City of Johannesburg

Johannesburg Water SOC Ltd

Turbine Hall
65 Ntemi Piliso Street
Newtown
Johannesburg

Johannesburg Water
PO Box 61542
Marshalltown
2107

Tel +27(0) 11 688 1400
Fax +27(0) 11 688 1528

www.johannesburgwater.co.za

REQUEST FOR INFORMATION

RFI NUMBER:	JW RFI 06/11/2026	**CLOSING DATE:**	16 November 2026 @12:00
DESCRIPTION:	**SECURITY SYSTEMS MAINTENANCE AND TECHNICAL SUPPORT SERVICE FOR A PERIOD OF 12 MONTHS**		
ISSUE DATE	06 November 2026		
	Seemela.Mashego@jwater.co.za or etender portal https://www.etenders.gov.za/Home/opportunities?id=1		

ENQUIRIES MAY BE DIRECTED TO:			
Bidding procedure enquiries must be sent to		**Technical enquiries must be directed to**	
CONTACT PERSON	Gudani Mugabi	**CONTACT PERSON**	Seemela Mashego
TELEPHONE NUMBER	011 688 1736	**TELEPHONE NUMBER**	011 688 1821
E-MAIL ADDRESS (Submissions must be made to this address)	gudani.mugabi@jwater.co.za	**E-MAIL ADDRESS**	Seemela.Mashego@jwater.co.za

SUPPLIER INFORMATION				
NAME OF BIDDER				
STREET ADDRESS				
TELEPHONE NUMBER	**CODE**		**NUMBER**	
CELLPHONE NUMBER				
E-MAIL ADDRESS				
VAT REGISTRATION NUMBER				
CENTRAL SUPPLIER DATABASE No:	MAAA			
MANUFACUTER OR THIRD PARTY				

Directors:
Ms Dineo Majavu (Chairperson), Mr Ntshavheni Mukwevho (Managing Director and Executive Director), Mr. Kgaugelo Mahlaba (Chief Financial Officer and Executive Director), Mr Sipho Mthembu, Mrs Zandile Meeleso, Mr Pholoso Matjele, Mr Kgaile Mogoye, Mr Molate Mashifane, Ms Pamela Mabece, Mr Collen Sambo, Mr Makoko Makgonye, Ms Thabiso Kutumela, Mr Kefiloe Mokoenaa

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1. PURPOSE OF THE REQUEST FOR INFORMATION

The RFI response proposals is enquired to of a suitably qualified and experienced service provider to maintain and technically support Security Systems across all Johannesburg Water (JW) for a period of 12 months

2. BACKGROUND

Johannesburg Water invites service providers to respond to a Request for Information for maintaining and supporting JW's Security Systems. This RFI is strictly to solicit market-related information from potential bidder(s) to maintain and technically support JW Security Systems. This RFI does not constitute; an offer; or any impression none whatsoever to do business with Johannesburg Water.

3. SCOPE OF WORK AND SPECIFICATIONS

GENERAL REQUIREMENTS

The contract entails to implement, support, maintain, and transfer knowledge – not to retain ownership or exclusive control of the system. This governance model ensures continuity beyond the 12-month contract and enables future integration with the planned Unified Command Centre. The Contractor shall provide comprehensive maintenance for the full 12-month contract period, including:

- CCTV surveillance systems – maintenance, repairs and servicing.
- Boom gates and automated vehicle access control systems.
- Facial recognition and biometric access control systems.
- Network Video Recorders (NVRs) and video management systems.
- Access control systems, including card readers and electronic turnstiles.
- Security system software, hardware and network integration.
- Preventative and corrective maintenance of security automation infrastructure.

Preventative Maintenance

- Quarterly inspections of all installed equipment.
- Firmware and software updates.
- Cleaning and calibration of cameras.
- Testing of intrusion detection systems.
- Testing of panic systems.
- Network performance testing.

