



## **RE-ADVERT CD 67/2021**

**Repairs, maintenance, servicing, replacement, supply and installation of air-conditioning, refrigeration units and extractor fans**

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## 1. INVITATION

CENTLEC (SOC) Ltd, a Municipal Entity distributing electricity in Mangaung and other Municipalities, invites suitable professional service providers for the repairs, maintenance, servicing, replacement, supply and installation of air-conditioning, refrigeration units and extractor fans for CENTLEC's owned, rented offices and sites for a period of thirty-six (36) months.

## 2. MINIMUM SUBMISSION REQUIREMENTS

**Any omission of the below listed items would render and automatic disqualification**

- 2.1 Supply unique security personal identification number (PIN) and/or original TAX Clearance Certificate for TAX compliant status.
- 2.2 Supply municipal services (water, sanitation, rates and electricity) clearance certificate or Lease Agreement with a current Bill and rates clearances, or Current Bill of Account not owing more than 30 days. In a case were the services are paid for by the Landlord, the lease agreement must be signed by the applicable stakeholders.
  - 2.1.1 In an event that the Bidder utilizes prepaid services (e.g. water or electricity) a valid municipal clearance certificate(s) must still be provided.
  - 2.1.2 Bidders that are CENTLEC (SOC) Ltd customers are also expected to attach a valid electricity clearance certificate.
- 2.2 A valid letter of good standing from the Compensation Commissioner, Department of Labour.
- 2.3 CIDB Requirement: Level 2ME and Level 2EB (issuing of certificate of compliance).
- 2.4 Submit proof of registration on the National Treasury Centralized Supplier's Database.

## 3. SCOPE OF WORK

The successful service provider will be responsible for the maintenance, repairs and services of air conditioning, refrigeration units and extractor fans at all CENTLEC's premises (i.e. within CENTLEC's area of supply), as well as for the supply and installation of new and replacement units as and when needed.

## 4. TECHNICAL SPECIFICATION

### 4.1 Repair and Maintenance

- 4.1.1 There are various types of air-conditioning units ( $\pm 250$  units) at the different departments, ranging from split units and console units to central air conditioning units as well as refrigeration units ( $\pm 100$ ).
- 4.1.2 Provisioning of quality repair and maintenance service – to offer the capacity of a 24 hour, 7 days per week service; to perform the work as required to take all necessary precautions to prevent reoccurrence; and provide quality parts and material to maintain related equipment in proper operating condition.
- 4.1.3 Fault find, repair and maintain AC motors, circuitry and controls as applied to air conditioning, refrigeration and ventilation installations.
- 4.1.4 Inspect and maintain electrical control panels and circuitry as used for air-conditioning, refrigeration and ventilation installations.
- 4.1.5 Bi-Annual maintenance/services (to submit service records after completion).
- 4.1.6 For Emergency Services; the successful Contractor must be able to respond to emergency calls (units in the server rooms) within one (1) hour of being notified of such emergency to assess the problem, recommend a possible solution and perform the required work as agreed upon.
- 4.1.7 The work consists of the supply of material, labour, transport, equipment and supervision necessary to the work assigned.
- 4.1.8 Repair and installation must comply with all applicable requirements of the applicable national acts and regulations for work performed. i.e. SANS 10142 and 10173
- 4.1.9 Services covered are, but not limited to:
  - 4.1.9.1 Repair/replace any air-conditioning or refrigeration units, for example piping, fittings or valves,
  - 4.1.9.2 Troubleshoot and repair to all units
  - 4.1.9.3 Annual maintenance checks
  - 4.1.9.4 Replacements and alterations
  - 4.1.9.5 All repairs necessary to maintain the existing systems
  - 4.1.9.6 Prepare and submit reports as and when require.

- 4.1.9.7 The bidder must ensure that when the unit needs to be removed for repairs, the hole in the wall must be temporarily covered with galvanized sheeting.
- 4.1.10 The successful service provider shall draw up the necessary job cards from their maintenance programme, or in response to emergency call outs, and hand the completed cards to CENTLEC for verification and acceptance that the work has been duly executed.
- 4.1.11 Obtaining and recording of quotations for materials or equipment, selecting the most competitive supplier, obtaining approval from the client before placing orders.
- 4.1.12 Implement a system whereby each item of equipment's history of maintenance and repairs are recorded and retrievable at all times.

