1. PURPOSE

1.1 The purpose of maintenance and projects on security equipment is to ensure that security systems operate effectively, reliably, and continuously. Regular maintenance helps identify and fix faults early, prevent system failures, and ensure that equipment such as CCTV cameras, access control systems, and alarm systems function properly. It also extends the equipment's lifespan and ensures compliance with safety and security standards.

1.2 Technical Security Solutions (TSS) is a specialised division operating under the umbrella of Campus Protection Services (CPS). This team is dedicated to overseeing all aspects of security equipment and technology deployed across campus. TSS is responsible for the installation, maintenance, and management of a comprehensive range of security systems, including surveillance cameras, access control systems, and alarm systems.

1.3 The purpose of the University acquiring the Goods and/or Services is to satisfy the following objectives:

1.3.1 To provide a safe and secure environment for the University community,

1.3.2 To ensure the continuous and reliable operation of all security systems and equipment across the University.

1.3.3 To establish and maintain accurate and up-to-date asset register information based on the existing security infrastructure and systems.

1.3.4 To maintain the effectiveness and functionality of CCTV, access control, alarm systems, and other security technologies.

1.3.5 To minimise system failures, downtime, and security risks through regular preventative and corrective maintenance.

1.3.6 To extend the lifespan of security equipment and protect the University’s investment in security infrastructure.

2 THE UNIVERSITY’S OBJECTIVES

2.1 The University is seeking to appoint a service provider to provide the following services:

2.1.1 Maintenance of all access control equipment.

2.1.2 Maintenance of all CCTV (Surveillance Cameras);

2.1.3 Maintenance of all Intruder Alarm Assets; and

2.1.4 Agreed upon additional services.

2.2 The objective is to maintain all current and new security equipment and provide for necessary upgrades, these at a minimum include but are not limited to:

2.2.1 Cameras

2.2.2 Booms

2.2.3 Motorised Gates

2.2.4 Equipment and software licensing

2.2.5 Intruder Alarms

2.2.6 Turnstiles

2.2.7 Disability Gates

2.2.8 Readers (hand/finger/card/credentials)

2.2.9 Electric Fence

2.2.10 Kudu Bucks Terminals

2.2.11 Security Booths

3 SCOPE OF WORK

3.1 The purpose of the project and maintenance services is to ensure the maximum efficiency and availability of production equipment, utilities, and related facilities at optimal cost and under satisfactory conditions of quality, safety, and protection for the environment.

3.2 Included in the successful service provider's maintenance obligations are the projects and maintenance of the following systems installed at the University:

3.2.1 Access Control System (Currently CS Gold/Gallagher - Supporting of hardware associated with the access control. That is all new and existing hardware, e.g., booms, turnstiles, cameras, etc.).

3.2.2 Video Management Systems (Currently Hikcentral, Milestone system).

3.2.3 Smart Technologies Systems (Milestone system/ Briefcam, iSentry)

3.2.4 Intruder Detection Systems (IDS Protect, Watch Manager, and Texecom); and

3.2.5 With respect to the item 3.2 access control system above, the successful service provider undertakes to provide 5 (five) of its technicians to the University's access control third-party service provider for appropriate training and certification at the service provider's own cost. For all other support and maintenance services, the successful service provider will ensure that their technicians are adequately trained and certified.

3.3 The successful service provider must have the following certifications, which include but are not limited to:

3.3.1 CCTV Installer Certification

3.3.2 Alarms Installer Certification

3.3.3 Access Control Installer Certification

3.4 The successful service provider undertakes to provide goods and/or services that are fit for purpose and will adhere to the applicable legislation, University standards, and requirements.

3.5 The successful service provider undertakes and agrees that where the maintenance technicians are used in the projects, there will be no additional payment for labour.

4 ROUTINE AND BREAKDOWN MAINTENANCE

4.1 The successful service provider must perform routine maintenance in accordance with:

4.1.1 International and local best practice in mechanical engineering.

4.1.2 Routine tasks listed in routine and breakdown maintenance as per the section **Error! Reference source not found.**;

4.1.3 The original equipment manufacturers' technical specifications, warranties, and recommendations.

4.1.4 Occupational Health and Safety Act 85 of 1993, as amended (“OHSA”) requirements in terms of inspections, tests, and record keeping; and

4.1.5 Compliance with the University's occupational health and safety (“OHS”) requirements.

4.2 The successful service provider must inform the University’s help desk of all additional maintenance work requirements as identified during the execution of routine and breakdown maintenance.