Corrective Maintenance

- 24-hour response time for critical faults.
- 48-hour resolution target.
- Replacement of defective hardware.
- On-site technical support.
- Spare parts provision.

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Maintenance Responsibilities

The appointed Contractor shall provide comprehensive maintenance and technical support for all existing and newly installed Security Automation Infrastructure for the duration of the 12-month contract.

The maintenance services shall include, but not be limited to:

- Preventative maintenance of all field devices.
- Corrective maintenance and emergency repairs.
- Software maintenance and updates.
- Firmware upgrades.
- Cybersecurity patch management.
- Configuration management.
- Database optimisation.
- Network performance monitoring.
- System health monitoring.
- Equipment calibration.
- Preventative replacement of failing components.
- Annual system audits.
- Asset lifecycle reporting.

The Contractor shall ensure that all existing security infrastructure (Dahua technology) remains fully operational and compatible with all newly deployed equipment throughout the contract period
.
Maintenance shall include all installed systems including:

- CCTV cameras
- Video Analytics
- Facial Recognition
- Automated Number Plate Recognition System (ANPR)
- Intrusion Detection Systems
- Electric Fencing
- Access Control Systems
- Boom Gates
- Intercom Systems
- Network Switches
- Fibre Infrastructure
- Wireless Communication Equipment
- CCTV Servers
- Storage Arrays
- Network Video Recorders (NVR)
- Control Room Software
- Mobile Applications
- Integrated Alarm Management Platforms
- Walk-through Metal Detectors
- X-ray Baggage Screening Machine
- Turnstiles
- Any other security system(s) that is deployed at any Johannesburg Water sites

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Inclusions and exclusions

- The report must include all information in relation to similar services and estimated costs.

WARRANTY AND LIABILITY

The Contractor shall:

- Provide a warranty on all equipment supplied as per manufacturer.
- Replace defective equipment at no additional cost.
- Be liable for damages resulting from negligent installation or design failure.
- Maintain professional indemnity and public liability insurance.

Warranty Requirements

All equipment supplied under this contract should be covered by a back-to-back Original Equipment Manufacturer (OEM) warranty provided to the contractor. Under no circumstances should the warranty period on equipment be less than twelve (12) months from the date of practical completion and handover.

Warranty Exclusions

The Contractor shall remain fully responsible for all warranty obligations relating to defects in design, workmanship, installation, materials, equipment performance and non-compliance with the specification. However, the Contractor shall not be held liable for warranty claims arising from Force Majeure events, including but not limited to natural disasters, floods, lightning strikes, earthquakes, acts of war, civil unrest or other events beyond the Contractor's reasonable control.

Similarly, warranty obligations shall not extend to equipment damage, failure or loss resulting directly from vandalism, theft, sabotage, malicious damage, unauthorised interference or criminal activity occurring after handover, unless such damage can be attributed to deficiencies in the Contractor's design, installation, security measures specifically contracted for or failure to meet the prescribed technical specifications.

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The burden of demonstrating that the failure resulted from excluded events shall rest with the Contractor and be supported by sufficient evidence where reasonably required by JW.

ACCOUNTABILITY

The Contractor shall remain fully accountable for:

- Performance of the system
- Meeting SLA requirements
- Compliance with technical specifications
- Delivering the full scope of work
- Ensuring operational sustainability for the duration of the contract

Failure to meet contractual obligations may result in penalties, performance management actions or contract termination in accordance with JW contractual conditions.

4. PRICE SCHEDULE

Pricing Conditions

1. All offered prices/rates must be **Inclusive of 15% VAT.**
2. The Service Provider shall only claim rates / fees payable in line with their offer.
3. All price(s) tendered shall include the cost of supply, delivery, servicing and cleaning, all insurances, services, labour, equipment, fuel, materials, operational assistants, cleaners, and all other expenses incidental to the work to be performed etc. and be the nett price after all discounts and settlement discount have been deducted. The nett price/s shall be without any extra or additional charges to JW whatsoever.
4. In the structuring of the prices offered, it must be taken into consideration that the services will be rendered within the regions situated in the boundaries of the City of Johannesburg as instructed and guided by the respective representatives of Johannesburg Water.