## **4.2 New and Replacement Units**

- 4.2.1 Installation of air-conditioning units, all units to be split units with heating and cooling function, using the R-410A refrigerant and not the R-22 refrigerant.
- 4.2.2 The bidder must allow for the complete installation of the units including the supply and installation of all required electrical supplies from the relevant distribution boards. The prospective bidder must ascertain whether there are electrical connections for the units that are to be installed. Where there are no electrical connections for the air conditioning units, the prospective bidder must allow for the installation of such in his bid.
- 4.2.3 A Certificate of Compliance for the electrical work must be submitted on completion of the installations.
- 4.2.4 Any fitting or item of equipment not specifically mentioned but obviously necessary for the successful completion of the installation is to be included so as to form a complete working installation
- 4.2.5 No second hand equipment of any description may be offered for supply or installation.
- 4.2.6 Removal of any debris, caused by the installation, from the sites and clean the affected work areas when the installations have been done.
- 4.2.7 All new installations must comply with the latest wiring code, i.e. SANS 10142 and 10173.
- 4.2.8 All equipment supplied and installed must comply with the applicable South African National Standards (SANS) requirements and good engineering practices.

- 4.2.9 The thermal insulation must comply with the relevant SANS specifications. All damages to alter equipment will be for the account of the contractor.
- 4.2.10 The bidder must make provision for performance tests for the installed equipment. These tests would involve measurement of relevant volumes of air with the resulting increase in air temperature, as well as pressure drops over the installed equipment. Calculations to prove compliance with the required capacities or recommended capacities would be required.
- 4.2.11 As-built drawings for the Electrical and Air-conditioning installation must be provided by the bidder after installation. "As Built" drawings are the drawings embodying all modifications made and equipment installed during construction. Detailed installation and operation manuals must be supplied.
- 4.2.12 All server rooms shall be supplied and fitted with 24/7 temperature monitors and alarm systems link to the CENTLEC control room.
- 4.2.13 The successful bidder must provide a written guarantee on each installed units and the workmanship.
- 4.2.14 Payment for new units shall only be considered if the written guarantee and the Certificate of Compliance has been attached to the invoice.

**4.3 The responsibility of the contractor shall include but not be limited to the following;**

- 4.3.1 The contractor shall give his personal attention to the work, while in progress and shall provide a competent and reliable superintendent at all times.
- 4.3.2 The Service Provider shall have no CENTLEC executive or managerial powers, functions or duties except those relating to their functions.
- 4.3.3 Centlec (SOC) Ltd shall not pay for any unproductive or duplicated time spent by the Service Provider on any assignment as a result of staff changes.
- 4.3.4 The Contractor shall prepare and supply comprehensive manuals for the successful operation and maintenance of the installations with the following as a minimum, in the following segments indicated:
  - 4.3.4.1 System Description
    - 4.3.4.1.1 A comprehensive description of the system, including schematic diagrams.
    - 4.3.4.1.2 Commissioning Data
      - 4.3.4.1.3 The results of all checks and measurements as recorded during the commissioning period, shall be compiled in such a manner that every check and measurement is clearly defined.

#### 4.3.4.2 Operating Instructions

4.3.4.2.1 Plant running checklist and frequency of servicing.

4.3.4.2.2 Safety precautions to be taken.

4.3.4.2.3 Manual and automatic operation.

4.3.4.2.4 Operator's duties.

4.3.4.2.5 Starting and stopping procedures.

#### 4.3.4.3 Mechanical Equipment

4.3.4.3.1 Description of all major items of equipment with the make, model number, names, addresses and telephone numbers of the Supplier, Manufacturer or their Agents.

