



MUNICIPAL INFRASTRUCTURE SUPPORT AGENT

Letaba House, Riverside Office Park, 1303 Heuwel Avenue, Centurion, 0046
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TERMS OF REFERENCE FOR INSTALLATION OF SERVER ROOM AND MAIN BOARDROOM AUDIO ROOM AIR CONDITIONERS AND MAINTENANCE FOR THE PERIOD OF 24 MONTHS

1. PURPOSE

MISA is requesting the services of a mechanical engineer, technician, or service provider who is qualified, experienced, and technically trained to install two air conditioners in the server room, main boardroom audio room and handle maintenance, repairs, and replacement of parts on MISA's air conditioning system. The services must be provided at MISA's head office, which is located at 1303 Heuwel Avenue, Letaba House, Riverside Office Park, Centurion, 0046. The requested services include but not limited to:

- 1.1. Installation of two air-conditioning systems in the server room and main boardroom audio room as per the specifications below.
- 1.2. The newly installed air-cons in the server room and main boardroom audio room will be running twenty-four (24) hours and requires monthly servicing.
- 1.3. Maintain the newly installed air-cons.
- 1.4. Repair or fix and/or replace any faults and/or defective parts of the air-conditioning system, if required, during the maintenance period or whilst on call and shall use only genuine standard parts produced by the Original Equipment Manufacturer (OEM).
- 1.5. Supply and install parts where necessary, including cabling, piping, wiring and any other related services.
- 1.6. Recommend alternative actions/options where maintenance, repairs and replacement does not apply, for approval by MISA.
- 1.7. Ensure compliance with applicable standards, rules and regulations on repairs, replacements, wiring and safety regulations (including safety warning signs, where applicable).
- 1.8. Prepare and submit a comprehensive maintenance and repairs schedule(s) on the air-conditioners, for the duration of the contract.

- 1.9. Prepare and submit a comprehensive data log sheets where maintenance on the air conditioners is recorded and kept by MISA.
- 1.10. The maintenance, repairs, and replacements must be neat/tidy and must comply with the Occupational Health and Safety Act and its regulations, where applicable.
- 1.11. Ensure that all electrical equipment is clearly labelled, including, but not limited to, mounted components, cables, remotes, motors etc.
- 1.12. The maintenance, repairs, and replacements to existing air-conditioners to be carried out by an approved company/agent of the make/model/brand of the installed air-conditioners.
- 1.13. The service provider shall train MISA's employees on the operation, troubleshooting 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 the system.

2. NEW AIR-CONS

2.1. Letaba first floor:

Location	Room size	Aircon details
IT Server room	25 m ²	Air-conditioner (AC) sized required to be 12000 British Thermal Unit (BTU)
Main boardroom - audio room	18m ²	Air-conditioner (AC) sized required to be 9000 BTU

3. MAINTENANCE

- 3.1. The service provider to specify the maintenance activities and the frequency to be undertaken, which includes but not limited to:
 - 3.1.1 **Monthly:** list all maintenance activities to be undertaken per month, which includes but not limited to:
 - Checking for any leaks and repair/fix them accordingly.
 - Cleaning and/or replacement of filters.
 - Checking driers and replacement, where necessary, due to wear and tear.
 - Checking condensing units.
 - Checking all moving parts (e.g. fan motor, blowers etc.), any related components including electrical control and make necessary adjustment.
 - Lubrication and/or greasing of parts, where required.
 - Technical audit and/or checking of equipment conditions and provide advise/recommendations, where necessary.
 - Check the gas unit and refill where additional gas is required.

