



**SERVICE LEVEL AGREEMENT ENTERED INTO
BY AND BETWEEN**

SEDIBENG DISTRICT MUNICIPALITY hereinafter represented by
MOTSUMI MATHE in his capacity as the **MUNICIPAL MANAGER** duly authorized
thereto, (hereinafter referred to as “the Employer”);

AND

URBAN WATCH Company Registration Number: 2018/531096/07, herein represented
by **BLESSINGS MAZIBUKO** in her capacity as the **DIRECTOR**, duly authorized thereto,
(hereinafter referred to as “the Contractor”).

WHEREAS

1. The Employer called for proposals from the interested service providers to render maintenance, repairs and equipment(s) replacement on CCTV Surveillance System at various identified locations across the Municipality, under bid no: 8/2/2/2-2024.
2. The Employer having followed due supply chain processes, the Contractor was chosen as the preferred bidder for the provision of maintenance and repairs services for the Employer's CCTV system under the terms and conditions set out below.
3. The Contractor has accepted such appointment; and
4. The parties wish to record the terms and conditions of their Agreement.

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INTERPRETATION AND DEFINITION

1. This Agreement: means the Agreement set out in this document and all referred to, Annexed addenda thereto and the tender document;
2. Employer: means Sedibeng District Municipality established in terms of the Municipal Structures Act No. 117 of 1998, and also referred herein as the "Employer";
3. Contractor: means the appointed bidder for the project herein;
4. Parties: means Employer and the Contractor and the word "Party" shall have a Corresponding meaning;
5. Proposal: means the Contractor's response to the bid advert and specifications in carrying out the services;
6. Services: means the tasks provided by the Contractor in terms of this Agreement.

NOW THEREFORE THE PARTIES AGREE AS FOLLOWS:

DURATION

1.

This agreement shall endure for a period of twelve (12) months commencing on the 01 December 2024 and terminating on 30 November 2025 with an option to extend and/or renew it annually for two (02) years, subject to performance and availability of budget.

SCOPE OF SERVICES

2.

Employer hereby engages the Contractor for the rendering of maintenance, repairs and equipment (s) replacement on CCTV Surveillance System at various identified Municipal locations across the region, under bid no: 8/2/2/2-2024.

PRICE AND PAYMENT TERMS

3.

- 3.1 Payment of claims to the Contractor will be processed in accordance with the Employer's Supply Chain Management Policy and Procedures,
- 3.2 Employer's shall pay to the Contractor in accordance with the pricing schedule contained in the bidding proposal as submitted by the Contractor, which shall first be verified by a duly designated official of the Employer as the correct amount due, for the service rendered,
- 3.3 Monthly payment will be done in accordance with a number of calls logged and number of hours spent on site as per the rating/costing proposal submitted by the Contractor during the bidding process,
- 3.4 As a result, monthly payments will be made in accordance with the following ratings/costing as

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submitted by the Contractor during the bidding process,

- Call-out fee (After normal working hours) - R500.00

3.5 Each invoice shall be verified by a duly designated official of the Employer before submission for payment,

3.6 An invoice will be submitted together with a detailed Maintenance Report, which shall detail each service call made, and shall also include the following:

- Date of service call
- Service Location
- Applicable hourly rate
- Arrival time on-site
- Service call completion time
- Type of service provided
- Armed & Alarm response as and when needed.

3.7 Any other ad-hoc payments shall be processed in accordance with the submitted proposal by the Contractor during the bidding process,

3.8 Ad-hoc services may include, but not limited to the following:

- Replacement of damaged cameras that are economically beyond repairs
- Replacement of damaged Network Video Recorder that are economically beyond repairs
- Repairs and/or replacement of a damaged optic fibre cable
- Replacement of UPS batteries
- Replacement of screens
- Repairs and/or replacement of joystick controllers

3.9 Ad-hoc services referred to above under clause 3.7 and 3.8 shall fall within the scope of this Agreement as resolved upon by the two Parties,

3.10 Payment shall be effected within a period of thirty (30) days of presentation of the invoice and shall be made directly into the bank account of the Contractor, the particulars of which are as follows:

Name of Bank	:	Standard Bank
Branch Code	:	002305
Account name	:	Urban Watch Patrol
Account Number	:	301527571
Type of Account	:	Current Account

4.

