



SPECIFICATION

FOR

PROVISION OF ALARM SYSTEM SERVICES

ECLB

REF NO. ECLB 014/2026-27

FOR EASTERN CAPE LIQUOR BOARD
(KUGOMPO CITY)

DATE OF ISSUE:20/10/2026

1. PURPOSE

1.1 The purpose of the request for quotation is to invite potential qualified service providers to provide of alarm services including monitoring, maintenance and armed response services at the Eastern Cape Liquor Board's (ECLB) Head Office in Ku Gombo City (formerly known as East London) for a period of 60 months, with an option to renew for a period of two years.

2. BACKGROUND

- 2.1 The ECLB is a statutory entity established in terms of Eastern Cape Liquor Act 10 of 2003.
- 2.2 The ECLB has an existing alarm system at its KuGombo City office. Alarm monitoring, maintenance and armed response services are currently outsourced and the existing service arrangement is due to expire.
- 2.3 ECLB therefore requires a service provider to provide reliable and continuous alarm system services.

3. SCOPE OF SERVICE

No	Bid Reference No	Details	Closing date
1	ECLB 014/2026-27	Provision of alarm system monitoring, maintenance and armed response services.	30 October 2026

The appointed service provider must provide the following services:

- 24-hour, 7-day-a-week monitoring of the alarm system.
- Maintenance and servicing of the alarm system.
- Repair or replacement of faulty alarm and monitoring equipment where required.
- 24-hour armed response services.
- Response to alarm activations and emergency calls.
- Site visits when an alarm or emergency is reported.
- Contacting the designated ECLB key holder when an alarm is activated or an intrusion is detected.
- Provide remote controls and mobile application facility for remote arming.
- Providing reports on incidents, alarm activations and services rendered.
- All services must be provided for a period of 60 months in accordance with the Service Level Agreement (SLA).

- The service provider may be required, where necessary to modify, upgrade or add components to the existing alarm system to address identified gaps or changes in the premises, subject to approval by ECLB.

1. CRITICAL SERVICE REQUIREMENTS

- 4.1 PSiRA compliance: The service provider must be appropriately registered with PSiRA and provide proof of valid registration where required.
- 4.2 Response time: The service provider must provide an agreed maximum response time to alarm activations and record actual response times.
- 4.3 Alarm testing: The alarm system must be tested regularly and after repairs or changes. Test results must be recorded and made available to ECLB.
- 4.4 Backup communication: Appropriate backup communication arrangements must be available to maintain monitoring where the normal communication link fails.
- 4.5 Backup power: Alarm and communication equipment must have adequate backup power. ECLB must be notified of any failure affecting alarm monitoring.
- 4.6 Faults and repairs: Critical faults must be dealt with urgently. The service provider must report faults and confirm when the system has been restored.
- 4.7 False alarms: Repeated false alarms must be investigated and the cause and recommended corrective action reported to ECLB.
- 4.8 Incident reporting: The service provider must keep records of alarm activations, response times, faults, repairs and emergency call-outs and submit a monthly report to ECLB.
- 4.9 Escalation: The service provider must have a clear escalation procedure where a key holder cannot be reached, an alarm remains active, suspected intrusion occurs, or the alarm system is offline.
- 4.10 Key-holder information: The service provider must maintain an updated list of authorised ECLB key holders and keep the information confidential.
- 4.11 Confidentiality and POPIA: All personal and security-related information obtained during the service must be kept confidential and handled in accordance with applicable legislation, including POPIA.
- 4.12 Business continuity: The service provider must have arrangements to maintain monitoring and armed response during control-room, communication, power or operational disruptions.

2. SITE VISIT

- 5.1 Prospective service providers may arrange a site visit to inspect the existing alarm system and premises before submitting a quotation.
- 5.2 Service providers should take note of ongoing building alterations, where necessary the existing alarm system may require the addition, modification, replacement or upgrading of

components to ensure that the system remains fit for purpose and provides effective security coverage.

