

**REQUEST FOR PROPOSAL  
FOR  
THE PROVISION OF CONTROL ROOM AND CCTV MONITORING SERVICE ON A  
FIXED TERM CONTRACT  
TO THE  
TYGERVALLEY IMPROVEMENT DISTRICT (TVID) NPC  
MAY 2023**



## **NOTE TO ALL PROPOSERS**

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## **INTRODUCTION**

The Tygervalley Improvement District (TVID) was formally established in 2016 providing supplementary public safety, urban maintenance, and urban cleaning services in partnership with the City of Cape Town.

## **MISSION AND VISION OF THE TVID**

It is the mission of the TVID to implement a strategy to counter urban degeneration of the area by creating a safe and attractive Business District.

The vision of the TVID is to establish and maintain a safe, clean, well-managed Business District that attracts and retains business investment and activities in the area.

## **GOALS OF THE TVID**

- Improve Public Safety significantly by proactive visible patrolling and cooperation with existing SAPS and City of Cape Town Law Enforcement efforts as well as other security service providers in the area.
- Creating a safe and clean public environment by addressing issues of maintenance and cleaning of streets, pavements and public spaces.
- Manage existing and new public infrastructure for the future benefit of all the users of the area.
- Protect property values.
- Attract new investment to the area.
- Support and promote social responsibility in the area.
- The sustained and effective management of the TVID area.

## **PUBLIC SAFETY AND SECURITY**

To improve public safety and security the TVID works in partnership with the following:

- TVID Public Safety Service Provider
- SAPS
- Local CPF's
- Other security service providers in the area
- City of Cape Town (Metro Police, Law Enforcement and Traffic Services)
- Neighbourhood Watches
- Community organisations
- Other security stakeholders

The TVID is patrolled 24 hours a day, seven days a week. This is achieved by patrol vehicles, patrol officers on motorcycles, a radio and communications network and a manned control room. The TVID uses the dedicated services of a Law Enforcement Officer from the City of Cape Town, paid for by the TVID.

The officer assists in enforcing compliance of By-laws, have power of arrest, issue fines for transgression of by-laws and enhance law and order within the TVID.

In addition to the patrol services, the TVID public safety team is supported by a control room and CCTV monitoring centre providing operation control and CCTV surveillance services to the TVID.

## TVID AREA OF RESPONSIBILITY



### 1 SECTION 1: NOTES TO PROPOSERS

#### 1.1 THE SITE AND APPLICATIONS

1.1.1. The address from where Control Room and CCTV monitoring service is required is:

1.1.1.1. Within the Boundary of the Tyger Valley Improvement District

1.1.2. The TVID does not have its own control room and CCTV surveillance centre. All CCTV camera and related CCTV network equipment signals are relayed to a centrally located high site from where the Proposer will be required to install their own link to a suitably located, equipped, and staffed control room and CCTV monitoring centre.

1.1.3. Proposers shall view the site and ensure they are thoroughly acquainted with all aspects that fall within the scope of linking the CCTV network to a suitable control room and CCTV surveillance centre, including but not limited to the nature of the site and all general matters which may influence the Proposers.

1.1.4. The Proposers are required to link the TVID CCTV network to their control room and CCTV surveillance centre at their own cost and include such to the Proposal document.

1.1.5. The Proposers are required to only provide proposals for the services as set out in Sections 5 of the Request for Proposal.

1.1.6. Section 5 covers the scope of control room and CCTV monitoring services for the TVID.

- 1.1.7. The Board may, at their sole discretion consider the appointment of a separate Public Safety service provider for the provision of Public Safety Patrol Services. Should this option be followed, the public safety service provider will be required to provide compatible radios and/or set all their radios to the prescribed frequency/ies of the centralised control room. The cost of provision of and the programming of radios suitable to communicate with the centralised control room must be borne by the service provider and should be considered in the costing.
- 1.1.8. No claims for any extras in connection with the location, conditions, or nature of the services, will be entertained for the duration of the contract.

## 1.2 SCOPE OF CONTRACT

- 1.2.1. The Proposal is for the provision of control room and CCTV monitoring services for a period of 36 months, commencing 1 July 2023 until 30 June 2026. The successful Proposer will be required to conduct handover from 1 July 2023 at no cost to the TVID.
- 1.2.2. This Proposal comprises the provision and control room and CCTV monitoring services as defined under section 5 (five) hereof, including all aspects that may be contained in the Site Instructions in respect of TVID site/function which shall be defined and signed by both parties.