PRICING

Service Provision

Item	Description	Duration	Qty	Unit Rate (VAT Excl.)	15% VAT	Unit Rate (VAT Incl.)
1.1		Per Service	1	R		

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SPECIFIC GOALS ANALYSIS

INFORMATION FOR SPECIFIC GOALS ANALYSIS	
BUSINESS OWNED BY 51% OR MORE -BLACK PEOPLE	
1. Percentage (%) of Black Ownership	
2. Is Black Ownership 51% or more? (Yes or No)	
BUSINESS OWNED BY 51% OR MORE – BLACK YOUTH	
1. Percentage (%) of Ownership by Black Youth	
2. Is the percentage of Black Youth Ownership 51 % or more? (Yes or No)	
BUSINESS OWNED BY 51% OR MORE-WOMEN	
1. Percentage (%) of Ownership by People who are Women	
2. Is the percentage of People who are Women 51 % or more? (Yes or No)	
BUSINESSES LOCATED WITHIN THE BOUNDARIES OF A REGION IN COJ, COJ MUNICIPALITY OR IN GAUTENG PROVINCE	
1. Is your business located in the Gauteng Province? (Yes or No)	
2. Is your business located in the COJ Municipality? (Yes or No)	
3. Is your business located within the region of the COJ? (Yes or No)	
BUSINESS OWNED BY 51% OR MORE - BLACK PEOPLE WHO ARE MILITARY VETERANS	
1. Percentage (%) of Ownership by Black People Who Are Military Veterans	
2. Is the percentage of Ownership by Black People Who Are Military Veterans 51% or more? (Yes or No)	
BUSINESS OWNED BY 51% OR MORE-BLACK PEOPLE WITH DISABILITIES	
1. Percentage (%) of Ownership by Black People With Disabilities	
2. Is the percentage of Ownership by Black People with Disabilities 51% or more? (Yes or No)	
SMME (AN EME OR QSE) OWNED BY 51% OR MORE - BLACK PEOPLE	
1. What is the Enterprise Type? EME – turnover is less than R10m QSE – Turnover between R10m and R50m Generic – Turnover is R50M of more	
JOINT VENTURE (JV), CONSORTIUM OR EQUIVALENT	
1. What is the percentage (%) of ownership for each party?	
SUBCONTRACTING WITH COMPANIES AT LEAST 51% OWNED BY HISTORICALLY DISADVANTAGED INDIVIDUAL (HDI) GROUPS MENTIONED ABOVE	
1. What is the percentage (%) that will be sub-contracted to companies that are at least 51% owned by Historically Disadvantaged Individual (HDI) groups mentioned above?	

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INFORMATION PRICE BREAKDOWN			
DESCRIPTION	**BREAKDOWN IN PERCENTAGE**	**APPLICABLE INDEX**	**IMPACTED BY ROE (YES/NO)**
Raw Materials			
Direct Labour			
Direct Overheads			
Transport			
Indirect Labour			
Indirect Overheads			
Total	100%		

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Please note that a non-firm price is applicable for this tender. Please provide the following information

TYPICAL PRICE ADJUSTMENT FORMULA INCLUDING INTERVALS

SUBMITTED DOCUMENTATION IN SUPPORT OF A REQUEST FOR A PRICE ADJUSTMENT

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SOURCE OF RAW MATERIAL	
DESCRIPTION	**COUNTRY OF ORGIN**
Raw materials	

ASSOCIATED RISKS	
RISK CATEGORY	**RISK MITIGATION**
Economic:	
Security of Supply	
Supply and Demand	
Rate of Exchange	
Operational:	
Capacity	
Logistics	

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