4.3.4.3.2 Design capacities of all equipment including selection parameters, selection curves, capacity tables, etc.

4.3.4.3.3 Manufacturer's brochures and pamphlets.

4.3.4.3.4 Schedule of spares with part numbers recommended to be held in stock by the Department.

#### 4.3.4.4 Maintenance Instructions

4.3.4.4.1 Schedule of maintenance particulars, frequency of service and replacements.

4.3.4.4.2 Troubleshooting guide.

4.3.4.4.3 Part number of all replacement items and spares.

4.3.4.4.4 Capacity curves of pumps, fans and compressors.

4.3.4.4.5 Serial number of main items of equipment.

### 4.4 Call Outs

4.4.1 The successful service provider shall have a 24/365 callout facility.

4.4.2 The maximum period within which the successful service provider must respond to an emergency call is one (1) hour from notification.

- 4.4.3 Should the successful bidder not adhere to the emergency response time, any damage caused due to the temperature rise will be at the cost of the successful bidder.

#### **4.5 Maintenance Staff**

- 4.5.1 The successful service provider shall employ and manage his/her maintenance staff to ensure timely and efficient execution of the works with minimum interruption to CENTLEC.
- 4.5.2 Operators and any other staff members working on CENTLEC's premises must be issued with safety clothing with the company's name clearly visible.
- 4.5.3 Capable of doing repairs on all the required facilities.
- 4.5.4 All nominated, selected and direct sub-successful service providers shall be deemed to be employees of the successful service provider.

#### **4.6 Responsibilities of CENTLEC**

- 4.6.1 Implement trouble diagnosis on occurrence of fault and reporting to successful service provider by both telephone and/or e-mail.
- 4.6.2 Provide safe prompt and reasonable access to the successful service provider for maintenance activities, as well as use of all necessary facilities.
- 4.6.3 Sign-off the successful service provider's job cards to certify that work has been done by the successful service provider, but not accepting responsibility for the quality and adequacy of the work performed.
- 4.6.4 Approve quotations submitted by the successful service provider for spares and materials.

#### **4.7 The successful service provider shall ensure the following**

- 4.7.1 The safety of users of the equipment;
- 4.7.2 All regulations as per the OHS Act are adhered to;
- 4.7.3 The accuracy and reliability of equipment performance;
- 4.7.4 That preventative maintenance is carried out at all times;
- 4.7.5 The maintenance is carried out in a programmed sequence in accordance with the maintenance programme, so as to protect CENTLEC's Investment.

## **4.8 Maintenance Programme**

- 4.8.1 The successful service provider shall prepare a maintenance programme indicating when specific preventive maintenance activities shall be performed. All required maintenance activities for the duration of the contract shall be performed within the required time limits by manufacturers and within the contractual period.
- 4.8.2 The frequency of maintenance activities shall be in accordance with the Manufacturer's recommendations and as per the maintenance schedule.
- 4.8.3 The maintenance programme shall be in the format agreed with CENTLEC.
- 4.8.4 In the event of any delays against the programme the successful service provider shall expedite the maintenance work to make up any delays.
- 4.8.5 The successful service provider shall deploy sufficient staff on the contract to ensure completion of the works within programme and within normal working hours.

## **4.9 General**

- 4.9.1 Centlec's normal working hours are from 07H30 to 16H00 Monday to Friday, excluding Public Holidays.
- 4.9.2 The Contractor shall undertake to carry out the maintenance and/or repairs, if required, during Centlec's normal working hours, unless prior arrangements for working outside Centlec's normal working hours have been made.

## **4.10 Return of defective projects**

- 4.10.1 Defective or unsatisfactory projects or work will be referred back to the successful service provider who will be required to give immediate attention to defective projects as reported.
- 4.10.2 CENTLEC will not consider further payment in regard to additional work affected in these cases.
- 4.10.3 CENTLEC Representative's decision in these matters will be deemed as final.

## **4.11 Damage of CENTLEC's property**

- 4.11.1 After completion of a project, the successful service provider shall leave the site or equipment in a tidy condition and shall make good any damage to equipment or structures resulting from such maintenance operations. Failure to do so will result in that CENTLEC making good such damage and that the cost of such repairs will be debited against the successful service provider's account.

