



**Independent Communications Authority of South Africa**  
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**Scope of work for alarm, monitoring, armed response, and maintenance for the period of Thirty-six (36) months at ICASA Free State Regional Office, College Court, Nelson Mandela Drive, Park West, Bloemfontein.**

## **ANNEXURE A – TERMS OF REFERENCE**

### **1. BACKGROUND**

ICASA Free State Regional Office is situated in first floor College office park. ICASA already installed alarm system and it need alarm monitoring and armed response to minimise the risk.

### **2. REQUIREMENTS**

#### **2.1 Installation of Radio link**

- 1 x Radio link transmitter  
Delivery, supply, commissioning, miscellaneous, sundries and labour.

#### **2.2 Alarm Equipment Installed (Joblotron)**

- 1 x keypads
- 9 x passives
- 5 x door sensors
- 1 x sirens
- 1 x Mobile panic button
- 1 x static panic button
- Control boxes (batterie included)
- Alarm should be able to be armed and disarmed remotely

## **2.2 Alarm monitoring system**

### **a. Alarm transmitter**

- Alarm monitoring must be on an ICASA- approved radio transmitter only
- Transmitter must be licensed by ICASA or exempted in terms of relevant ICASA legislation
- Alarm and transmitter must be able to differentiate between alarm trigger and panic triggering
- Alarm transmitter must be able operate from 12 V Alarm-system backup battery
- The cost of replacing the current transmitter, interfacing of transmitter and maintenance thereof for a period of 36 months, must be included in the quotation.

### **b. Alarm monitoring service**

- Alarm monitoring service must be done on a 24 hour, 365-days basis
- Control center must be manned on a 24 hour 365-days basis,
- Alarm monitoring service must record closing and opening times.
- Alarm monitoring service must differentiate between normal office hours and After hours' activation.
- Alarm monitoring must be able to differentiate between alarm trigger and panic triggering.
- Legitimate access to ICASA premises is on a 24 hour 365-days basis and must be verified telephonically by comparing to an approved ICASA staff list and a password selected by ICASA.
- Alarm monitoring center must have a ICASA staff contact list in case of alarm, panic or out- of-normal office hours triggering.
- Response to alarm triggering

- First call to ICASA's Office at predetermined telephone number to determine staff name and password
  - First person call out
  - Second person call out
  - Armed response
- ICASA cannot be held responsible for false triggering and all efforts will be made to ensure proper operation of alarm system

### **2.3-Armed Response**

- c. Armed response will be activated upon the following circumstances:
  - i. Failure to verify legitimate access
  - ii. Panic button activation
  - iii. Failure to contact ICASA Call Out persons on alarm activation
- d. There will be no access to the inside of ICASA premises without the attendance of a legitimate ICASA staff member.
- e. A notification of inspection of premises by armed response unit indicating time of visit must be left at premises and recorded at control center.

### **2.4 Thirsty-six (36) Months' maintenance contract for the alarm system should include the call log such as:**

No	Service tendered	Amount
1	Call out rate per hour	
2	Travelling time per hour per call out	
3	Callout rate per hour on Public Holidays/Weekends	
4	Installation fee per hour (Maximum 2 Technicians)	

**NB: Repair or replacement of any damaged equipment should be approved by ICASA before any new installation can be done.**

**For site visit purposes, kindly contact Mr. David Monyepao 067 699 5297  
Mr. Lizo Mvinjelwa 078 753 52 09**

### **3. MANDATORY DOCUMENTS**

**Interested service providers or bidders are required to submit the following mandatory documents and failure to submit any of the following documents will lead to automatic disqualification.**

- 3.1 Attach proof of PSIRA registration for the company and director
- 3.2 Attach proof of Company's accreditation certificate as an alarm and armed response provider.
- 3.3 Attach proof of training of company Technician as alarm Systems Installer.
- 3.4 Attach 3 references where similar work was performed.

### **4. Evaluation criteria**

Service providers will be evaluated based on the documents required and price submitted.

**ANNEXURE B: PRICING**

<b>NAME OF BIDDER:</b> .....
<b>TOTAL PRICE QUOTE:</b> .....

<b><u>Description of service/goods</u></b>	<b><u>Unit Price</u> <b>(Rands VAT Excl)</b></b>	<b><u>Total Price</u> <b>(Rands VAT Excl)</b></b>
<b>Monitoring and armed response for 36 months</b>		
<b>Maintenance of alarm system for 36 months</b>		
<b>SUB-TOTAL</b>		
<b>VAT</b>		
<b>GRAND-TOTAL</b>		