OBLIGATIONS OF THE EMPLOYER

The Employer shall:

4.1 Designate an official who will be the project manager and whose duty will be to liaise with the Contractor, provide the necessary support and monitor the work of the Contractor in all matters relating to this Agreement.

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- 4.2 Effect payment of all fees due to the Contractor timeously and in the manner referred to in clause 4.1 above.
- 4.3 Provide the Contractor with access to all the sites and equipment required for the provision of the agreed service.
- 4.4 Monitor and evaluate the Contractor's performance on a regular basis throughout the duration of this Agreement to ensure that quality service is provided; and
- 4.5 Conduct quarterly performance assessments on the Contractor of which the outcome shall form the basis for the determination for the extension and/or renewal of the contract as per clause 1.1 of this Agreement.

5.

OBLIGATIONS OF THE CONTRACTOR

The Contractor shall:

- 5.1 Render the required services in terms of this Agreement in accordance with the detailed technical specifications,
- 5.2 Perform the prescribed services in accordance with good industry practices, standards and norms,
- 5.3 Exercise the highest degree of care, skill, diligence and professionalism in the execution of the prescribed functions and duties in terms of this Agreement,
- 5.4 Devote necessary time and attention to providing the expected deliverables in accordance with this agreement within the set timeframes and in accordance with the agreed specifications,
- 5.5 Carry out the duties in terms of this Agreement and in line with the provisions of safety legislation, including the Occupational Health and Safety Act, No. 85 of 1993, as amended,
- 5.6 Avail qualified persons to render the prescribed services and to respond to any emergency situation that may arise as per the submitted maintenance and repairs plan during the bidding process,
- 5.7 Consult with the Employer on all repairs and upgrades that are required to be effected on the system. Any replacement of any equipment or spare parts shall not be done unless authorized by the Employer's representative in writing,
- 5.8 The Contractor shall report to the Employer before attending any reported technical faults on-site, and sign on and off the Maintenance & Repairs Register at the Employer's office every time when on-site,
- 5.9 Keep proper record of all faults attended to, changes made or such other matters relating to the implementation of this contract as may be pertinent,
- 5.10 Repair, re-work, configure and/or replace any component as needed in line with the monthly pricing for the services,
- 5.11 Conduct weekly inspections on CCTV recordings and system hard drives to ensure effective

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performance and availability of recording storage space on the system, quality recording mode, date and time specifications are current at all times,