- 5.3 Any proposed changes must be identified and agreed with ECLB before implementation. A copy of the new office layout will be provided. as these may affect the existing alarm services and required services

3. GENERAL TERMS AND CONDITIONS

- 6.1 ECLB reserves the right not to make any appointment from the submitted quotations.
- 6.2 ECLB does not bind itself to accept the quotation with lowest price.
- 6.3 Eastern Cape Liquor Board reserves the right to cancel this RFQ and pursue an alternative course of action at any time without incurring any liability towards any service provider.
- 6.4 Service providers are advised that the submission of quotations does not give rise to any contractual obligations on the part of ECLB.
- 6.5 All quotations submitted shall become the property of ECLB and shall not be returned.
- 6.6 Service providers must be registered with the National Treasury Central Supplier Database (CSD). **Service providers are requested to provide the ECLB with their tax status pin.**
- 6.7 Submissions received after the specified time and date will not be considered and accepted.
- 6.8 No services shall be rendered or goods delivered before an official ECLB Purchase Order form has been received.
- 6.9 The ECLB may request written clarification or further information regarding any aspect of the quotation submitted. Service providers must supply such requested information in writing within the stipulated timeframe after the request has been made, or their quotation may be disqualified.
- 6.10 Service providers shall not qualify their quotation with their own conditions. If a service provider does not specifically withdraw its own conditions of quotation when called upon to do so, the quotation response will be declared invalid.
- 6.11 In order for quotations to be considered for and included in the evaluation, it is necessary that quotations fully cater to the complete specifications outlined in the deliverables/ Service Level Agreement (SLA).
- 6.12 **POPIA Act Disclaimer**
- Retention - By providing a quote or bid and/or related documentation to the Eastern Cape Liquor Board, the bidder/quoter consents to the processing of it's Personal Information, as defined in the Protection of Personal Information Act 4 of 2013 and any other applicable data protection legislation, for the purposes of the procurement purpose, including but not limited to the evaluation, adjudication and appointment of a

successful bidder/quoter. The submitted information may also be utilised for any audit and/or legislative reporting purposes.

- Where applicable, the bidder/quoter warrants that it has obtained the necessary consent to process any personal information of its employees and/or any third parties whose personal information is provided for the bid /quotation. In addition, the bidder/quoter consents that ECLB to
 - verify any personal information with the National Treasury CSD website, including verification of references.
 - verify any other regulatory/ industry or any accredited/certification bodies.
- At any stage should the bidder/quoter wish to withdraw its consent as detailed hereabove, it must do so in writing and address such notification to the Senior Manager of Corporate Services. The personal information collected for the purpose of this bid/quotation will be retained for the time period after the finalisation of the procurement process in accordance with the ECLB's Records Policy.

4. PRICING

Price must be in South African currency and must be inclusive of VAT. Service providers are further requested to indicate their price in all elements listed in their pricing schedule (**no hidden costs/ unknown costs will be accepted**). Price will be evaluated based on 80 points and applicable formula of calculating points.

All RFQ offers received shall be evaluated based on the following criteria:

7.1 Evaluation criteria: Price and Preference point system

Criteria	Point System
Price	80
Specific Goals	20
Total	100

7.2 Table: Specific goals

Points for Specific goals are broken down as follows.

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)
Black ownership: <i>Enterprise Owned by Black Persons i.e., Africans, Coloured, Indians, and</i>	4	CICP documents, certified copy of ID and shareholders

Others as defined by the Constitution of South Africa	2	
51% or more Black ownership 10%-50% Black ownership - Less than 10 Black ownership	0	
Woman ownership		
51% or more Woman ownership 10% - 50% Woman ownership - Less than 10% Women ownership	6 3 0	
Youth ownership		Certified copy of the disability certificate
51% or more Youth ownership 10% -50% Youth ownership - Less than 10% Youth ownership	4 2 0	
Disability ownership		
51% or more Disability ownership 10% - 50% Disability ownership - Less than 10% Disability ownership	2 1 0	
Locality – enterprises based in the Eastern Cape Province or Enterprise located in the area where goods are required.	2	Proof of Business Address (Municipality Rates statement or lease agreement)
MSME/ EME MSME constitutes turnover of an enterprise less than 50 million per annum. EME an enterprise that has a turnover of not more than 10 million per Annum.	2	Valid BEE Certificate reflecting annual turnover /CSD report
Total	20	

Submission of quotations

RFQ quotations should be emailed or hand delivered to Sivuyile.Mayatula@clb.co.za; Xoliswa.Masakane@eclb.co.za with subject: “**PROVISION OF ALARM SYSTEM SERVICES ECLB HEAD OFFICE**”.

Contact Person

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Closing date: 30 October 2026 at 16h30.