4.3 The successful service provider must perform breakdown maintenance in accordance with calls logged at the University’s help desk, e.g., ITSM.

4.4 The successful service provider must provide a comprehensive report for each maintenance task during a specific month by completing the University’s service record (Preventive Planned Maintenance), which must be agreed to and signed by the parties.

4.5 The successful service provider must ensure complete compliance with all OHSA and University OHS requirements, including but not limited to ensuring the safe and correct execution of all services.

4.6 All routine maintenance tasks should be carried out in strict accordance with the established schedule. This includes tasks logged as calls, as well as any additional maintenance work required based on the condition of the equipment or systems.

4.7 The successful service provider must review the routine maintenance tasks in light of experience gained and regularly, but not less than annually, submit a schedule of recommended amendments to the University.

4.8 The successful service provider must procure and maintain adequate maintenance stock levels to ensure compliance. The following recommended critical spare parts are an indication of requirements:

Description	Stock Level daily
AA batteries	10
9vdc batteries (for multimeters)	10
CR2032 3v batteries	10
5 Amp Power supplies	10 x every month
7Amp batteries	50 x every month
17Amp batteries	20 x every month
Q20	5
0.2 solder	1
HT cable	1 x100m
Farrells	20
Boom Springs	2
Centurion - D10 24V (smart motor)	2
Centurion – D5 12V (smart motor)	2
Moujen micro switches	10
Microfibre cleaning cloths	2
Alarm glue	10
Alarm Power supply 14VDC	2
Door Closers	5
CCTV NVR loan unit (64 channel/32 channel)	2
Electric Fence wire	1x4000M
Gate Guides	1
Gate Contact	1
Hard drives(10tb)	4
POE injectors	5
HDMI Cables (3M and 1 M)	10
Centurion Beams (gate motor)	10
PIR(Alarm)	40
Digi pad (Alarm)	20
Green break glass	20
Power supply for the boom gates	5
Power supply for the turnstile	5
Mag locks(300kg)	5
Push buttons	20
No touch button	20

4.9 The successful service provider must review the recommended spare parts listing in light of experience gained and regularly, but not less than annually, submit a schedule of recommended amendments to the University.

4.10 The successful service provider must provide the University with copies of all recommendations/standards for maintenance of equipment.

5 SERVICES(PROJECT)

5.1 The successful service provider is required to provide the following services, which include, but are not limited to, new installations or upgrades, etc. In providing these services, the successful service provider:

5.1.1 must provide on-site project management for university projects and the implementation of works.

5.1.2 must (where applicable) confirm the location/s of each device deployed, the routing of cables, as well as those installed by the successful service provider.

5.1.3 must scope each project based on on-site visits and/or drawings provided – only where drawings are provided by the university (electronic and/or paper). The successful service provider agrees that scoping is not billable to the University.

5.1.4 must submit accurate quotations and project plans within 5 (five) days of scoping, based on:

5.1.4.1 a fixed hourly rate for different categories of technicians, including at a minimum, installer (semi-skilled) vs commissioner (skilled).

5.1.4.2 The installation hourly rate shall apply to all technicians used by the successful service provider for installation services.

5.1.4.3 The commissioner's hourly rate shall apply to all technicians used by the successful service provider for commissioning and software configuration services.

5.1.5 A percentage mark-up for equipment purchased by the successful service provider, provided that such purchase has been authorised by the University in writing.

5.1.6 Must investigate, demonstrate, and procure devices to resolve unique project challenges, with approval from the University.

5.1.7 Must, after receiving a purchase order or agreed alternative written instruction, ensure that:

5.1.7.1 the project deadline is agreed with the University but excludes all third-party dependencies.

5.1.7.2 all applicable standards as set out in section six (6) and OHS standards are complied with.

5.1.7.3 project timelines or progress reports are updated and available to the University daily, where requested.

5.1.8 Must, on completion of the works, ensure that site inspection, functional testing, and handover are completed.

5.2 Notwithstanding and foregoing, where the successful service provider has notified the University of completion of works and the University has failed to allocate the required resources for a period of a month, the work shall be deemed to be complete and satisfactory and invoiced accordingly.

5.3 In the event that the installation is complete, however, cannot be commissioned due to a third party dependency such as network, switches, power etc., the successful service provider may upon the University's express written consent invoice the work done (as agreed with the University) as well as time spent returning to complete the project after the third party dependency is complete will become recoverable.

