

## **SPECIFICATION: PLUMBING REPAIR & MAINTENANCE WORK (AS AND WHEN REQUIRED)**

### **1. Scope Of Work**

The scope of the work / services to be provided by the contractors is as follows:

Human Sciences Research Council (HSRC) Facilities Management is looking to appoint 1 x service providers to undertake and perform plumbing repair & maintenance at HSRC Building in the Pretoria CBD for a period of 12 months

Carry out planned maintenance and corrective maintenance plumbing to building components and infrastructure.

Plumbing repairs & Maintenance Works in this contract will include but not limited to

- Cleaning Sewer line and septic Repairs & maintenance
- Industrial water pipe repairs & maintenance
- Gutters and down pipes repairs & maintenance
- Ablution facilities water network maintenance
- Storm water, manholes and drainage goods maintenance
- All flushing roof repair & maintenance

The scope also includes a 24hr, Monday to Sunday emergency standby service as and when required by HSRC . Contract duration will be for 12 months from the time of accepting the appointment.

As part of the administration claims shall be submitted timeously and the following documentation must be provided in support of a claim

- a) completed job cards indicating location, dates, personnel, times worked and travelling information
- b) records of material receipts for material purchased and used in this contract (only for material not priced for in the Pricing Schedule)
- c) Invoices for services outsourced/hired under this contract

#### **Definitions**

*Facilities Manager:* A manager of HSRC responsible of building and infrastructure portfolio or any person authorised to act in that capacity.

*Normal Working Hours:* Hours of work as determined by a wage regulating measure or statutory enactment for any trade or activity, during which the basic minimum rate of pay is applicable and excludes all time for which a higher rate of pay is obligatory. Where no wage regulating measure is in force, the hours will be 07h00 to 17h00 Mondays to Fridays excluding a daily meal break.

*Contractor:* Successful tender who is appointed by HSRC and will be responsible to carry out the works as per this specification.

#### **Maintenance References**

All plumbing works will be in accordance with the following publications

- SABS 0400 other applicable Code Of Practices
- OHS Act 85 of 1993 as amended and
- Other applicable Municipal By-Laws and Regulations

## 2. Maintenance

All planned work will be carried out during normal working hours at the cost tendered for in the Bill of Quantities. Visits to the premises will be as scheduled for the contractor to carry out maintenance work as per the specification. Sites have visitors book which is to be properly completed by the Contractor on every visit and the reason for the visit recorded in the book.

The Contractor shall produce and issue to HSRC a written report or service sheet of any testing, inspection, examination, investigation and/or assessment undertaken and execution of any repairs by the Contractor. Reports will highlight

- the type of work or service done
- problems experienced
- results of inspection
- faults found and their priority thereof

Quotations for any corrective work required shall be submitted to HSRC and on the approval of such quotations the Contractor will correct or repair accordingly.

HSRC reserves the right to conduct an independent safety and quality audit to be carried out on the work completed by the contractor. The contractor shall provide his own quality controls to ensure compliance with the specifications and any changes to legislation or regulations applicable. Possible modernisation products to upgrade or to improve the reliability and performance of the installation will be brought to HSRC for consideration.

The contractor will sign a service level agreement with the HSRC. The performance of the Contractor will be discussed on the monthly basis at meetings scheduled to sit at HSRC offices.

Performance Items to be discussed will include:

### Services Measure and Expectations

- Contract Performance
- the number of breakdowns for specific period
- the turnaround time to attend to emergency call-outs
- planned vs. actual progress
- submission of reports, invoices and other administration duties
- payment of invoices

### Response Times for:

- Emergencies – within 3hrs
- Urgent - within 5hrs
- Non-Urgent - within 24hrs

## 3. General Information

The contractor shall be or have in his employment qualified Artisans with plumbing COC card leading maintenance teams, proof of qualifications for maintenance team leaders shall be provided on request.

The Contractor must have the capacity to be able to work on more than one site at any given time.

Where day to day repairs is to be undertaken, the Contractor shall first estimate the labour and material cost based on the schedule of prices, before proceeding with the job.

All material removed to be returned to HSRC unless otherwise stated.

- Safety – the contractor will at all times ensure that work is performed in accordance with all the prescribed legal prescripts.
- NB: No work is to be done without approval of Safety File and valid signed site access certificate being issued to the contractor. No Contractor will be allowed on site without having attended the safety Induction training and proof is to be submitted to the Project Manager
- Response time – if an appointed service provider as per the General provisions of the As and When fails to adhere to the priority levels as prescribed HSRC Facilities department hereby reserves the right to penalise the

service provider a penalty fee of 10% of the value of the work and if this provision is continually being violated the contract will be terminated.

- Proof of Work done> the contractor will provide photos of before/during and after work completed with claim submitted. Photos can be submitted electronically.
- Qualified personnel- It is a requirement that personnel performing/overseeing works issued to the contractor be qualified Artisan in specific Trade.

