

TERMS OF REFERENCE

MAINTENANCE / EMERGENCY REPAIRS AND WET SERVICES

The HSRC Cape Town Office at The Yacht Club, 2 Dockrail Road, Foreshore requires the services of a registered plumber to provide installation, maintenance and repairs of any plumbing or water-related facilities over **three (3) years**.

BACKGROUND

The Human Sciences Research Council (HSRC) is a research organisation that advances social sciences and humanities for public use. The HSRC subscribes to the values of good governance, accountable public administration and sound management of the resources as reflected in the Public Financial Management Act of 1999 (PFMA as amended by Act 29 of 1999) and other laws and regulations applicable to public administration.

Established in 1968 as South Africa's statutory research agency and has grown to become the largest dedicated research institute in the social sciences and humanities on the African continent, doing cutting-edge public research in areas that are crucial to development.

Our mandate is to inform the effective formulation and monitoring of government policy; to evaluate policy implementation; to stimulate public debate through the effective dissemination of research-based data and fact-based research results; to foster research collaboration; and to help build research capacity and infrastructure for the human sciences.

SERVICE REQUIREMENT

The purpose of this bid is to secure the services of a Plumbing service provider that would be able to successfully maintain the plumbing facilities at the HSRC Cape Town Office. The Estimated start date of the services is **01 November 2025**

The HSRC requires the services of a Plumbing service provider to conduct routine maintenance and emergency repairs to any plumbing and water-related facilities in the building such as faulty domestic, sewerage and stormwater pumps, leaking or burst water pipes, broken toilet facilities, flooding response, etc. but not limited to such facilities and equipment.

Scope of Work

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

- General plumbing maintenance works in this contract will include but not limited to
- Leak detections
- Block pipes
- Block toilets
- Installation and maintenance – Hydro boils

Response to Call Outs

The Service Provider will at all time respond to emergency call outs as requested by the HSRC. The Service provider will respond to emergency call outs/technical problems reported to them within reasonable period (12 hours) unless they are major plumbing problems

Ad hoc call outs before midday:

- Response must be the same day and repairs must be within 6 hours.

Ad hoc call outs after midday:

- Response must be within 24 hours.

The response must indicate the following:

- Call out fee
- Call out fee after hours (including weekends/p/holidays)

Operating Hours

The service provider will be required to provide services as per the request of the HSRC during and out of working hours. The service provider will be required to be available to provide services 365 days a year (including public holidays) all hours

MANDATORY REQUIREMENTS:

- a) Compulsory site visit (Service providers to sign attendance register)
- b) A minimum of three (3) recent, relevant, valid, and contactable references is required. Reference letters must be no older than three years, dated, signed by the client, and provided on the client's official letterhead.
- c) The company must be a Registered member of IOPSA (The Institute of Plumbing SA) or similar – provide valid proof.
- d) Proof of Public Liability Insurance of not less than R100 000.00 per occurrence.
- e) The company or the plumber must have a valid Plumbing certificate.
- f) CIDB Grading 1SO or higher

Pricing schedule for unplanned maintenance

	Year 1	Year 2	Year 3
Rates per hour during office hours (08:00 to 17:00)			
Rates per hour-afterhours (from 17:01 including public holidays)			
Transportation rates-(only above 50km to and from the supply base)			
Call out fee			