



Independent Communications Authority of South Africa
350 Witch-Hazel Avenue, Eco Point Office Park
Eco Park, Centurion.
Private Bag X10, Highveld Park 0169

**A REQUEST FOR QUOTATION (RFQ): MAINTENANCE AND REPAIR SERVICES
FOR CEILING/WALL MOUNTED AIRCONS IN THE COUNCILLORS'
BOARDROOM, SURVEILLANCE SECURITY ROOM, GYM & GP REGION
STORAGES, AND IN THE IT PATCH-ROOMS FOR A PERIOD OF 36 MONTHS**

1. SERVICE SCHEDULE

1.1 Service all the HVAC units by an OEM accredited service provider

quotation will be for maintenance and repair of twenty - two (22)
of ceiling mounted air conditioners, with the following sizes and make:

Quantity	Location Office	Make	Model
9	Councilors Offices	Chigo Cassette-4 Way Blowers	18000 BTU/HR
5	Patch Rooms	LG Split Units	9000BTU/HR
2	Gym Area	Mitsubishi 4-way blower cassette	12000BTU/HR
2	Gym Area	Mitsubishi 4-Way Blowers	12000BTU/HR
2	GP Region Storage	York Split Units	12000 BTU/HR
1	Surveillance Room	Chigo Cassette-4 Way Blowers	18000BTU/HR
1	CEO Office	Carrier Cassette-4 Way Blowers	18000BTU/HR

The aircons are installed at the Authority's Head Office in Centurion. The maintenance and repairs must include among other functionalities, the following:

- 1.1.1 On and Off selection;
 - 1.1.2 Heating / Cooling selection; and
 - 1.1.3 Fan Speed selection.
-
- 1.2** Must maintain and repair all electrical equipment, which includes but not limited to cabling and wiring, for the air conditioners and ensure compliance with applicable standard wiring and safety regulations (including safety warning signs, where applicable);
 - 1.3** Repair or fix and/or replace any faults and/or defective parts of air-conditioning system, if required, during the maintenance period of whilst on call and shall use only genuine standard parts produced by the manufacturer;
 - 1.4** Ensure compliance with applicable standards, rules and regulations on repairs, replacements, wiring and safety regulations (including safety warning signs, where applicable);
 - 1.5** Prepare and submit a comprehensive data log sheets where maintenance on the air conditioners is recorded and kept by ICASA
 - 1.6** The maintenance, repairs, and replacements of existing air-conditioners to be carried out by an approved/accredited company/agent (OEM) of the make/ model/ brand of the installed air-conditioners (attach valid proof)
 - 1.7** Must ensure that all electrical equipment is clearly labelled, including, but not limited to, mounted components, cables, remotes, motors etc;
 - 1.8** Service provider will work after hours if necessary to ensure that services are not interrupted for ICASA employees, at no extra costs;

- 1.9** Service provider will carry out maintenance and repairs of the air-conditioners and air-conditioning systems for a period of thirty-six (36) months;
- 1.10** Service provider shall make good any defects in material and workmanship which may arise during the term of the Agreement, at no cost to ICASA.
- 1.11** Service provider shall train ICASA's employees on the operation, trouble shooting and any other action to be taken during the non-functioning or emergency on the air-conditioning, to enable them to be responsible for and capable of operating system.

2. CALL- OUTS

- 2.1** The maximum period within which the Service Provider must respond to an incident:
 - 2.1.1 Critical incidents – within 2 hours from notification.
 - 2.1.2 All other incidents – within 24 hours from notification.
- 2.2** The Service Provider shall ensure that standby arrangements for call outs are always in place.
- 2.3** A call-out list with technician's names and numbers must be provided to ICASA as soon as contractor starts work on site.

3. WORKMANSHIP

- 3.1** All work shall be carried out by an accredited and qualified personnel or, only where appropriate, labourers, under the constant supervision of a qualified personnel.
- 3.2** At no stage during the maintenance shall any work be carried out without adequately qualified, accredited and experienced technicians/personnel being on site.
- 3.3** The service provider shall make good any defects in material and workmanship which may arise during this period, at no cost to ICASA.

4. QUALIFICATIONS OF PERSONNEL

- 4.1** The supervision, testing, and inspection of the maintenance work done shall be carried out only by competent personnel whose training has included instructions on the various types of maintenance, relevant rules and regulations, and the general principles of area classification.

5. MANDATORY REQUIREMENTS

- 5.1** The Service Provider must be and remain a valid member of a South African Refrigeration and Air Conditioning Contractors Association (SARACCA) or equivalent (**mandatory requirement – attach valid proof**). Failure to attach valid proof will disqualify prospective service provider(s)
- 5.2** Where electrical work is undertaken, the service provider must be and remain a valid member of Electrical Contractors Association or equivalent, for the duration of this Agreement (**attach valid proof**).
- 5.3** The service provider must have a CIDB level 2 certificate (**attach valid proof**)

6. INTERRUPTIONS OF EXISTING SERVICES

- 6.1** No interruption of existing services will be permitted without the express permission of ICASA.
- 6.2** Any costs arising from the interruption of any service without such permission shall be for the service provider's account.

7. COMPLIANCE

- 7.1** All work must be carried out in line with best practices for air-conditioners maintenance, repairs and must comply with all applicable and relevant legislation and regulations in the air-conditioning industry.
- 7.2** The service provider to complete and submit valid certificate of compliance, where applicable
- 7.3** The service provider must preferably have the relevant CIDB grading level, applicable in the HVAC industry.

8. PRICE SCHEDULE

Description of goods and services	Costs per month (excluding VAT)	Cost over the period of 36 Months(excluding VAT)
Maintenance of (22) aircons monthly	R	R
SUB-TOTAL		R
VAT AT 15%		R
TOTAL		R

9. Contingency Fee Claims and Part Replacement Process Approval

- 9.1** The set amount (R250 000.00) will be used for repairs/replacement of aircon components only;
- 9.2** The service provider will provide a market-related quotation for the part that needs to be replaced and obtain approval from ICASA before fitting or replacing the part or component.
- 9.3** Proof of replacement or repair of this component/part will need to be provided on the maintenance report submitted to ICASA.
- 9.4** In the case where no replacement or repairs of components were done the contingency fee will remain in the ICASA budget account and not in the service provider account.

9.5 Under no circumstances will the service provider claim his/ her call-out fees on the contingency budget, please provide the costing of your call-outs to the spreadsheet provided on No.6. (Price schedule).

N.B Repair or replacement of any damaged equipment should be approved by ICASA before any new installation can be done.

10. Site Inspection

10.1 A site inspection will be arranged by SCM for suppliers to view the air conditioners mentioned on these RFQ and kindly contact Boitumelo Phayane@ 082 439 0002 or Sikhonathina Zwane @ 060 452 4323