- Inspecting/checking all refrigerant line in the air-conditioning system, replenishment as may be necessary.
- 3.1.2 **Quarterly:** list all maintenance activities to be undertaken per quarter.
 - 3.1.3 **Annually:** list all maintenance activities to be undertaken per annum.
 - 3.2. Checking of all safety features and performance of equipment by simulation of minimum, maximum, overload and abnormal conditions, where applicable/possible.
 - 3.3. Setting of protective devices to stop operation of equipment at overload or abnormal conditions, where applicable/possible.
 - 3.4. Specify any other maintenance services that must be undertaken to ensure the efficient, effective and optimum functioning of the air-conditioning equipment/system.
 - 3.5. All periodical service shall not be less than industry acceptable intervals and specific timeframes should be submitted as part of the response to this request for quotation (RFQ).
 - 3.6. Maintenance records must be kept (format of maintenance record shall be submitted as part of the response to this RFQ).
 - 3.7. Timeously attend to all the repairs and replacements to avoid any failure of the system within the time as indicated under agreed-upon "response times."
 - 3.8. Where the service provider does not attend to MISA's repair and/or maintenance requirements, MISA reserves the right to rectify the fault through requesting the services of another service provider.
 - 3.9. Any repairs and/or part replacement to be undertaken, must be reported to MISA before any work is undertaken. MISA will require a quotation for such repairs/parts replacement, if outside the contract scope, and reserves the right to request for additional quotations should the quoted price be deemed to not be market related.
 - 3.10. Where power shutdowns are involved the service provider must first obtain approval from MISA.
 - 3.11. The service provider must submit at the beginning of the contract an annual maintenance program.
 - 3.12. Should a fault occur requiring attention, within two weeks before a due date of a scheduled service, then the scheduled service shall be carried out simultaneously.
 - 3.13. On completion of the maintenance visit or call out, the service provider shall submit a test/fault report based on the maintenance schedules for record purposes.

4. MANDATORY REQUIREMENTS

- 4.1. The service provider must be registered with The South African Refrigeration and Air Conditioning Contractors Association (SARACCA)

or South African Institute of Refrigeration and Air Conditioning (SAIRAC)
– attach valid, certified proof of registration.

- 4.2. Minimum CIDB is grade 2 or higher Mechanical Engineering
- 4.3. Failure to comply and submit valid proof of registration will disqualify the submission.
- 4.4. The service provider must preferably have the relevant CIDB grading level, applicable in the AC industry
- 4.5. The service provider must provide a minimum of (3) three recent contactable references (not older than 5 years) from clients to which the service provider has provided or is providing services that are substantially like the services required (maintenance, repair and replacement of AC and its related parts), together with appointment letters or referral/confirmation letters on the company letterhead where similar services were provided must be submitted.

5. CALL OUTS

- 5.1. The maximum period within which the service provider must respond to an incident/call-out:
 - 5.1.1. Critical incident = 2 hours from notification.
 - 5.1.2. All other incident = 4 hours from notification, unless agreed by both parties.
- 5.2. The service provider shall ensure that standby arrangements for call outs are always in place.
- 5.3. A call-out list with technician's names and numbers must be provided to MISA as soon as the service provider starts work on site.

6. WARRANTY

- 6.1. The service provider must specify the warranty period on the replacement parts, as and when parts are replaced.
- 6.2. Any faulty parts under warranty must be replaced by the service provider, at no cost to MISA.

7. WORKMANSHIP

- 7.1. The supervision, testing and inspection of the maintenance, repairs, installation shall be carried out only by competent personnel with relevant training – please attach valid proof.
- 7.2. Where work is carried out by trainees, this must strictly be done under the supervision of a qualified personnel, without compromising the quality of work to be done.
- 7.3. At no stage during the maintenance, repair, installation, commissioning and testing shall any work be carried out without adequately qualified and experienced installation personnel being on site.
- 7.4. Any material and workmanship flaws that may develop during this time will be fixed by the service provider, at no cost to MISA.

8. COMPLIANCE

- 8.1. All work must be carried out in line with best practice for air conditioners maintenance, repairs, installations and must comply with all applicable and relevant legislation and regulations in the air conditioning industry.
- 8.2. The service provider to complete and submit valid certificate of compliance, where applicable..

9. **PRICING SCHEDULE**

ITEM	DESCRIPTION	UNIT PRICE	QUANTITY	AMOUNT
Air-conditioner (AC) sized required to be 12000 British Thermal Unit (BTU)	Air-conditioner (AC) sized required to be 12000 British Thermal Unit (BTU)		1	
Air-conditioner (AC) sized required to be 9000 British Thermal Unit (BTU)	Air-conditioner (AC) sized required to be 9000 British Thermal Unit (BTU)		1	
Installation and integration with existing systems.	Installation and integration with existing systems.		2	
Calibration and testing of the new system.	Calibration and testing of the new system.		2	
Documentation and handover.	Documentation and handover.			
Maintenance Contract Costs	Year 1cost		Year 2(11 Months) cost	
Monthly maintenance				
Quarterly maintenance				
Annual maintenance				

ITEM	DESCRIPTION	UNIT PRICE	QUANTITY	AMOUNT
Other costs (please specify)				
Sub Total				
VAT (15%)				
Total				