

QUOTATION NO. RFQ-2025-0579

PROVISION OF CCTV MAINTENANCE SERVICES AT BPC VICINITIES OVER A ONE-YEAR PERIOD

1. Introduction

The CCTV system is a vital component of the facility's overall security infrastructure. Maintaining continuous functionality, optimal performance, and high reliability of all system elements—including surveillance cameras, power supply units, and network equipment—is essential to ensuring operational security. The scope of work includes the servicing of fixed, pan-tilt-zoom (PTZ), and dome-type cameras, as well as associated components such as feeder pillars, network switches, and the Video Management Control Centre (VMCC) located at the BPS Guard House.

This Request for Quotation (RFQ) seeks proposals from qualified and experienced contractors to undertake the comprehensive maintenance of the existing Closed-Circuit Television (CCTV) systems. The objective is to appoint a competent service provider to carry out scheduled preventive maintenance, routine inspections, minor repairs, and 24-hour emergency response support.

This RFQ outlines the required services and performance standards, as detailed in the subsequent sections of this document.

2. General Scope of Work

This Scope of Work covers the scheduled preventive maintenance and inspection of the existing CCTV system, including all surveillance cameras, camera housings, and pan/tilt mechanisms. The Contractor shall also carry out minor corrective repairs and adjustments, as necessary, to ensure the continuous functionality and reliability of the system.

The scope includes maintenance of the following components:

- Fixed, pan-tilt-zoom (PTZ), and dome-type CCTV cameras
- Feeder pillars
- Network switches
- Video Management Control Centre (VMCC) located at the BPS Guard House

In addition, the Contractor shall provide on-call site attendance for emergency fault response and troubleshooting, with the objective of minimizing system downtime and maintaining uninterrupted surveillance operations.

All works shall be performed in accordance with the requirements specified in Schedule 1, including all related devices, components, and systems covered therein.

3. Contractor Responsibilities

The Contractor shall be responsible for the following:

1. *Manpower Documentation.* The Contractor must provide valid documentation confirming that all personnel assigned to perform the services possess appropriate identification cards (IC) and, in the case of foreign workers, valid work permits.
2. *Minimizing Disruption.* The Contractor shall execute all works in a manner that avoids inconvenience to the public and does not interfere unnecessarily or improperly with the operations of BPC or other contractors present on site.
3. *Site Safety Compliance.* The Contractor shall maintain high standards of safety at all times. All personnel must be equipped with appropriate personal protective equipment (PPE) relevant to their tasks. Non-compliance with BPC's safety requirements will result in denial of site access and shall constitute a material breach of contract. Additionally, personnel assigned to service cameras at elevated positions must hold valid Working at Height certification.
4. *Site Cleanliness.* Upon completion of the services, the Contractor must ensure the work site is left in a clean and orderly condition. All residual materials, including packaging, boxes, and other consumables, must be removed from the site.

4. Method

The Contractor shall perform each of the steps outlined in the subsections below, as applicable to the specific time and location of the maintenance activity.

- The Contractor must complete and submit the relevant checklist form provided in this section to the BPC Contract Owner upon completion of the maintenance work.
- Any deficiencies identified during inspection, along with recommendations for repairs or component replacements, shall be promptly reported to the BPC Contract Owner.
- All repair works must utilize materials that have been pre-approved by the BPC Contract Owner.
- If component replacement is required, the Contractor shall coordinate a follow-up visit to the site.
- Scheduling of such works shall be carried out by the Contractor in consultation with the BPC Contract Owner, immediately upon receiving authorization to proceed.

5. Digital CCTV Maintenance Work:

5.1 Fixed Camera, Pan/Tilt Zoom and Pole

- a) Inspect all cables, connectors, and protective coverings between the pole and pan/tilt unit or camera enclosure for signs of abrasion, cracking, or deterioration.
- b) Inspect CCTV metal poles for structural integrity, including cracks, mechanical damage, or corrosion. Check and ensure that enclosure grounding are securely connected
- c) Test pan/tilt, zoom, and focus functions using the controller or via the Video Management System (VMS) at the control room. Ensure that cables do not obstruct camera movement.

5.2 Camera Lens and Enclosure

- a) Clean the lens and enclosure glass plate thoroughly.
- b) Remove any dirt, moisture or foreign substances.
- c) Clean the camera enclosure filter.
- d) Report any visible damage or blockage by other object Clean the enclosure fan assembly.
- e) Confirm proper operation of enclosure's fan and heater.
- f) Check the interior of the enclosure for damage, including insect infestation, lightning impact, or mechanical failure
- g) Check and ensure grounding connections within the enclosure are secure.
- h) Report any visible damage or obstruction, such as blockage by tree branches or other objects.