#### 4.Mandatory requirements

- CIDB grade 2SO or higher
- Valid COIDA, issued by the department of Labour South Africa
- Proof of Public Liability Insurance of not less than R1 000 0000.00
- Plumbing Company Registration with Plumbing Industry Registration Board (PIRB), kindly submit a valid certification
- Company profile demonstrating the number of years in the Plumbing Industry with a minimum two years
- Attach at least brief resume of two Staff members. -Attach Certificate of Qualified Plumber(Artisan or Trade test) Or Attach any related qualification or certificate in Plumbing Services (Plumbing Industry Registration Board PIRB)
- Attending Mandatory Site Inspection at 134 Pretorius Street, HSRC Building, Pretoria

#### 5.EVALUATION METHODOLOGY

##### 80/20 Preference Point System (80: Price; 20: Specific Goals)

#	Criteria	Weight	
1	<p><b>Company Experience:</b> Bidder must demonstrate the depth of experience and expertise in Plumbing Services.</p> <p>Must be accompanied 3 relevant Reference letters not older than 5 years, reference letter must be on clients letterhead, signed and dated</p> <ul style="list-style-type: none"> <li>• 1 relevant reference letter on clients letterhead, signed and dated: <b>5 points</b></li> <li>• 2 relevant reference letter on clients letterhead, signed and dated: <b>15 points</b></li> <li>• 3 relevant reference letter on clients letterhead, signed and dated: <b>20 points</b></li> </ul>	20	
2	<p><b>Capacity</b> -Attach at least a brief resume of two Staff members. -Attach Certificate of Qualified Plumber(Artisan or Trade test) Or Attach any related qualification.</p> <p>Combine experience of technicians will be awarded points as follows:</p> <ul style="list-style-type: none"> <li>• 1-2 year experience:<b>5 points</b></li> <li>• 3-4 years' experience: <b>10 points</b></li> <li>• 5-7 years' experience: <b>20 points</b></li> <li>• Above 7 years' experience: <b>30 points</b></li> </ul>	30	

3	<p><b>Support, Services and Maintenance</b> -Fault Responding procedure(including weekends) -Technical Assistance Response Time -Warranty Period for Spare Parts &amp; Services,</p> <p><b>Maintenance:</b> Proactive, scheduled routines aimed at keeping systems functional and preventing failures <i>before</i> they happen (e.g., physical facility upkeep): <b>30 points</b></p> <ul style="list-style-type: none"> <li>• Excellent-<b>21-30 points</b></li> <li>• Good-<b>11-20 points</b></li> <li>• Fair -<b>1-10 points</b></li> <li>• Poor <b>0 points</b></li> </ul> <p><b>Support:</b> Focuses on user-facing assistance, troubleshooting, and resolving ad-hoc issues as they occur: <b>10 points</b></p> <ul style="list-style-type: none"> <li>• Excellent-<b>8-10 points</b></li> <li>• Good-<b>5-7 points</b></li> <li>• Fair -<b>1-4 points</b></li> <li>• Poor <b>0 points</b></li> <li>•</li> </ul> <p><b>Services:</b> Respond to job cards, response times:<b>10 points</b></p> <ul style="list-style-type: none"> <li>• Excellent-<b>8-10 points</b></li> <li>• Good-<b>5-7 points</b></li> <li>• Fair -<b>1-4 points</b></li> <li>• Poor-<b>0 points</b></li> </ul>	50	
TOTAL		100	

**Minimum threshold: 70%. Bidders who fail attain minimum threshold will not be evaluated on the second stage (Pricing and specific goals).**

## Pricing Schedule

### Pricing Schedule 1

#### Unplanned Maintenance Costs

Emergency call outs

Where applicable, the following rates shall apply for the purpose of calculating any amounts owing in terms of this Agreement:

a) LABOUR, NORMAL TIME:

Normal time: 07h00 to 18h00

Qualified Technician with assistant

R ..... per hour

Additional assistant

R ..... per hour

b) LABOUR, OVERTIME:

Overtime:

Weekdays 18h00 to 07h00

Weekends and Public Holidays

Qualified Technician with assistant

R ..... per hour

Additional assistant

R ..... per hour

c) TRANSPORT:

Cost in excess of 50km return trip

R ..... per Kilometre

### Planned Maintenance Costs Schedule 2

Where applicable, the following rates shall apply for the purpose of calculating any amounts owing in terms of this Agreement:

a) LABOUR, NORMAL TIME:

Normal time: 07h00 to 18h00

Qualified Technician with assistant

R ..... per hour

Additional assistant

R ..... per hour

b) LABOUR, OVERTIME:

Overtime:

Weekdays 18h00 to 07h00

Weekends and Public Holidays

Qualified Technician with assistant

R ..... per hour

Additional assistant

R ..... per hour

c) TRANSPORT:

Cost in excess of 50km return trip

R ..... per Kilometre

#### Planned maintenance duties

- Unblock sewage pipes
- Remove and services sewage pumps
- Clean sewage pit once every month

