

TERMS OF REFERENCE: ANNEXURE A

SCM /Tender Ref #:	DPME 02/2023-2024
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Request for proposals for:	Design, Supply, Delivery, installation, configuration, training and maintenance of a new integrated security Access Control system, Security Surveillance camera system, access card system, turnstiles, boom gate contract for 24 months after expiry of warranty for the Department of Planning, Monitoring and Evaluation (DPME)
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1. BACKGROUND / CONTEXT

The Department of Planning Monitoring and Evaluation is in the process of appointing a service provider to Supply, Delivery, installation, configuration of a new integrated security Access Control system, Security Surveillance camera system, access card system, turnstiles, boom gate and maintenance and support **contract for 24 months after warranty expiry at 90 Florence Ribeiro Avenue, New Muckelneuk, PRETORIA**, to protect employees, contractors, assets and the information within the Department.

This is in accordance with the Minimum Physical Security Standards (**MPSS**) and Minimum Information Security Standard (**MISS**), **Access Control to the Premises and Vehicles Act, 53 of 1985**, which are applicable in the public service.

2. PURPOSE

Supply, Delivery, installation, commissioning and maintenance of Access Control System, Security Surveillance camera system, access card systems, turnstiles and boom gate for the Department of Planning, Monitoring and Evaluation (DPME) at 90 Ribeiro Avenue, Muckelneuk, Pretoria

3. OBJECTIVES AND SCOPE OF SERVICES

DESCRIPTION	COMPLY	DO NOT COMPLY	COMMENTS
Access Control			
1. a) Software			
a) Supply, deliver, install and configure an IP-based access control system.			
b) The access control system must enable multiple secure user accounts to operate the system. The system must allow for different levels of access to the system, i.e. Administrator, power user, normal user, etc.			
c) The access control system must be able to enrol and deactivate officials as well as visitors.			
d) The system must have features that allows for future expansion to accommodate multiple sites throughout the country.			
e) The system must make provision for emergency opening of swing gates, access control gates including booms.			

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<p>1) Maintenance and support for a period of two (2) years for the above-mentioned products after the first 12 months of warranty expires, include the following:</p> <p>Maintenance continuously upholds and maximizes the value of the software investment.</p> <p>Product updates. Optimal product performance, adaptability, and compatibility with unlimited Product Updates that is available immediately upon release from the OEM.</p> <p>Version upgrades. Smarter features and advanced technology delivering product functionality in every <u>new release</u>.</p> <p>Support and learning. Rapid response and resolution. 24/7/365 Telephonic <u>Technical Support</u> as standard, with numerous self-help and learning resources.</p>			
1. b) System data			
f) Migration of data from old system to the new system.			
g) The system must keep all records for a period of at least three (3) years. This must include deactivations as well.			
1. c) System reporting			
<p>h) Reporting from the access control system as well as automation of reports, such as listed below, but not limited to:</p> <p>2) Summary/management reports.</p> <p>3) Detailed reports that can be selected for different scenarios, such as, but not limited to, report for a specific user, for a specific timeframe/period, specific building, failed access attempts, etc.</p> <p>4) Automated daily, weekly and monthly reports to management (or selected staff).</p>			
1. d) System security and continuity			
5) The system must have audit logging capabilities to ensure all transacting on the system is recorded, i.e. access logs, security logs, password resets, etc.			
6) The audit logging capabilities must be protected, and only authorised accounts are able to access the audit logs.			
7) Sufficient storage capacity to enable audit logs to be stored for a minimum of one (1) year on separate storage.			

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8) Backup capability of the access control system with retention periods on separate equipment.			
9) Maintenance and support for a period of two (2) years for the above-mentioned products after the first 12 months of warranty expires, include the following: Maintenance continuously upholds and maximizes the value of the software investment. Product updates. Optimal product performance, adaptability, and compatibility with unlimited Product Updates that is available immediately upon release from the OEM. Version upgrades. Smarter features and advanced technology delivering product functionality in every <u>new release</u> . Support and learning. Rapid response and resolution. 24/7/365 Telephonic <u>Technical Support</u> as standard, with numerous self-help and learning resources.			
Cabling and networking			
10) Supply, deliver, install and configure a dedicated communication system with Ethernet LAN for adjacent buildings and 5.8GHz Microwave (must be able to transmit video footage without latency			
11) All cabling must be protected from tampering by placing it in galvanised tubing.			
12) Cabling distances should be measured during the compulsory site meeting and the bidder shall ensure that the correct cabling is chosen to meet with the required distances. CAT6 (should not extend 100 meters) or optical fibre).			
13) Maintenance and support of the above-mentioned items for a period of two (2) years after the first 12-month warranty period.			
Computer-related Hardware			
14) Industrial-type equipment is required.			
15) Supply, deliver, install and configure access card readers for all identified access points			
16) The access cards, turnstiles, access control gates including booms gates must be integrated with the access control system.			
17) Any illegal access or activity must be sounded by an alarm to security staff.			
18) The access control system must be connected to a UPS to sustain the system for a minimum period of 4 hours. Supply, deliver, install and configure the UPS.			