## 1.3 PROPOSALS

- 1.3.1. All proposals must be submitted via email to rfp@tvid.co.za with the subject: **“Proposal for Control Room and CCTV Monitoring Services – TVID**, by no later than 12h00 on Monday, 22 May 2023. Proposers are referred to the FORM FOR PROPOSERS, included in this document.
- 1.3.2. **The lowest, or any, or portion of any Proposal will not necessarily be accepted and the TVID does not bind itself to assign any reason for the rejection, or acceptance of a Proposal. Any addition, omission or condition added to the FORM FOR PROPOSERS could result in the Proposal being disqualified.**
- 1.3.3. All costs related to the submission of this proposal must be borne by the relevant applicants/companies/service providers and they shall have no claim for cost recovery to the Board or its representatives whatsoever.
- 1.3.4. The Proposal shall remain valid and open for acceptance for a period of sixty days (60) days from 22 May 2023.
- 1.3.5. **The TVID Board decision on the appointment of the preferred service provider will be final and no negotiations will be entered into.**

## 1.4 CONTRACT PRICE ADJUSTMENT PROVISIONS

- 1.4.1. The contract price, excluding VAT, will remain fixed and firm for the duration of 12 (twelve) months of the contract period.
- 1.4.2. The contract price shall be increased at the end of each 12 (Twelve) months period in line with the approved TVID budget. It must be noted that no increase beyond the City of

Cape Town approved TVID budget for CCTV Monitoring will be considered. Proposers should also note that the provision of control room services, based on a separate Request for Proposal is also funded from the Public Safety budget of the TVID.

1.4.3. The current TVID Budget and business plan for 2021 to 2026 is available on the TVID website.

1.4.4. Value added tax shall not be included with the rates and prices but shall be shown separately on the final summary page.

## **1.5 PROGRAMME**

1.5.1. The Proposers attention is drawn to the contract dates as contained herein.

## **2 SECTION 2: CONDITIONS OF CONTRACT**

### **2.1 STANDARD CONTRACT**

2.1.1. The standard Contract or Service Level Agreement of each Proposer shall be submitted together with the Proposal documents in duplicate. Proposers are advised that standard clauses such as those disclaiming any and all liability, automatically renewing the contract for additional periods and building-in increases shall not be accepted.

2.1.2. A final contract will be negotiated in detail with the successful Proposer. The award of the whole or any part of the Proposal to any service provider shall be based on the successful completion of the principal contract prior to such award having any effect.

2.1.3. The contract for the provision and maintenance of physical security services is for a period of 36 (thirty-six) months, commencing 1 July 2023 until 30 June 2026. However, a clause shall be drafted into the contract which gives the TVID the option to cancel the contract:

2.1.3.1. if the appointed service provider does not perform satisfactorily.

2.1.3.2. if the TVID is dissolved in accordance with Chapter 4 of the SRA by-law of the City of Cape Town.

2.1.3.3. if the TVID Term and Business Plan is not renewed by the City of Cape Town should a renewal application be submitted in the course of the contract period.

## **3 SECTION 3: SPECIAL CONDITIONS OF CONTRACT**

### **3.1 REQUIREMENTS FOR PROPOSALS**

#### **GENERAL**

3.1.1. Proposers should note that prior to award of this contract, the TVID will require the Proposer to provide satisfactory assurances regarding availability and suitability of managerial and supervisory personnel and other resources, and methods of deployment, to demonstrate that the required level of service **and supervision** can be attained and maintained.

3.1.2. Submission of a Proposal shall be deemed to be the Proposers acknowledgement and acceptance of the detailed specification (Section 5) of the Proposal. Prior to formal award

of this contract the successful Proposers will be required to provide proof of current and valid professional indemnity insurance.

3.1.3. Notwithstanding this being an invited request for Proposal, the formal employment of the successful Proposers will only be made where the Proposer has complied with the foregoing requirements.

3.1.4. Service providers with proven City Improvement District, control room and CCTV monitoring experience are preferred, and Proposers should provide substantive proof thereof in their proposal.

### **CONDITIONS OF EMPLOYMENT**

3.1.5. Under no circumstances will the appointed contractor be entitled to sub-contract the awarded work or any portion thereof without the prior agreement in writing of the TVID who may refuse such agreement without the need to furnish any reason.

### **DOCUMENTATION**

3.1.6. Any special conditions of offer forming part of the Proposers Proposal submission, which are at variance with the provisions of the Request for Proposal, are superseded by such provisions.

### **INSURANCE**

3.1.7. The Proposers are required to maintain their own insurance in respect of Public Liability claims with a limit of indemnity of not less than R5 000 000 (Five million Rand) for any one incident. The Proposers are required to maintain their own insurance in respect of Professional Indemnity claims with a limit of indemnity of not less than R2 000 000 (Two Million Rand) per event.