4.11.2 The successful bidder will be expected to have indemnity cover for the duration of the contract.

#### **4.12 Materials to be used**

4.12.1 In the execution of this contract the successful service provider shall use only material or parts of the best quality acceptable to the trade. Should it be revealed that material or parts of inferior quality is being or was used, CENTLEC shall have the right to order such material or parts to be dismantled or removed as the case may be and replace it by material or parts of approved quality at the successful service provider's expense. CENTLEC Representative's decision in these matters will be deemed as final.

4.12.2 The successful service provider will have to attend an official meeting with CENTLEC in order to minute and approve the price escalation.

4.13 Quantities and/or services may be adjusted according to CENTLEC's needs.

### **5. Special Conditions of the Contract**

5.1 The successful bidder will be expected to enter into a Service Level Agreement with CENTLEC for thirty-six (36) months.

5.2 The successful bidder;

5.2.1 Will be required to submit a Health and Safety file, detailing what regulations the bidder will implement to enforce compliance to the OHS Act 85 of 1993, before the commencement of duties. The Health and Safety file will have to meet the CENTLEC standard that forms part of this specification and it will have to be submitted within two weeks of receiving the appointment letter.

5.2.2 Must have an internal health and safety department to assist with specific on-site requirements.

5.2.3 Must be able to provide MSDS (Material Safety Data Sheet) on request.

5.3 The successful bidder will have to ensure that the contractors to be appointed will be supplied with Safety Health Environment and Quality (SHEQ) specification.

5.4 The successful bidder will have to ensure that the SHEQ documentation is audited regularly for the duration of the contract.

5.5 The successful bidder shall submit a list of proposed team members including competent supervisor and highlight their experience and qualifications in rendering similar work.

- 5.6 The successful Bidder shall within seven (7) days of commencement of the contract, provide CENTLEC with a list of all employees appointed for this contract including supervisor(s) and site manager for vetting to be done by CENTLEC as the work will be carried in the National Key Point area.
- 5.7 Industry Affiliate Comply, the bidder must be registered with relevant industry associations e.g. South African Institute of Refrigeration and Air Conditioning, (SAIRAC); South African Refrigeration and Air Conditioning, Contractors Association (SARRACA). Provide proof of mentioned accreditations.
- 5.8 The successful bidder will be expected to have his/her own material, equipment and tools.

## **6. Evaluation Criteria**

- A. All proposals submitted will be evaluated in accordance with the criteria set out in the policy of Supply Chain Management of CENTLEC.
- B. The most suitable candidates will then be selected.
- C. Please take note that CENTLEC (SOC) Ltd is not bound to select any of the bidders submitting proposals.
- D. Furthermore, technical competence is the principal selection criteria, CENTLEC (SOC) Ltd will evaluate the technical criteria first, and will only look at the price and BBBEE level of contribution if it is satisfied with the technical evaluation.
- E. As a result of this, CENTLEC (SOC) Ltd does not bind itself in any way to select the bidder offering the lowest price.
- F. CENTLEC (SOC) Ltd reserves the right to appoint one or more service providers to complete various services as and when required.

### **The relative technical weighting of the criteria is as follows (Stage 1):**

The relative technical weighting criteria / Qualification Parameters will be as follows:

<b>No</b>	<b>Criteria</b>	<b>Description</b>	<b>Points</b>
1.	Track record and experience	Submit signed referral letters from previous companies where the same services were rendered and successfully completed:  Two (2) letters – <b>15 points</b> Three (3) or more letters – <b>25 points</b>	25
2.	Guaranteed turnaround time for call outs	How soon after the supplier receives the call will CENTLEC receive the service required? Submit a letter of commitment.  Response time to normal call outs - within 48 hours = <b>10 points</b>	30