- 5.12 Supply, install and commission all new equipment, hard drives and software licenses related to the service,
- 5.13 Ensure that additional and spare equipment, cameras, wireless radio beams, POEs, network controllers and cables are at all times available for back-up and emergency purposes,
- 5.14 Report all damages on optic fibre cable and cameras that may require insurance claims. These damages shall be lodged to the South African Police Services as soon after the detection thereof as is practically possible.
- 5.15 Hand over to the Employer all "As-Built" plans, newly installed software and licenses upon termination of this agreement.
- 5.16 Ensure that all the material that it supplies complies with the SABS standards and other relevant legislations.
- 5.17 Issue all notices and pay all the required fees in respect of installation relating to this Agreement to the Local Authorities and other relevant agencies, and exempt the Employer from liability for all losses, costs or expenditure which may arise as a result of the Contractor's negligence in complying with applicable legislation and regulations in the execution of this Agreement.
- 5.18 Submit monthly Technical Reports to the Employer in relation to all maintenance and repairs conducted during that particular month.
- 5.19 Implement a "Transfer of Skills Programme" at no cost to the Employer as per the bid's prerequisite, by building technical capacity on the identified Employer's "CCTV Technicians" on CCTV systems which shall include among others installations, repairs and maintenance of cameras, NVRs, wireless radios, optic fibre cable, etc.
- 5.20 Submit "Skills Transfer Report" entailing training conducted and provided to Employer's CCTV Technicians on quarterly basis.
- 5.21 The Contractor guarantees a functionality rate of 95% per month of the entire CCTV networks which include all street surveillance cameras and at other sites such as the Main Council Building and Licensing Service Centers.
- 5.22 The Contractor shall respond to all service call-outs within two (2) hours of reported incidents which may arise from a system failure, faulty camera and/or damaged optic fibre cable.
- 5.23 Turn-around time to all reported faults and/or repairs needed shall be effected and completed within fourteen (14) days, upon approval by Employer.
- 5.24 Failure to adhere to the timeline reflected above under clause 5.22, shall result in the Contractor being penalised 10% of the monthly payment claimed for that particular month.
- 5.25 It is the responsibility of the Contractor to provide Personal Protective Equipment and Machinery to his/her staff members, including nominated Employer's trainees at no additional cost to the Employer.

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- 5.26 The Contractor will not be held liable for downtime of the system as a result of fire, theft, malicious damage and/or acts of God.

6.

GENERAL CONDITIONS

- 6.1 The Contractor indemnifies the Employer from liability for any damages that may arise as a result of any omission or negligent act on the part of the Contractor or any person acting on the Contractor's behalf.
- 6.2 In the event that the Contractor fails to achieve the required standard and performance as expected by the Employer, the Employer reserves the right to review the contract and not to extend or renew it as per clause 1.1 of this Agreement.
- 6.3 Should the performance of the Contractor not improve in the next three (03) consecutive months, the Employer may terminate this Agreement and the Contractor shall not claim any damages against the Employer in this regard.
- 6.4 Should the quality and standard of the services rendered not be satisfactorily and/or adequate in the opinion of the Employer, the Employer shall have the right to seek the opinion of a properly qualified third party on the matter.
- 6.5 The Employer shall inform the Contractor accordingly about the outcome of the third party's assessment of the situation, and where the quality of the service is indicated to be below acceptable standards, the Contractor shall be instructed to remedy the situation within a period of ten (10) days.
- 6.6 Should the performance of the Contractor not improve in the next three (03) consecutive months, post the assessment report by the third party, the Employer may terminate this Agreement and the Contractor shall not claim any damages against the Employer in this regard.
- 6.7 If the Service Provider breaches any terms in this agreement, the Employer shall be entitled to terminate this contract immediately and have a right to institute civil action against the Service Provider.
- 6.8 In the event that any dispute of any kind whatsoever arises between the Employer and the Contractor as a result of the implementation of this Agreement, the Parties shall make every effort to resolve the matter amicably through mutual consultation.
- 6.9 Should the Parties fail to resolve the dispute by mutual consultation within a period of 30 days, the dispute shall be referred to a mutually acceptable independent and suitably qualified third party for mediation.
- 6.10 In the event that the dispute remains unresolved, the aggrieved Party shall have the right to take any remedial action that may be legally available to it.
- 6.11 The Contractor shall not divulge any information obtained in the execution of any of the terms and conditions of this Agreement to any third parties under any circumstances except with the express written consent of the Employer.
- 6.12 No indulgence, extension or leniency with regard to any of the terms and conditions of this Agreement shall be construed as a waiver of either Party's rights.

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- 6.13 No variation, alteration or amendment to any of the terms of this Agreement shall be of any force or effect unless reduced to writing and signed by both Parties.
- 6.14 The Contractor shall not cede or assign any of its responsibilities in terms of this Agreement without the written consent of the Employer, which shall not be unreasonably withheld.

7.