3.1.8. The Proposers are reminded that they are responsible for insurance of their own equipment.

### **FINANCIAL**

3.1.9. It is the Proposers responsibility to ensure that their statement of account is timeously submitted to the TVID for approval. A detailed Tax Invoice must substantiate each item on the statement of account. This documentation should reach the TVID by the 20th of each month. Payment will be in arrears and be paid by the last day of each month of service delivery.

3.1.10. Any failures to provide the service will result in pro-rata deductions and such deductions will be applied to the next account of the service provider on an agreed fee and/or penalty structure.

### **DEPLOYMENT SCHEDULE**

3.1.11. The Proposers will be required to provide the necessary resources in order that their services are rendered in accordance with the terms of the Request for Proposal and any variations that may be agreed to by both parties at any time within the duration of the

contract. No claims will be recognised for overtime working, disruption, out of sequence activities, or additional supervision and/or personnel unless same has been authorised by the TVID in writing prior to commencement of such activities.

3.1.12. The Proposers will be required to fully supervise their personnel and to be represented by senior management level employees (Contract Manager) at regular progress and coordination meetings as necessary. The Contract Manager must be available to the TVID management at all reasonable times to address operational and management issues. The Contract Manager will report directly to the TVID Manager or alternatively to the senior management of the management company. The overall management of the services will be directed by the TVID manager, and all reasonable directives and actions must be adhered to at all times.

3.1.13. Any inadequacy in the level of the Proposers supervisory and/or resources will result in immediate rectification by TVID at the Proposers cost.

## **GENERAL**

3.1.14. The Proposers will be obliged to fully comply with the agreed Site Procedures and in each function to give effect to their obligations in terms of the service to be rendered.

3.1.15. The following are mandatory requirements that must be included and considered by the Proposers in formulating their Proposal. It must expressly be dealt with in the Proposal document:

- Signed request for Proposal document.
- Manpower deployment schedule /quotation (Section 6).
- List of contactable CID references.
- Registration certificate and PSIRA registration.
- Company profile.

3.1.16. The following documents must be made available at request during the evaluation process and/or prior to the commencement of the contract:

- Copy of company registration document.
- Copy of company public liability insurance cover.
- Bank letter.
- Tax clearance certificate.
- Contingency plans in the event of labour action.
- Copy of the company's standard contract regarding the provision of CCTV monitoring services and all relevant annexures thereto.

## **4 SECTION 4: PROGRAMME**

### **4.1 Issue of request for Proposal documentation:**

Friday, 12 May 2023

### **4.2 Proposal to be submitted:**

Strictly by 12h00 on Monday, 22 May 2023



#### **4.3 Proposers adjudication:**

Monday, 22 May 2023 to Friday, 26 May 2023

#### **4.4 Optional presentation by at most 2 selected companies to TVID Board:**

TBD if required.

#### **4.5 Awarding of contract by TVID Board:**

31 May 2023

#### **4.6 First Deployment:**

Friday 30 June 2023 or as agreed upon with the Board.

#### **4.7 End of Contract: 30 June 2026**

### **5 SECTION 5: DETAILED SPECIFICATIONS – CONTROL ROOM AND CCTV MONITORING SERVICE**

The management of the TVID is set on succeeding in its mandate to make the area a safe, secure and pleasant working environment for the property owners, businesses and customers that work, visit and shop in the area every day. Therefore, the management will have a zero-tolerance approach towards non-performance. Financial penalties will also be drafted into the contract to ensure compliance and effectiveness.

Provision of the Control Room and CCTV service may be conducted from a suitably equipped and staffed off-site control room. Proposers need to consider the provision of appropriate manpower to provide the services of a control room and the monitoring of the 21 CCTV cameras from their own facility but the cost of providing the necessary data links and communication equipment including radio and telephonic communication must be for the account of the proposer and covered in the proposed fee structure.

Proposers must provide a general overview of their monitoring facility with some indication of their current monitoring services, existing infrastructure, and relevant CCTV Monitoring experience.

#### **5.1 Fundamental Requirements**

- 5.1.1. Proactively monitor and control the deployment of foot patrollers and patrol vehicles.
- 5.1.2. Record and reports staff deployments at the beginning of every shift.
- 5.1.3. Monitor and control the movements of foot patrollers and patrol vehicles through the two-way radio system or telephonic communication with the patrol vehicles.
- 5.1.4. Escalate and coordinate the response of emergency services, Law Enforcement and SAPS in case of incidents and emergencies.
- 5.1.5. Direct public safety staff to act on a public safety incident detected through CCTV monitoring and provide an incident report to the TVID Management.
- 5.1.6. Coordinate the implementation of subsequent response to known hot-spot locations and activities and record all actions.
- 5.1.7. Manage and record all incoming phone calls from members of the public, businesses and property owners requesting assistance or requiring emergency services.
- 5.1.8. Escalate all priority incidents and emergencies to the TVID Management.
- 5.1.9. Record all public safety incidents in an appropriate Incident Management System to facilitate accurate and comprehensive reporting of public safety incidents and activities.