5.4 After-hours on-site support for planned events, the successful service provider:

5.4.1 must apply the after-hours on-site standby hourly rate for events (including but not limited to functions, scheduled electrical power outages, etc.) to all technicians used by the successful service provider to provide the services when required for events on campus outside of the hours defined in section seven(7) below.

5.4.2 must designate a technician who must remain on-site for the duration of the event.

5.4.3 communicate directly with the University's designated contact person for the specific event.

5.4.4 treat action requests/instructions from the above-mentioned person as being duly authorised to issue instructions.

6 STANDARDS

6.1 The successful service provider always guarantees adherence to all applicable building regulations and optimal performance of the assets against design specification, subject to university personnel following the correct operating procedures as defined in the operating manuals. Applicable national standards include SANS 2220, SANS 10222, SANS 60839, and SANS 60335.

6.2 In addition to these standards, the University requires that:

6.2.1 Noise must be kept to a minimum, and any teaching occurring in the immediate vicinity must be taken into consideration.

6.2.2 The site must always be kept clean, e.g., dust kept to a minimum and removed before leaving the site for any reason.

6.2.3 The successful service provider is liable for any damage to university property, including but not limited to fingerprints on ceiling tiles, damage to walls and carpets, etc.

6.2.4 No glue may be used to attach cables or equipment.

6.2.5 All fixings should be appropriate to the surface that the routing or devices are being attached to.

6.2.6 Cabling:

6.2.6.1 must not be visible.

6.2.6.2 must be routed within the secure site wherever possible.

6.2.6.3 must be run inside the ergo trunking of an appropriate size where surface mount routing is required.

6.2.6.4 Where routing is provided by others for general use, it must be routed via these routes.

6.2.7 Control cables, i.e., cables that are used to control electronic locking/unlocking devices:

6.2.7.1 must not be accessible from outside of the secure area.

6.2.7.2 outside of a secure area must be run inside a galvanised routing that is not accessible and securely mounted.

6.2.8 All wiring connections must use appropriately sized insulated wire end ferrules, such as those in Figure 1 - wire end ferrules (see depiction below).

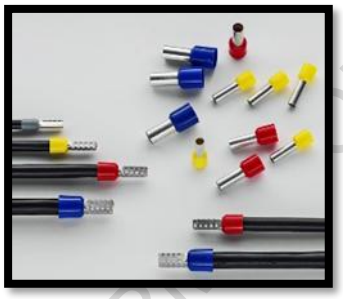

Figure 1

6.2.9 When replacing/decommissioning an existing system, whether installed by the successful service provider or by another, the successful service provider must remove all cabling, devices and fixings related to the system.

6.2.10 Standard drawings must be issued to the successful service provider for general site installations.

7 SERVICE LEVELS

7.1 The successful service provider must ensure that an appropriate representative is on-site during working weekdays over the period 07h00 to 17h00. After 17h00 on weekends and Public Holidays, a standby technician is available (24/7) in the event of a call-out.

7.2 The successful service provider must ensure full-time availability (365 days x 24 hours) via a reliable single-number call-out system. The successful service provider agrees that the following service level standards and penalties will apply to the routine maintenance schedule as set out in the section **Error! Reference source not found.**:

Equipment	Service Level Standards	Penalty / Service Level Credit Applied
Booms	Preventative maintenance must be performed at a minimum once every month	R5 000,00 per incident
Gate Motors	Preventative maintenance must be performed at a minimum once every month	R5 000,00 per incident
Disabled Access	Preventative maintenance must be performed at a minimum once every month	R5 000,00 per incident
Access Booths	Preventative maintenance must be performed at a minimum once every month	R5 000,00 per incident
Turnstiles	Preventative maintenance must be performed at a minimum once every month	R5 000,00 per incident
KBT	Preventative maintenance must be performed at a minimum once a week	R5 000,00 per incident
Access Control at High Priority Areas	Preventative maintenance must be performed at a minimum once every month	R5 000,00 per incident
Cameras	Preventative maintenance must be performed at a minimum of once every two weeks	R5 000,00 per incident
High Priority Alarms	Preventative maintenance must be performed at a minimum once every month	R5 000,00 per incident
Electric Fence	Preventative maintenance must be performed at a minimum once every month	R5 000,00 per incident
General Access Control	Preventative maintenance must be performed at a minimum once every month	R5 000,00 per incident
Intruder Alarms	Preventative maintenance must be performed at a minimum once every month	R5 000,00 per incident

7.3 A preventative maintenance schedule must be provided to the University by the successful service provider detailing preventative maintenance for a specific year. This must be agreed to by all parties, and a monthly report must be issued showing that maintenance has been completed as scheduled.