DOMICILIA CITANDI ET EXECUTANDI

The parties choose the following addresses as their *domicilia citandi et executandi*:

- 7.1 The Employer : Civic Centre
Cnr. Beaconsfield Avenue & Leslie Street
Vereeniging
1930
(016) 450 3000
- 7.2 The Contractor : 22 Serpentine Street
Waldrift
Vereeniging
1938

THUS DONE AND SIGNED AT VEREENIGING ON THIS THE 25 DAY OF JANUARY 2025


.....
MOTSUMI MATHE

AS WITNESSES: 1.....
2.....

THUS DONE AND SIGNED AT VEREENIGING ON THIS THE.....DAY OF JANUARY 2025


.....
BLESSINGS MAZIBUKO

AS WITNESSES: 1. 
2. 

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Sedibeng District Municipality
Ventura Mansions
15 Market Street, Vereeniging
PO Box 471, Vereeniging, 1930
Gauteng, Republic of South Africa
Tel: +27 016 450 4416
E-mail: normanm@sedibeng.gov.za
Website: www.sedibeng.gov.za

Protection Services

Sedibeng District Municipality

MEMORANDUM OF UNDERSTANDING

20 January 2025

The Municipality can confirm that Urban Watch PTY Ltd has been awarded a contract to provision and maintenance of the CCTV Cameras to the Sedibeng District Municipality: Bid: 8/2/2-2024. Accordingly, the Company was appointed on the 11 November 2024 to begin with the installations and maintenance.

PROJECT IMPLEMENTATION PLAN

PHASE 1

(21/01/2025 -12/02/2025)

Main Building, Mayors Parlour & Municipal Precinct

Transportation of equipment on day 01 and day 2

Installation of new equipment.

PHASE 2

(14/02/2025 – 07/03/2025)

Vereeniging Licencing Centre

Installation and removal of old Equipment

PHASE 3

(10/03/2025 -24//03/2025)

Vanderbijlpark Licencing

Installation and removal of old Equipment

PHASE 4

(26/03/2025 -14/04/2025)

Meyerton Licencing Centre

Installation and removal of old Equipment

*Corporate Services to
monitor implementation
closely and report accordingly*

PHASE 5

(16/04/2025 – 09/05/2025)

Fresh Produce Market

Installation and removal of old Equipment

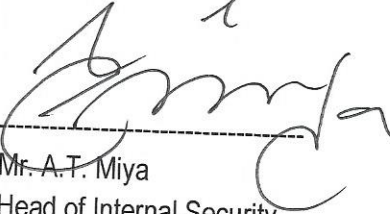
PHASE 6

13/05/2025 – 30/05/2025)

Heidelberg Licencing Centre

Installation and removal of old Equipment

The Company commits to align with the time frame for the project to be implemented; any deviation would be communicated on time.



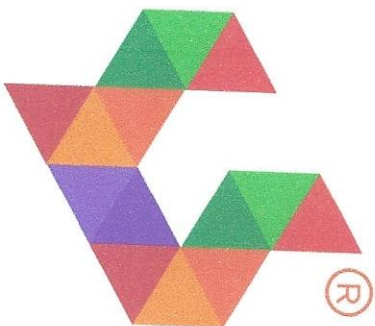
Mr. A.T. Miya
Head of Internal Security



Mr. D.M Radebe
Company Representative.

Witness 1.

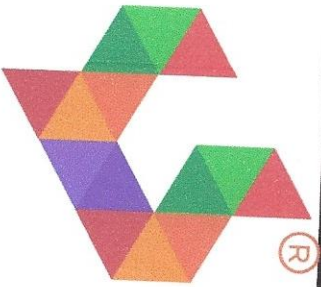
Witness 2.