- 5.1.10. Log all emergency and urgent service requests after hours and on weekends with the City of Cape Town or other relevant authorities and record all reports in an appropriate Incident Management System.
- 5.1.11. Monitor community and purpose specific social media groups (primarily Whatsapp) for incidents and request for assistance and coordinate appropriate responses.

**5.2 Communication Infrastructure**

The proposer must provide an indication of how signal feeds from existing TVID cameras will be incorporated into their monitoring centre including the communication mediums that the monitoring centre is able to accept, for example fibre or WiFi etc. The cost of linking the existing CCTV cameras into the monitoring system must be noted as a separate once-off cost.

Secondly, the proposer needs to indicate the available communication infrastructure that is used in the control room for communication with patrol officers and patrol vehicles and any other communication media that may be applicable.

**5.3 Live monitoring of Static and Pan Tilt Zoom Cameras**

The proposer must indicate how the monitoring centre will incorporate and monitor the proposed TVID PTZ and static cameras, the Video Management Software and Hardware that will be utilised and their capacity to monitor such cameras. An understanding of how staff will monitor the cameras should be included.

**5.4 Monitoring of LPR (Licence Plate Recognition) Cameras**

The proposer must indicate how the monitoring centre will incorporate and monitor any existing or any new LPR cameras in the TVID. This should include a reference to the current LPR software and the reference database that will be used.

**5.5 Monitoring of static cameras through analytics**

The proposer must indicate how the monitoring centre will incorporate and monitor specific static cameras through the utilisation of analytics such as line crossing, movement detection and similar types of alerts. There is no requirement for advanced analytics such as facial recognition. The aim of this request is focused on detecting movement in very quiet areas, more specifically at night, so that active monitoring is not required on a full-time basis.

**5.6 Proposal Fee Format**

As far as possible, proposers should provide a monthly per camera monitoring fee, detailed by camera type and/or monitoring requirement such as analytics. Any other costs that may be envisaged such as licensing costs should either be incorporated in the “per-camera” monitoring fee or clearly recorded separately with appropriate explanation of the fee and frequency thereof. All quotations should be valid for 1 year from 1 July 2023 with a clear indication of annual escalations thereafter. The fee for the provision of control room services should be provided as a monthly control room service fee and noted separately from camera monitoring fee.

Quantity	Item
11	Monitor 11 current PTZ cameras
10	Monitor 10 static cameras with appropriate analytics to detect people and vehicular movement in the area.

Quantity	Item
1	Provide for radio communication with foot patrollers and patrol vehicles
1	Provide for telephonic communication including a 24-hour control room number
1	Provide for an appropriate Incident Management System to record all public safety and related incidents and activities
1	Provide for the monitoring of all relevant social media groups and feeds
1	Provide for the monitoring of vehicle tracking of patrol vehicles

**6 SECTION 6: FORMS FOR PROPOSERS**

**PROVISION AND MAINTENANCE OF CONTROL ROOM AND CCTV MONITORING SERVICE TO THE TVID**

We, the undersigned are willing to contract for, perform and complete the whole of the works relating to the provision and maintenance of a physical security guarding service in accordance with the Specifications prepared and furnished pursuant to this PROPOSAL.

(Figures) R \_\_\_\_\_ per month (Proposed Costing) without VAT

(Words) \_\_\_\_\_ per month without VAT

The following documentation is attached:

1. Monthly control room service fee as per request for PROPOSAL document.
2. A detailed and full per camera costing schedule as per request for PROPOSAL document.
3. All relevant documentation as requested in Section 3.

We hereby certify that we have inspected the site/s and have fully acquainted ourselves as to the conditions under which the work is to be performed.

We further undertake that this PROPOSAL shall hold good for a period of sixty (60) days from the date of closing of the request for PROPOSAL.

We agree that the lowest, or any, or portion of any PROPOSAL will not necessarily be accepted.

SIGNED: \_\_\_\_\_  
(Printed Name)

SIGNATURE: \_\_\_\_\_

IN THE CAPACITY: \_\_\_\_\_  
OF (Designation)

ON BEHALF OF : \_\_\_\_\_

ADDRESS : \_\_\_\_\_  
\_\_\_\_\_

TELEPHONE NO. : \_\_\_\_\_ DATE: \_\_\_\_\_

All proposals must be submitted via email to rfp@tvid.co.za with the subject: **“Proposal for Control Room and CCTV Monitoring Services – TVID”**, by no later than 12h00 on Monday, 22 May 2023.

**PROPOSALS RECEIVED AFTER THE CLOSING TIME (12H00 ON MONDAY, 22 MAY 2023) WILL NOT BE CONSIDERED.**