7.4 The following maximum resolution time service level standards apply to individual breakdown maintenance tasks (this excludes any incidents related to third-party dependencies, and where a third-party supplier is required to attend to the equipment to resolve):

Equipment	SLA Priority	Response Time	Resolution Time	Service Level Credit /Penalty Applied
Booms	1	Within 1 hour (24/7)	Within 4 hours (24/7)	R2000 per hour per incident
Gates	1	Within 1 hour (24/7)	Within 4 hours (24/7)	R2000 per hour per incident

Equipment	SLA Priority	Response Time	Resolution Time	Service Level Credit /Penalty Applied
Disabled Access	1	Within 1 hour (24/7)	Within 4 hours (24/7)	R2000 per hour per incident
Access Booths	1	Within 1 hour (24/7)	Within 4 hours (24/7)	R2000 per hour per incident
Turnstiles	1	Within 1 hour (24/7)	Within 4 hours (24/7)	R2000 per hour per incident
Kudu Bucks Terminal	1	Within 1 hour (24/7)	Within 4 hours (24/7)	R2000 per hour per incident
Access Control at High Priority Areas	2	Within 1 hour (24/7)	Within the Same Day	R2000 per hour per incident
Cameras at High Priority Areas	2	Within 1 hour (24/7)	Within the Same Day	R2000 per hour per incident
High Priority Alarms	2	Within 1 hour (24/7)	Within the Same Day	R2000 per hour per incident
General Access Control	3	Within 2 hours (24	Within the Same Day	R1000 per hour per incident
General Cameras	3	Within 2 hours (24/7)	Within the Same Day	R1000 per hour per incident
Intruder Alarms	3	Within 2 hours (24/7)	Within the Same Day	R1000 per hour per incident
Electric Fence	3	Within 2 hours (24/7)	Within the Same Day	R1000 per hour per incident
Miscellaneous matters as agreed upon between the Parties in writing	4	Within 4 hours (24/7)	By the Next Day	R1000 per hour per incident
Miscellaneous matters as instructed by the University	5	Within 2 hours (24/7) (7:00 and 19:00, otherwise next business day)	By the Next Day	R1000 per hour per incident

7.5 No penalties will be issued against equipment that has been reported as end of life and cannot be feasibly maintained any longer, provided spare parts cannot be located and installed.

7.6 The successful service provider shall use the necessary measurement and monitoring tools and procedures required to measure and report the successful service provider's performance of the services as set out in this section 7. Such measurement and monitoring shall permit reporting on the University's call logging system at a level of detail sufficient to verify compliance.

7.7 If the successful service provider fails to meet any service levels set out in sections 7.2 and 7.4 above ("**Service Problem**"), the successful service provider shall promptly:

7.7.1 Investigate the underlying causes of the failure to meet the service level standard.

7.7.2 Use all reasonable efforts to minimise the impact of the Service Problem and prevent it from recurring.

7.7.3 Correct the Service Problem and begin meeting the service level standards; and

7.7.4 Advise the University, as and to the extent requested by the University in writing, of the status of remedial efforts being undertaken.

7.8 The failure by the successful service provider to meet any of the service level standards will lead to a penalty per incident becoming immediately payable to the University.

7.9 The following escalation procedures will be used when dealing with performance-related matters and penalties:

Penalty Regime Procedure		
Escalation Situation	Process	Responsible Parties
1st Escalation	The university will issue the penalty form (see below P/001)	University representative
2ndEscalation	Acknowledgement of the penalty within 2 (two) days	Successful service provider
3rd Escalation	The credit note shall be sent to the university	Successful service provider
4th Escalation	Penalties will be deducted monthly from the necessary monthly invoice	University representative

7.10 Once the Service Problem or incident is deemed to be resolved by the successful service provider, the University contact person will receive an email requesting acknowledgement that the incident may now be closed. If the University is not satisfied with the resolution, the incident will remain open until both parties agree on the completion.

8 WARRANTY

8.1 The successful service provider must be fully responsible for the registration of all equipment to ensure that it qualifies for the Original Equipment Manufacturer ("OEM") warranty. During the warranty period the successful service provider must maintain the equipment and repair and/or replace defective components in accordance with the warranty at no additional charge to the University.