URBAN WATCH ▲
Wanya Tsotsi

PROJECT EXECUTION PLAN PHASE 1





URBAN WATCH

Wanya Tsotsi

THIS PLAN OUTLINES THE DETAILED STEPS FOR THE INSTALLATION, CONFIGURATION, AND TESTING OF THE CCTV SYSTEM FOR THE SEDIBENG DISTRICT MUNICIPALITY'S MAIN BUILDING, MAYOR'S OFFICE, AND PRECINCT WITHIN THE ALLOCATED 3-WEEK TIMELINE, ENSURING COMPLIANCE WITH THE TENDER SPECIFICATIONS (TENDER NO. 8/2/2/2-2024).

CONTENT INDEX

OBJECTIVES

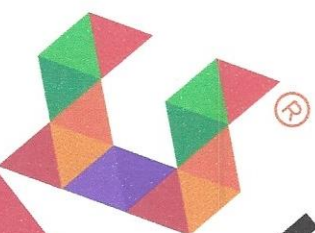
RESOURCE ALLOCATION

RISK MANAGEMENT

DELIVERABLES

TIMELINE

CONCLUSION



URBAN WATCH
Wanya Tsotsi

OBJECTIVES

PHASE 1 (ONE)

SCOPE OF WORK : Installation Repairs and Maintenance of CCTV Cameras and Alarms Responses for Sedibeng District Municipality.

- Deliver a fully functional CCTV system for the Main Building, Mayor's Office, and Precinct, as outlined in the tender.
- Ensure completion within the specified 3-week timeline while meeting all quality and technical requirements.
- Provide on-site training for the use of CCTV cameras and monitoring equipment.



URBAN WATCH
Wanya Tsotsi

The background features abstract geometric shapes in black and red. A large black rectangle is in the top right. A large red triangle is in the bottom right. A black triangle is in the top left. A red triangle is in the bottom left. A thin black line runs horizontally across the middle of the page, starting from the left edge and ending under the word 'LOCATIONS'.

LOCATIONS

FOR ENTIRE PROJECT

LIST OF OFFICES

PHASE 1 - 6

PHASE 1	PHASE 2	PHASE 3
Main Building and Precinct • Location: Vereeniging • Scope: Cameras: 40 cameras (including indoor and outdoor)	Vereeniging Licensing Office • Location: Vereeniging • Scope: 32 cameras, monitoring screens, DVR, enclosure boxes, and power plugs.	Vanderbijlpark Licensing Office • Location: Meyerton • Scope: 12 cameras, monitoring screens, DVR, enclosure boxes, and power plugs.
PHASE 4	PHASE 5	PHASE 6
Meyerton Licensing Office • Location: Heidelberg • Scope: 16 cameras, monitoring screens, DVR, enclosure boxes, and power plugs.	Fresh Produce Market (Teknorama) • Location: Vereeniging • Scope: 32 cameras, monitoring screens, DVR, enclosure boxes, and power plugs.	Heidelberg Licensing Office • Location: Heidelberg • Scope: 16 cameras, monitoring screens, DVR, enclosure boxes, and power plugs.

The background features abstract geometric shapes. A large black rectangle is in the top right corner. A large red triangle is in the bottom right corner. A black triangle is in the top left corner. A red triangle is in the bottom left corner. A thin black line runs horizontally across the middle of the page, starting from the left edge and ending at the right edge of the red triangle.

EXECUTION PLAN

PHASE 1 : MAIN BUILDING, MAYOR'S OFFICE, AND PRECINCT



WEEK 1: PREPARATORY WORK AND GROUND FLOOR INSTALLATIONS:

Day 1-2: Setup and Ground Floor Installation

- Transport all required equipment to the site (e.g., 40 cameras, 2 x 100m HDMI cables, 64 power plugs, 64 enclosure boxes, RG59 cables, etc.).
- Install 9 cameras on the ground floor.
- Set up 1 x 64-channel DVR and 2 x 42-inch monitoring screens in the control room.
- Lay and connect the RG59 and Cat6 cables to ensure optimal data transmission.
- Configure power connections with junction boxes, BNC connectors, and power supplies.
- Begin configuration of the monitoring equipment for live feed visibility.

