

DESCRIPTION	JOB DESCRIPTION
RFQ TO APPOINT SERVICE PROVIDER TO MAINTAIN AND REPAIR THE QCTO GENERATOR FOR THIRTY-SIX (36) MONTHS	The purpose of this Request for Quotation (RFQ) is to appoint a suitably qualified and experienced service provider to provide comprehensive maintenance and repair services for the existing generator installed at QCTO premises for a period of thirty-six (36) months. The scope of work includes, but is not limited to, the following: The appointed service provider shall: • Conduct planned preventative maintenance in accordance with the manufacturer's maintenance schedule and industry best practices. • Perform routine inspections, testing, cleaning, lubrication, and calibration of the generator and related components. • Replace consumables, including oil, oil filters, air filters, fuel filters, coolant, belts, batteries, and other service items as required. • Inspect and test the Automatic Transfer Switch (ATS), control panels, electrical connections, and protection systems. • Ensure that the generator remains in optimal operating condition at all times. 2. Corrective Maintenance and Repairs The service provider shall: • Investigate, diagnose, and repair all generator faults, failures, and operational deficiencies. • Supply and install replacement parts required to restore the generator to full functionality. • Repair or replace defective mechanical, electrical, and control system components. • Ensure that all repairs are carried out by qualified technicians using approved parts and materials.

3. Emergency Breakdown Support

The service provider shall:

- Provide 24-hour emergency call-out support, including weekends and public holidays.
- Respond to breakdowns within the agreed Service Level Agreement (SLA) response times.
- Attend to emergency repairs promptly to minimise generator downtime.
- Provide technical support and fault-finding services when required.
- Experience with diesel generators, automatic transfer switches (ATS), control systems, and associated electrical infrastructure.

4. Testing and Performance Verification

The service provider shall:

- Conduct periodic operational and load tests to confirm generator reliability and performance.
- Verify the effectiveness and functionality of all control, alarm, and protection systems.
- Perform post-repair testing to ensure that repaired components function correctly.
- Certify the generator as operational following major maintenance or repair work.

5. Spare Parts and Consumables

The service provider shall:

- Supply all necessary spare parts, components, and consumables required for maintenance and repairs.
- Ensure that replacement parts are genuine Original Equipment Manufacturer (OEM) parts or approved equivalents.
- Maintain adequate stock levels of critical spare parts to reduce equipment downtime.

6. Compliance and Safety Requirements

The service provider shall:

- Comply with all applicable legislation, regulations, standards, and occupational health and safety requirements.

- Ensure that all personnel assigned to the contract are competent, trained, and suitably qualified.
- Adhere to QCTO security, safety, and access control procedures when performing work on-site.
- Provide all necessary safety documentation and certificates where applicable.

Reporting and Contract Management

The service provider shall maintain:

- Submit a maintenance schedule at the commencement of the contract.
- Provide detailed service reports after every maintenance visit, repair, inspection, or call-out.
- Maintain a service logbook detailing all maintenance activities, faults, repairs, and replaced components.
- Submit monthly or quarterly performance reports indicating generator availability, maintenance activities, breakdown incidents, response times, and corrective actions taken.
- Attend review meetings with QCTO representatives as required.

6. Key Project Personnel

- 1x Certified Electrical Technician
- The Electrical Technician must have a minimum of five (5) years/ more of experience in the maintenance service of the generator system/ on any related service.
- The Electrical Technician must have NQF level 5 or higher in electrician or a related qualification for generator service.
- **Please attach the CV with the required Certificates and qualification copies.**

7. Supplier's Compliance Documents

- The supplier must provide liability insurance cover.
- The Supplier must provide reference project letters completed within the last five (5) years.

8. The Supplier's Health and Safety Compliance

- Health and Safety Policy
- Risk Assessment and Method Statements
- Proof of compliance with Occupational Health and Safety legislation
- Maintenance and Service Safety plan

	• All used oil and waste materials to be disposed of in accordance with environmental regulations. 9. Product Compliance • Compliance with relevant SANS, ISO, IEC, and OEM standards • Product warranties and guarantees. • Factory test certificates #NB. COMPULSORY SITE VISIT
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Signature

15 September 2026

Date