No	Criteria	Description	Points
		<p>within 24 hours = <b>15 points</b></p> <p>Response time to emergencies –                      within two (2) hours = <b>5 points</b>                      within one (1) hour = <b>15 points</b></p>	
3.	Resource profile	<p>Contractors will be evaluated on the strengths of individuals as well as the overall team proposed for the project. Contractors should demonstrate a commitment to devote the right personnel (including management) for the duration of the contract (include CV's/Resumes of personnel as well as an organogram)</p> <p><i>The bidder must submit a portfolio reflecting the resources available to execute the project</i></p> <p><b>Vehicles:</b> Proof of ownership or leasing of a minimum of two (2) vehicles, registered in the company's name                      Proof of ownership/lease of vehicles = <b>15 points</b></p> <p><b>Total staff compliment:</b> Minimum of two (2) certified technicians and two (2) assistants. = <b>15 points</b></p>	30
4.	Local (Mangaung) operational capability and economic investment	<p>Does the bidder have a local office with operational capability and will they use local resources and procure from local businesses? Or what is their plan to do this during the duration of this project?</p> <p style="padding-left: 40px;">(a) Existing and established local office = <b>10 points</b></p> <p style="padding-left: 40px;">(b) If not, intention to establish a local office (submit a letter of commitment) = <b>5 points</b></p>	15
		<b>Points</b>	<b>100</b>

**Table 2 – Evaluation criteria**

A bidder who gets a minimum of 75 points and above on will qualify to the next stage. Individual tenders would have to be evaluated according to the preferential point system.

The bidder must score minimum points as follows:

Item 1 – 15 points

Item 2 – 25 points

Item 3 - 30 points

Item 4 – 5 points; in the Evaluation Criteria.

The point system applicable to this project will be: 80/20

80 points for Price

20 points for BBEEE certificate from accredited verification agencies.

## 6.2 Price and referential points scoring – (Stage 2)

A Maximum of 80 Points is allocated for price on the following basis:

$$P_s = 80 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where

- P<sub>s</sub>** = Points Scored for comparative price of bid under consideration  
**P<sub>t</sub>** = Comparative Price of bid under consideration  
**P<sub>min</sub>** = Comparative Price of lowest acceptable bid

In terms of Regulation 5(2) and 6(2) of the Preferential Procurement Regulations, Preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of Points (80/20 System)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-Compliant Contributor	0

**Table 3 - BBEE level status**

## 7. PRICING

### 7.1 Contract Price

7.1.1 The contract price(s) shall be CPA based priced

7.1.2 The contract price(s) shall be subject to negotiated increase, if absolutely unavoidable, should the contract be extended for one or more further periods, each period not exceeding 12 months.

### 7.1.3 Maintenance projects

Description	Price in Rand (excl. VAT)
Call out costs <b>during office hours</b>	
Call out costs <b>after office hours</b>	
Labour tariff per hour: <b>during office hours</b>	
Labour tariff per hour: <b>after office hours</b>	
Material mark-up from wholesale rates (%)	

**Table 4: Pricing schedule**

#### 7.1.4 New installations

Description	Price in Rand per unit (excl. VAT)
Split unit 12000BTU	
18000BTU	
24000BTU	
Cassette unit 18000BTU	
24000BTU	
36000BTU	
Under Ceiling unit 18000BTU	
24000BTU	
36000BTU	

**Table 5: Pricing schedule**

**Note: Prices of units shall include at least 5 meters of piping.**

Category	Details	Rates	Price (vat excl)
<b>Unspecified work</b> e.g. Any other items not specified above and/ or work preparations. Price must be market related.	Labour cost on unspecified work	p/h	R
<b>Unspecified work</b> e.g. Any other items not specified above and/ or work preparations. Price must be market related	Labour cost on specified work	m <sup>2</sup>	R
<b>Call out</b>	Fee	Once off	R
<b>Kilometre rate</b>	Regulated	AA	AA
<b>Mark up % on material purchased</b>	Percentage	%	_____ %

**N.B: Unforeseen or unspecified works must be price/ completed in full**

**NB: All traveling cost will only be paid as per updated AA ratings at the time of invoicing!!**

## 8. CONTACT DETAILS

8.1 For any further technical information regarding the document contents please contact Me Agnes Mosala e-mail: [Agnes.Mosala@centlec.co.za](mailto:Agnes.Mosala@centlec.co.za) Such queries must be done in writing, the email address provided serves this purpose. The answer to one question will be sent to all the other prospective bidders that have bought the bid documents.

8.2 For Supply Chain Related questions, please contact Ms Palesa Makhele at 051 412 2753 or at [Palesa.Makhele@centlec.co.za](mailto:Palesa.Makhele@centlec.co.za)