

### **3.1.3 EXTENT OF THE WORKS**

**3.1.3.1 Work items to be carried out under this contract is as detailed in this document and includes the following:**

#### **3.1.3.1. 1 Responding to service request (eg C3 notifications)**

The Contractor is required to respond to the service requests within the timeframes stated in the Water and Sanitation Department Customer Service Charter for the Provision of Water and Sanitation Services, as detailed in Annex 6.

For each service order executed, there must be photographs taken before commencement of work. The Contractor must take photographs that clearly capture the works during execution and after completion. All photographs must be attached to the service request of those works projects/orders as evidence to illustrate works executed. There must be photographs taken when the work to be executed is exposed, before the work is executed. During photograph must capture all the works executed and the after photograph shall be taken when the work is covered up and reinstated. Only once this has been complied with will payment be processed. Should any service request not have a photograph attached to it, it shall be set aside until such has been provided otherwise no payment will be made. Where the Contractor is claiming for works that were not captured in the photographs submitted no payment will be made. The completed works must be verified by a trade tested plumber and proof of verification to be uploaded with each service request as part of supporting documentation prior to submitting request for payment for the applicable works.

Service requests may include any works related to maintenance of water meter and associated works. This includes site clearance, removing and reinstating road surfaces to match existing, etc, excavations, keeping excavations free of water, risk of collapse, meter and/or pipework repair works, meter and/or pipework replacement works, meter and/or pipework relocation, backfilling with import materials, compacting and reinstating road surfaces. The Contractor shall supply materials required to successfully complete the services orders except meters which will be supplied by the employer. The contractor is to supply and place precast concrete slab under the meter as support. The concrete slab shall be 400mm x 400mm x 50mm thick precast concrete slab with 30mpa strength. During meter replacement or relocation, if the area is soft surface (for example loose sand, grass), the contractor is to cast 500 x 500 x 75mm concrete slab around the top of the meter and in line with employer's instruction for support. Where the meter is inside private property, the contract to seek permission from owner or occupant before casting concrete on the surface.

The contractor shall allow for reserving required meters in accordance with employer's process in the submitted rates. The rates submitted shall include all cost and expenses in relation to collecting the meters from the employer's storage facilities, safely storing the meters at the contractor's local office until they are installed or returned to the employer's facilities.

On instruction from the Employer, uninstalled meters and used parts to be returned to the employer's facilities. The Contractor shall ensure that legislation and the employer's policies and instructions are adhered to when transporting materials. Meters removed for testing are to be handed over to the employer's representative at the relevant site after it has been removed. It is the responsibility of the contractor to ensure that they agree a time with the employer's representative.

#### Visiting a property identified with a high water consumption

As and when required, the employer will distribute a list of high consumption users to the Contractors. The Contractor will be required to visit a property identified with a high water consumption to investigate possible cause (for example any potential leaks, defective taps, damaged pipes, geysers, meter, etc), accurately record findings, take supporting photographs and make recommendations. Where instructed by the employer, to repair all plumbing works identified to be defective with the aim of reducing the high water consumption. Photographs of before, during and after the works are completed must be taken and submitted with the completion report and payment documentation. Where the Contractor is claiming for works that were not captured in the photographs submitted no payment will be made. The completed works must be verified by a trade tested plumber and proof of verification to be uploaded with each service request as part of supporting documentation prior to submitting request for payment for the applicable works.

#### Communication using professional communication expert

When pricing, the contractor to take note of the following:

Where instructed by the employer, communication (through the use of the appropriately qualified/ suitable communication expert) with the owner of the property and distribution of educational material and pamphlets when Contractor is visiting identified properties.

On instruction from the employer, prior to work being undertaken in any area, the professional service provider for communications, engages with the relevant ward councillors and community bodies to inform of the intended process. Where required, identify suitable candidates from the community who can be trained and redeployed to assist with some of the key components of the project (education and awareness, basic leak repair support etc.). Regular feedback on matters arising within the community as a result of the project intervention must be communicated to the correct channels within the community. Should any form of resistance arise from within the community, this must immediately be brought to the attention of the ward councillor and Employer's agent, in order for them to action timeously.

#### Provide proof of pressure tests at a property

When instructed by the Employer, the Contractor is to complete pressure test at the property. In order to claim for this item, the Contractor is to provide proof of pressure tests at a property.

#### **3.1.3.1.2 Attending training**

The Employer's agent will as and when required invite the contractor's personnel to undertake specific training relevant for successful delivery of the contract and customer satisfaction. This training may take place anywhere within the boundaries of City of Cape Town.

The contractor to take note of the above when pricing.

#### **3.1.3.1.3 Providing "As Built" data**

On instruction from the employer's agent, the Contractor will be required to submit accurate "As Built" information of the completed service requests to the Employer's Agent. The "As Built" information must be verified by a registered Civil Engineer.

#### **3.1.3.1.4 Compliance with the Environmental Management Plan**

The Contractor shall comply with Environmental Management Plan. The Contractor shall take particular note of the environmental requirements contained in the Environmental Specifications in Part C3.5: Management.

