



Independent Communications Authority of South Africa

350 Witch-Hazel Avenue, Eco Point Office Park
Eco Park, Centurion
Private Bag X10, Highveld Park 0169

REQUEST FOR QUOTATION (RFQ): PLUMBING SERVICES

A Service provider is needed at ICASA Centurion to render interior plumbing services for a period of 12 months.

1. BACKGROUND

ICASA's Head Office is currently situated at 350 Witch-Hazel Avenue, Eco Point Office Park, Centurion. The Authority has identified the need to appoint a service provider to carry out maintenance and repair works to its Head Office, from time to time (planned and unplanned) for a period of 12 months. The scope of work entails the assessment, inspection, maintenance, repairs, and replacement of faulty and/or damaged fixtures and fittings (where necessary) to the existing plumbing systems within ICASA on an as-and-when-required basis.

2. BUILDING

The Head Office building has the following information:

Description: offices, open plan seating, boardrooms, and storerooms

Square metres: 9320 square metres

Occupants/employees: 300-365

3. GENERAL REQUIREMENTS

ICASA seeks to appoint a service provider who will assist with plumbing services, a service provider must have a minimum experience of five (5) years' experience in the corporate/commercial building maintenance and repairs industry for plumbing work. Only service providers who possess a Level 1 SO CIDB grading are eligible to submit a quote.

3.1. The plumbing assessment, inspection, maintenance, repairs, replacement/installation work will be done under the following maintenance types as and when required:

3.1.1. **Planned preventative maintenance**: defined as the type of maintenance where repairs or replacement actions are performed at predetermined, fixed, intervals to prevent failures from becoming reality. The important issue with FTM (Fixed Time Maintenance) is that the

mean-time between-failures (MTBF) be known in order to determine the most cost-effective frequency for maintenance or replacement;

- 3.1.2. **Corrective maintenance**: defined as the activity following a preventative maintenance inspection, test or condition assessment with the purpose of correcting a problem or restoring the condition before failure occurred;
- 3.1.3. **Predictive maintenance**: defined as the type of maintenance trying to predict the condition of the equipment and plan maintenance strategy accordingly. Once the condition is known a decision is taken to take the equipment out of service for repairs or to leave it in service for an extended period of time based on the condition of the equipment. This is a typical inspection task or analysis task in order to monitor condition;
- 3.1.4. **Proactive maintenance**: defined as maintenance or task performed to prevent maintenance as well as failure. It also involves the development of new facilities or changing of existing facilities. Updating or putting new procedures in place is also a form of proactive maintenance;
- 3.1.5. **Unplanned breakdowns and/or emergency repairs**: defined as that maintenance which was unforeseen and is necessary to restore the serviceability of the physical asset;
- 3.1.6. **Project maintenance**: defined as that maintenance which involves the development of new facilities or changing of existing facilities
- 3.1.7. Minor/smaller approved projects related to maintenance and repairs
- 3.2. Plumbing assessment, inspection, maintenance, repair and/or replacement/installation works will be scheduled during a time as agreed to with ICASA, and will likely be undertaken midweek, over weekends, public holidays, or during period when the Authority closes for vacations (shutdown).
- 3.3. The service provider may be required to attend to emergencies as well as inspections that may be required from time to time.
- 3.4. In all circumstances, the existing services at the premises must remain operational until the scheduled cut-over, so as to not disrupt ICASA's business operations.
- 3.5. The service provider shall only utilize tools and equipment that is safe and in good working order.
- 3.6. No work must be undertaken without using the appropriate and correct tools, equipment, machinery and PPE for the purposes of approved maintenance and repairs.
- 3.7. The service provider shall only incorporate in the works materials, products, components and assemblies which are:
 - a) fit for their intended purpose;
 - b) Comply with the relevant plumbing and building legislation, regulations, SANS standards, and industry best practices, and
 - c) capable of fulfilling required functions under intended use conditions or when in use.
- 3.8. Should the service provider cause damage to any infrastructure/equipment, they will first/swiftly secure the damaged infrastructure/equipment and make the area safe. They

will thereafter inform the employer's representative of the damage incurred so that any other relevant authorities can also be informed. The service provider will be liable for the full costs of repairs to the damages.