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19) The UPS must be connected to the generator of the building.			
20) Supply, deliver, install and configure one (1) card printers compatible with the system			
21) Supply and delivery of access cards x 700			
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22) Maintenance and support of the above-mentioned items for a period of two (2) years after the first 12-month warranty period.			
23) Maintenance and support for the card printers must allow for resolution of issues within one (1) day. If not possible, a temporary card printer must be made available immediately.			
Other physical security items/requirements			
a) Supply, deliver, install and configure 2 waist height paraplegic gates with card readers.			
b) Supply, deliver, install and configure 2 double waist height turnstiles with card readers.			
c) Supply, deliver, install and configure backup battery with a minimum capacity of 1 hours.			
d) Supply, deliver, install and configure boom gates (in and out) for basement			
e) Maintenance and support of the above-mentioned items for a period of two (2) years after the first 12-month warranty period.			
f) Supply, deliver, configure and maintain Camera video recording device to ensure that the storage capacity is sufficient to comply with the minimum storage requirement of footage according to regulations (including MISS, MPSS and the Archive Act)			
g)			
Access card readers			
Two hundred (176) access card readers to be supplied, delivered, installed and configured as follows:			
a) Zone 1 (ground to 2nd floor)			
b) Zone 2 (ground to 2nd floor)			
c) Zone 3 (ground to 2nd floor)			
d) Basement 1 and 2			
e) Perimeter			
Support and maintenance			
a) The service provider shall provide a support, repair, and maintenance (corrective, preventive, risk-based, predictive) service for the entire installation and commissioning of the integrated system for the contract period.			

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b) The service provider shall be required to sign a Service Level Agreement with the Department which will contain items such as the following but not limited to: <ol style="list-style-type: none"> 1) Maintenance work on system to take place on a quarterly basis. 2) Call out when required with acceptable response times. 3) Replacement of items that are not repairable must be provided approval by the project manager. 			
Skills Transfer and Training			
a) Detailed training for operation of the installed security products (products include operating of security equipment, software and any other items that will be installed as part of this contract) to be provided to five (5) security personnel for all above-mentioned systems and infrastructure.			
b) Train-the-trainer approach to provide training to the rest of the security team.			
c) Training manuals and/or standard operating procedures for all the systems and infrastructure should be supplied.			

The Department requires a service provider to install and maintain the entire access control system including the main access control system (software and hardware).

A Service Provider will be accompanied and monitored by a Departmental representative while providing the services and a Project Manager will conduct inspection after all work has been completed before sign-off.

It is expected from Service Providers to familiarize themselves with the scope of work and any possible limitations as any additional work that will be executed outside the scope will be for the account of the Service Provider appointed. The appointed Service Provider will do assessment to familiarize themselves with the area where work need to be done

4. DELIVERABLES AND TIME FRAMES

Description	Expected date	% of project (Payment)
Maintenance and support for a period of two (2) years for the above-mentioned products after the first 12 months of warranty expires, include the following: for the Department of Planning, Monitoring and 90 Florence Ribeiro Avenue, New Muckelneuk, PRETORIA.	As per project plan	
Install software and hardware as per the scope of work.	As per project plan	
Provide training of the access control system to DPME five (5) security officials.	When Needed	

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Guaranteed installation/completion certificate for both software and hardware.	After completion of the project	
Provide training of the access control system to DPME security officials.	When needed	
Comprehensive report of work done after installation.	Within five working days	
File created by the Service Provider with technical information regarding all systems such as, but not limited to, IP addresses and passwords to be submitted to DWS Security Management.	Before the end of the project	
Training manuals and/or standard operating procedures for all the systems and infrastructure to be provided to the DWS Security Management.	Before the end of the project	