8.2 The successful service provider:

8.2.1 must supply the equipment purchased at a reasonable market-related cost and must do so at no additional cost to the University:

8.2.1.1 Provide maintenance, labour, and parts as per the OEM's specifications.

8.2.1.2 Replace such parts as may be necessary.

8.2.1.3 attend callouts due to malfunctions; and

8.2.1.4 Inspect, adjust, clean, lubricate, repair, and configure the equipment as may be necessary to keep the equipment in good working order.

- provided that the equipment is under warranty.

8.2.2 must guarantee that the equipment is fit for purpose.

8.2.3 must always ensure that it honours OEM warranty in relation to the equipment, irrespective of the date of termination of this Agreement for whatsoever reason.

8.2.4 agrees that the warranty period in respect of the equipment commences from the date of delivery of the equipment to the University and shall bear an OEM warranty of a minimum of 3 (three) years and a next business day response warranty, irrespective of the date of termination of the awarded contract.

8.2.5 guarantees that the equipment will be replaced or repaired if found to be defective by the University.

8.3 To the extent permitted, the successful service provider must pass through such warranties so that the OEM concerned will be construed to have given the warranties directly to the University.

8.4 The University reserves the right to approach suppliers where the equipment and all ancillary services related to the equipment are better value for money.

9 CONTRACTUAL MANAGEMENT

9.1 Service review meetings will be held at a frequency agreed upon by both parties, but not less than once every month. The issues to be addressed at such meetings will include:

9.1.1 Service performance levels.

9.1.2 Support performance levels.

9.1.3 Installation performance.

9.1.4 Equipment issues.

9.1.5 System issues.

9.1.6 Administrative issues.

9.1.7 Security issues.

9.1.8 Changes proposed.

9.1.9 Incident management report, including but not limited to incidents escalated to the successful service provider or the OEM.

9.1.10 Incidents due to delayed response times, lack of follow-through by either party, and/or inadequate or poor quality of service.

9.2 The University shall keep formal minutes of all such meetings and circulate these among the attendees. It is also the responsibility of the successful service provider to keep on file and make available for inspection by the University's appointed administrator or auditor the statistics, minutes, and other records required by University policy.

9.3 The service provider must furnish the University with reports in electronic format substantially in accordance with the specifications listed by the University by no later than the 10th (tenth) day of the month following the month to which the report relates.

9.4 **Annual Review Process**:

9.4.1 The University will perform a biannual review of the successful service provider's performance. The successful service provider's mid-year performance will impact its final-year performance.

9.4.2 The annual performance review will include, but is not limited to, the service provider's yearly performance, contract spend, and relationship management.

10 MAINTENANCE SCHEDULE

Equipment	Service Level Standards
Booms	Preventative maintenance must be performed at a minimum of once a month
Gate Motors	Preventative maintenance must be performed at a minimum of once a month
Disabled Access	Preventative maintenance must be performed at a minimum of once a month
Access Booths	Preventative maintenance must be performed at a minimum of once a month
Turnstiles	Preventative maintenance must be performed at a minimum of once a month
Kudu Bucks Terminal	Preventative maintenance must be performed at a minimum once a week
Access Control at High Priority Areas	Preventative maintenance must be performed at a minimum once every monthly
Cameras	Preventative maintenance must be performed at a minimum once every day- daily
High Priority Alarms	Preventative maintenance must be performed at a minimum of once a month
Electric Fence	Preventative maintenance must be performed at a minimum of once a month
General Access Control	Preventative maintenance must be performed at a minimum of once a month
Intruder Alarms	Preventative maintenance must be performed at a minimum of once a month

	PENALTY FORM: P/001

Details:

Please note that you have committed the following offence(s):

Nature of penalty:

Accordingly, it is proposed that you be liable to pay R_____ as a penalty, due within the same month in which the penalty occurred.

Therefore, please acknowledge receipt of this notice and ensure that payment of the penalty is made within 2 (two) working days from the date of this notice.

_____

Complainant: Technical Security Solution Member

Date: _____

_____

Recommended

Deputy Director: Protection Services

Date: _____

_____

Approval/Not Approved

Director: Protection Services

Date: _____

Received by the successful service provider on _____ (Date)

Signed for by: _____ (Full name)

_____ (Designation)

_____ (Signature)