Personnel and plant shall not enter property beyond the road reserve boundary irrespective of whether or not the boundary is fenced. The Contractor shall take every precaution to avoid damage to vegetation within that area of the road reserve which falls outside the designated work area. Any damage caused is to be repaired at the Contractor's expense.

Storage and stockpiling of materials within the road reserve will not be permitted without the written consent of the Employer's Agent. Excess material from excavations and waste material shall be cartaway and spoiled off site at suitable locations.

The rates tendered shall make allowance for compliance with the environmental management requirement. All costs incurred by the Contractor in complying with this requirement shall be deemed to be included in the rates in the schedule of rates and no additional payment shall be made in this regard.

#### **3.1.3.1.5 Compliance with Health and Safety Requirements**

The Contractor shall comply with all the applicable requirements of the Occupational Health and Safety Act and Regulations. Prior to commencing construction works, the Contractor shall submit a general Health and Safety master file and an Asbestos Work Plan, all compiled in accordance with the Health and Safety Specifications in C3.5: Management to the Employer's Agent for approval. The Contractor may not commence construction without the Employer's Agent's approval of the Health and Safety master file and the Asbestos Work Plan.

The Contractor must compile site specific health and safety risk assessment and method statement. The findings to be included in the health and safety report issued to the Employer as part of risk management.

The Contractor shall carry out regular inspections and audits to ensure that the work is being performed in accordance with the requirements of this specification.

The rate for health and safety requirements in the schedule of rates must allow for all costs and expenses in connection with the compliance with the Occupational health and Safety Act No. 85 of 1993 and Construction regulations 2014.

All costs incurred by the Contractor in complying with all health and safety requirements shall be deemed to be included in his rates in the schedule of rates.

The Contractor will not commence with the contract without the HHTs as this is an integral part of the contract. All software installed on the HHTs by the City of Cape Town will remain the property of the City of Cape Town and will be relinquished at the end of the contract or as determined by the City of Cape Town. The Contractor shall safeguard all software supplied and shall only use such software in the execution of the contract. Should it be found that the Contractor or his staff has abused the software for personal gain the Contractor shall be penalised the sum of R5 000 per incident and shall cover the cost of the illegal use of water consumed. NOTE: THIS PROCESS WILL SUPERSEED THE ADMINISTRATIVE PROCESS MENTIONED ABOVE, unless stated otherwise by the project manager at award of the contract.

All works completed under this contract are to be recorded on the mobile device which forms an integral part of the mobility solution.

The rates tendered shall make allowance for compliance with mobility solution requirement including providing all required devices . All costs and expenses incurred by the Contractor in complying with mobility solution requirement shall be deemed to be included in the rates in the schedule of rates and no additional payment shall be made in this regard.

- (b) In principle, Mobility will have the following steps:
- i. The Contractor will receive a Service Order through the Works Order Portal of City of Cape Town.
  - ii. Contractor to assign Service Orders to their teams for installation (and plumbing if required)
  - iii. Contractor to capture data on their devices as per City of Cape Town Mobility process (pre, during, after installation etc.)
  - iv. Once work in the field is completed, it will be placed in a verification lot, on which the City of Cape Town will do inspections (a sample of 5% for field work completed).
  - v. Once the samples have been quality checked and (All) passed, the lot will be approved and the Contractor can invoice.

**NB: It is important to note that all works forming a selected samples must pass. Should any of the works fail, a new sample will be selected and steps iv and v above repeated. Should any of the works forming part of the second sample fail, the Contractor will inspect all field work for completed service orders that come from this verification lot and do corrective measures.**

**Once confirmation is received from the Contractor that he/she is ready for inspection by the employer, a third sample will be selected and steps iv to v above repeated. Should any of the works forming part of the third sample fail, a penalty of R2000 per failed service order will be imposed to the contractor. This will apply to the fourth sample.**

**If 5 samples from the same lot fail, the works will be rejected and no payment made.**

#### **3.1.3.4 SERVICE ORDER DETAILS**

Existing meter, final reading new meter reading setting, installation date, location of the new meter whether on property or on the footway and any other additional information obtained on site must be recorded in the long text of the physical service order.

Any missing information not provided shall be rejected and only such time when it is corrected shall the invoice be approved and processed for payment.

Should the quantities on the invoice not be congruent to the number of service orders linked to it, it shall be put aside and Contractor shall be communicated to by the City officials to resolve the issue.

#### **3.1.3.5 DAYWORKS AND PLANT CHARGES**

This shall only be paid for if a written works instruction, issued by the Employer's Agent, is accompanied with the invoice illustrating the additional work. Day works shall be reflected separately and payment will only be made once the additional work has been measured and checked by an official of the City of Cape Town in conjunction with a representative of the contractor.

Please note that the site instruction shall be issued on its merits. No blanket site instructions shall be given except for new developments or where the work is clustered in one area, unless otherwise instructed by the Employer's Agent.