Outcome:

- Fully installed and operational surveillance system for the ground floor.

Day 3-4: Ground Floor Testing

- Test camera angles and adjust field of view for maximum coverage.
- Check recording functionality and video quality.
- Verify network stability and data transmission using the DVR and monitors.
- Resolve any connectivity or hardware issues identified during testing.

Outcome:

- Ground floor CCTV system ready for integration with upper floors.



WEEK 2: UPPER FLOORS AND MAYOR'S OFFICE INSTALLATIONS

Day 5-6: First and Second Floors

First Floor:

- Install 4 cameras and 4 enclosure boxes.
- Configure connections to the central DVR and switches.

Second Floor:

- Install 3 cameras and 3 enclosure boxes.
- Complete power setup using BNC connectors and RG59 cables.

Testing:

- Test all cameras for clear video feed, recording, and connectivity.

Outcome:

- Fully installed and tested systems on the first and second floors

Day 7-8: Third Floor

- Install 9 cameras (including PTZ cameras) and enclosure boxes.
- Set up additional 8-port PoE switches for power and data.
- Test PTZ functionality, including pan, tilt, and zoom operations.

Outcome:

- Third floor system completed and integrated into the central network.

Day 9-10: Mayor's Office

- Install 8 cameras, 2 x 100m HDMI cables, and configure power connections.
- Conduct preliminary testing for Mayor's Office monitoring system.

Outcome:

- Independent and secure CCTV monitoring system for the Mayor's Office.



WEEK 3: SYSTEM INTEGRATION, FINAL TESTING, AND HANDOVER

Day 11-13: Full System Integration and Testing

- Integrate all cameras and floor systems into the central 64-channel DVR.
- Conduct thorough testing for data transmission, power stability, and recording functionality.
- Simulate real-world scenarios to validate system reliability.

Outcome:

- Fully integrated and operational CCTV system across all areas.



Day 14-15: Client Training and Handover

- Provide hands-on training for Sedibeng staff on the use of monitoring screens, DVRs, and cameras.
- Conduct a walkthrough with municipal representatives to demonstrate system functionality.
- Address any feedback or adjustments required by the client.

Outcome:

- Handover of a fully functional CCTV system with trained municipal staff.



RESOURCE ALLOCATION & RISK MANAGEMENT

RESOURCE ALLOCATION

Personnel:

- 4 Installation Technicians (1 per floor).
- 2 Network Specialists (for DVR and switch configurations).
- 1 Project Manager (for overall coordination).
- 2 Electricians (for power setup and connections).

Tools and Equipment:

- Drills, cable testers, ladders, and network tools.
- Cables, connectors, and monitoring equipment as per tender specifications.

RISK MANAGEMENT

Risk	Mitigation Strategy
Power interruptions	Use backup power sources during installation and testing.
Connectivity issues	Pre-test all network components and cables before deployment.
Physical damage	Use durable enclosures and secure all connections properly.
Timeline overruns	Assign dedicated teams to specific floors for parallel execution.



CONCLUSION



This plan ensures full compliance with the Sedibeng District Municipality's objectives by meticulously addressing all technical requirements and specifications outlined in the tender. By adhering to the highest standards of quality and precision, the project guarantees the delivery of a robust, reliable, and seamlessly operational CCTV system.

Furthermore, the comprehensive execution timeline ensures that the system will be implemented within the designated timeframe, providing the municipality with enhanced security capabilities and long-term value.

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PROJECT TIMELINE

Activity	Duration	Completion Date
Ground Floor Installation	4 days	Week 1, Day 4
First & Second Floor Setup	4 days	Week 2, Day 8
Third Floor and Mayor's Office	4 days	Week 2, Day 10
Integration and Final Testing	3 days	Week 3, Day 13
Client Training and Handover	2 days	Week 3, Day 15