5.3 Dome Camera Lens and Housing

- a) Clean the camera lens (eyeball).
- b) Clean both the interior and exterior surfaces of the dome cover.
- c) Remove any dirt, moisture or foreign substances.
- d) Inspect the dome interior for damage, including insect infestation, lightning impact, or mechanical failure.
- e) Report any visible damage.

5.4 VMS System

- a) Check and clean the Server, Client PC and monitor.
- b) Perform diagnostic check on the server, including hard disk capacity and data storage status.
- c) Check disk usage, monitor RAID Alarms, and update VMS application and firmware as applicable.
- d) Check remote management tools and identify any hardware errors.

6. Emergency and/or Unplanned Repair Services

The Contractor shall respond to equipment breakdown calls within a reasonable time frame, i.e., within one (1) working day from the Client's notification. For critical sites, including the Administration Building, Substations and Control Rooms at Berakas, Gadong, and Jerudong, the Contractor shall endeavour to respond immediately or with minimal delay.

In the event of an emergency equipment breakdown or an unplanned requirement for repair Services, the Contractor shall immediately respond to the Client's notification and verbally confirm their ability to perform the required Services.

- Upon confirming their availability, the Contractor shall promptly mobilize and commence the Services in accordance with the start date and time mutually agreed with the Client.
- Within three (3) working days from the commencement date, the Contractor shall submit a formal written quotation to the Client. The quotation shall specify the scope and cost of the Services, based on the applicable rates listed in Annex 1 Rates. The Client shall confirm the repair Services by issuing a Purchase Order to the Contractor, attaching the accepted quotation thereto.
- In the event the Contractor is unable to undertake the required repair Services, the Contractor shall provide the Client with a written explanation on the same day, clearly stating the reasons for non-availability, which may include but are not limited to manpower constraints, conflicting obligations, or other justifiable circumstances.
- For emergency equipment breakdown or an unplanned requirement for repair Services at critical sites, if the Contractor fails to confirm their availability to undertake the repair Services within one (1) hour of the Client's notification, this will be deemed as a refusal by the Contractor to perform the Services. Such refusal shall be formally recorded and communicated in writing by the Client to the Contractor.

The Contractor shall maintain comprehensive and accurate records of all maintenance and repair activities performed under this Contract, including details of procedures undertaken, observations, and findings. A maintenance record report, duly verified by the Client's authorized representative, shall be submitted as supporting documentation with each invoice issued for the payment.

7. Non-Performance by the Contractor

The Client reserves the right to terminate this Agreement, with immediate effect if the Contractor fails to perform obligations under this Agreement and has received three (3) notices regarding such non-performance. Non-performance shall include, but is not limited to, the following:

- *Failure to provide satisfactory Service*: e.g., insufficient resource, including qualified personnel, appropriate tools, testing instruments, and replacement parts, necessary to undertake the Service which caused substantial delays or adversely impacted the Client's smart meter implementation program.
- *Property damage*: damage to customer's property or to Client-owned plant/equipment caused directly or indirectly by the Contractor's workmanship
- *HSE infractions*: unsafe work practices, and/or failure to comply with the Client's HSE procedures;

Schedule 1:

Gadong Power Station: -

No.	Items	Qty	Unit
1	Fix camera: WV-SPN631(Panasonic)	47	ea.
2	PTZ camera: WV-SW598 (Panasonic)	1	ea.
3	Feeder Pillar (POE switch (MOXA EDS-P510A), optical patch rack, POE Power Supply unit)	5	set
4	CCTV Pole	23	ea.
5	VMS Server: Video Insight 7.5 (Panasonic)	1	set
6	Client PC	1	set

Jerudong Power Station: -

No.	Items	Qty	Unit
1	Fix camera: WV-SPN631(Panasonic)	39	ea.
2	PTZ camera: WV-SW598 (Panasonic)	1	ea.
3	Feeder Pillar (POE switch (MOXA EDS-P510A), optical patch rack, POE Power Supply unit)	5	set
4	CCTV Pole	17	ea.
5	VMS Server: Video Insight 7.5 (Panasonic)	1	set
6	Client PC	1	set

Berakas Power Station (including Orogen Plant, Stores & BPC Admin Building)

No.	Items	Qty	Unit
1	Fix camera: WV-SPN631(Panasonic)	110	ea.
2	PTZ camera: WV-SW598 (Panasonic)	3	ea.
3	Dome camera: WV-SFN631L (Panasonic)	2	ea.
4	Feeder Pillar (POE switch (MOXA EDS-P510A), optical patch rack, POE Power Supply unit)	15	set
5	CCTV Pole	16	ea.
6	VMS Server: Video Insight 7.5 (Panasonic)	1	set
7	Client PC	2	set

