....

**ADDRESS:** .....

.....

.....

## CONTRACT FORM - PURCHASE OF GOODS/WORKS

**THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SUCCESSFUL BIDDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SUCCESSFUL BIDDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.**

### PART 1 (TO BE FILLED IN BY THE BIDDER)

1. I hereby undertake to supply all or any of the goods and/or works described in the attached bidding documents to (name of institution)..... in accordance with the requirements and specifications stipulated in bid number..... at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the purchaser during the validity period indicated and calculated from the closing time of bid.
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
  - (i) Bidding documents, viz
    - Invitation to bid;
    - Proof of tax compliance status;
    - Pricing schedule(s);
    - Technical Specification(s);
    - Preference claim form for Preferential Procurement in terms of the Preferential Procurement Regulations;
    - Bidder's Disclosure form;
    - Special Conditions of Contract;
  - (ii) General Conditions of Contract; and
  - (iii) Other (specify)
3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the goods and/or works specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.
5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
6. I confirm that I am duly authorised to sign this contract.

NAME (PRINT) .....

CAPACITY .....

SIGNATURE .....

NAME OF FIRM .....

DATE .....

#### WITNESSES

1 .....

2. ....

DATE: .....

## CONTRACT FORM - PURCHASE OF GOODS/WORKS

### PART 2 (TO BE FILLED IN BY THE PURCHASER)

1. I..... in my capacity as..... accept your bid under reference number .....dated.....for the supply of goods/works indicated hereunder and/or further specified in the annexure(s).
2. An official order indicating delivery instructions is forthcoming.
3. I undertake to make payment for the goods/works delivered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice accompanied by the delivery note.

ITEM NO.	PRICE (ALL APPLICABLE TAXES INCLUDED)	BRAND	DELIVERY PERIOD	TOTAL PREFERENCE POINTS CLAIMED	POINTS CLAIMED FOR EACH SPECIFIC GOAL

4. I confirm that I am duly authorised to sign this contract.

SIGNED AT .....ON.....

NAME (PRINT) .....

SIGNATURE .....

OFFICIAL STAMP

#### WITNESSES

1. ....

2. ....

DATE .....