Annex 1 Rates

- 1) The bid price for the works represents the full cost to BPC for the performance and delivery of the works by the Contractor. The rates in these bills shall include supply of materials, labour costs to operate, temporary works or any other PPE and safety training costs deemed necessary to complete the works.
- 2) No modifications or deviations are permitted without the prior written approval of the Client. The Contractor shall allow for any costs associated with limited or restricted working hours imposed by the Client and daily assembling, dismantling and re-mobilisation of manpower and equipment to the site.
- 3) A site visit is mandatory prior to submitting this RFQ. The Contractor is strongly advised to visit the site to fully comprehend the scope of work. No claims will be entertained for any inaccuracies or insufficient information provided after bid submission.
- 4) The Contractor's bid price shall be in full compliance with all relevant HSE rules and regulations implemented by BPC and Government Authorities. Bidders are also required to comply with BPC's safety and environmental guidelines throughout the project.

Part 1 – Bi-Annual CCTV Maintenance Works

Item	Equipment Location / Description	Qty	Unit	Unit Rate (BND)	Total Amount (BND)
1.	Supply all necessary skilled manpower, tools, equipment, materials, and any ancillary items and services required to carry out the complete bi-annual maintenance procedures for all surveillance CCTV systems, in accordance with the scope of work and technical specifications outlined in Schedule 1.	2	lots		
2.	Optional Contract extension for a further twenty-four (24) months, covering the continued provision of skilled manpower, tools, equipment, materials, and any ancillary items and services necessary to fully carry out the bi-annual maintenance procedures for all surveillance CCTV systems, as detailed in Schedule 1 and Scope of Work Items 1 to 4.	4	lots		

Part 2 – Rates for Call-Out Services

Item	Equipment Location / Description	Qty	Unit	Unit Rate (BND)	Total Amount (BND)
1.	Provision of 24-hour call-out service for a period of twelve (12) months. The unit rate shall be based on a per on-site call-out field trip basis. All call-out services shall be performed in accordance with the requirements specified under Scope of Work Items 2 to 6.	per	no.		
2.	Optional Provision of 24-hour call-out service for an additional period of twenty-four (24) months. <i>The unit rate shall be based on a per on-site call-out field trip basis. All services shall be carried out in accordance with the requirements specified under Scope of Work Items 2 to 6</i>	per	no.		

Part 3 – Rates for Replacement Works

Item	Equipment Location / Description	Qty	Unit	Unit Rate (BND)	Total Amount (BND)
1.	Provision of skilled manpower, tools, and equipment for the supply and repair of the following items/systems during the twelve (12) month contract period. <i>Note: Bidder shall refer to Scope of Work items 2 to 6 for detailed requirements and specifications.</i>				
	a. Replacement of surge arresters, including removal of faulty units and installation, testing, and commissioning of new units to ensure proper protection of the CCTV system	per	no.		
	b. Replacement of CCTV camera, including camera housing, and re-positioning of the camera unit as required to restore full functionality and coverage.	per	no.		
	c. Replacement of network switches and/or Power over Ethernet (PoE) switches, including all necessary configuration and testing to ensure proper integration and functionality within the CCTV system	per	no.		
	d. Supply and replacement of network cables, including all necessary termination, labelling, and testing.	per	m		
	e. Supply and replacement of fibre optic patch cords (LC/ST connectors, duplex, single-mode, 3-meter length), including proper installation, termination, and testing.	per	set		
2.	Optional Provision of skilled manpower, tools, and equipment for the supply and repair of the following items/systems for further twenty-four (24) month contract period. <i>Note: Bidder shall refer to Scope of Work items 2 to 6 for detailed requirements and specifications.</i>				
	a. Replacement of surge arresters, including removal of faulty units and installation, testing, and commissioning of new units to ensure proper protection of the CCTV system	per	no.		
	b. Replacement of CCTV camera, including camera housing, and re-positioning of the camera unit as required to restore full functionality and coverage.	per	no.		
	c. Replacement of network switches and/or Power over Ethernet (PoE) switches, including all necessary configuration and testing to ensure proper integration and functionality within the CCTV system	per	no.		
	d. Supply and replacement of network cables, including all necessary termination, labelling, and testing.	per	m		

Item	Equipment Location / Description	Qty	Unit	Unit Rate (BND)	Total Amount (BND)
	e. Supply and replacement of fibre optic patch cords (LC/ST connectors, duplex, single-mode, 3-meter length), including proper installation, termination, and testing.	per	set		

(Signature and Company Stamp)

Date: _____

Name :
Position :
Company Name :
Address :
Telephone No. :
E-mail address :