- 3.9. The service provider is responsible for obtaining from the relevant authorities, any and all permits and related paperwork/services, including certificate(s) of compliance, which might be required to perform the work to be done.
- 3.10. Service technicians are to first report to the Facilities unit prior to carrying out any contracted work.
- 3.11. Job cards must be signed by one of the Facilities unit employees/prior to the service provider leaving the premises, on completion of the contracted work.
- 3.12. Job cards content must include but not be limited to the following:
 - 3.12.1. Description of the work to be undertaken;
 - 3.12.2. Action taken/work done;
 - 3.12.3. Material used (if any);
 - 3.12.4. Time of arrival and departure;
 - 3.12.5. Location/area where work was undertaken;
 - 3.12.6. General remarks/comments;
 - 3.12.7. Full names, signatures and date by both parties (i.e. ICASA and service provider representative)
- 3.13. When maintenance is performed record sheets/job cards must be stored for the duration of the contract and should be available for inspection at any given time.
- 3.14. The lack of complete history files may result in penalties being levied on the service provider, and/or immediate cancellation of the contract.
- 3.15. All record sheets, job cards, history reports etc. will remain the property of ICASA and should be handed over to ICASA monthly with invoicing or as agreed with ICASA. Notwithstanding this requirement, on termination of the contract the service provider shall provide all project information in a close-out report to be submitted at the end of the project.
- 3.16. The service provider must have additional resources available to attend to lengthy breakdowns or breakdowns of a specialized nature.
- 3.17. It shall be the service provider's responsibility to ensure that all relevant labour and safety legislation is adhered to, for the duration of the contract. To this end, the service provider will be required to produce an OHS safety file, which must be maintained and kept up to date for the duration of the contract.
- 3.18. ICASA shall not be responsible for payment of any unauthorized work.
- 3.19. ICASA reserves the right to separately procure maintenance, repairs and replacement/installation services when contracted service provider(s) services do not meet ICASA's requirements and/or industry standards in terms of quality, workmanship etc.;

- 3.20. The service provider shall always enforce strict discipline and good order among its employees. The service provider shall be always responsible for all behavior and activities of all its employees during the performance of the work of this contract.
- 3.21. The service provider will not divulge, furnish, or disclose any sensitive information concerning ICASA or any other stakeholders' activities to the public or media.
- 3.22. ICASA reserves the right to have a confidentiality agreement signed with the successful service provider.

4. PERSONNEL

- 4.1. The service provider should propose the structure and composition of their team i.e. the main disciplines involved, the key staff member/expert responsible for each discipline, and the proposed technical and support staff and site staff, together with names of second choice alternate personnel;
- 4.2. The roles and responsibilities of each key staff member/expert should be set out as job descriptions. In the case of an association / joint venture / consortium, it should, indicate how the duties and responsibilities are to be shared;
- 4.3. In addition, they shall provide a summary of the key staff member's NQF Level 5 Plumbing certificate /and NQF level 6 Diploma in Plumbing/ Plumber must be qualified artisans with a trade test qualification (certificates, diplomas or degrees as well as professional registration certificates), experience in previous and current occupations;

5. RESPONSE TIMES

- 5.1. The service provider will be expected to render its services between 07h30 – 16h00 unless agreed in advance with ICASA.
- 5.2. The service provider will be expected to respond 100% to all work instructions from ICASA within 24 hours.
- 5.3. For emergency repairs such as blocked sinks, lack of water, worn-out fixtures, non-functional toilets/taps, flooding, burst pipes, sewerage leaks, the service provider is expected to respond at any time of the day or night, seven (7) days a week, inclusive of all statutory public holidays, throughout the contract period, and that appropriate staff are available to respond to call-outs. ICASA will determine the nature of the callout.
- 5.4. Emergency repairs when life is at stake and it is affecting our operations:
 - 5.4.1 Risk to life and limb
 - 5.4.2 Interruption of operations
 - 5.4.3 Business continuity
- 5.5. The response times to all emergency call-outs must be within 2 hours from being notified (i.e. 100% of all calls).
- 5.6. Response time shall be measured from the time the call is logged with the service provider.

- 5.7. Special arrangements will be made for all project related work and completion dates fixed at negotiation stages. In the event of the maintenance call not being completed within the agreed times it will be the sole responsibility of the service provider to communicate with ICASA Facilities representative to extend the completion time as agreed.
- 5.8. ICASA will hold the service provider liable for any costs incurred by any party as a result of negligence or unreasonable poor performance by the service provider including excessive time taken to effect repairs.

6. LEGISLATIVE FRAMEWORK & APPLICABLE STANDARDS

It shall be the responsibility of the service provider to ensure that all equipment, tools, machinery, PPE and methods used in the assessment, inspection, maintenance, repairs and/or replacement/installation, comply with all relevant statutory regulations, in particular the latest amendments, which includes but not limited to:

- a) The Occupational, Safety and Health Act and its regulations.
- b) Government, Provincial and Local Authorities Ordinances, Regulations, By-laws, Rules and other legal instructions.
- c) SANS (standards) and any other relevant standards and/or guidelines applicable at the time.

7. GUARANTEE PERIOD

Guarantee period for the services rendered, including the replacement/installation and commissioning of all new parts must be clearly and always specified, and must be in line with industry standards.

8. HEALTH AND SAFETY

- 8.1. The service provider shall implement and enforce applicable health and safety measures and protocols when conducting assessment, inspection, maintenance, repairs, replacement and/or installation services.
- 8.2. The service provider will be working in close proximity of buildings where employees and stakeholders operate and requires minimal disruption as well as noise caused by related activities. As such, the service provider must adhere to ICASA's measures, protocols, guidance and specifications for access to and working on the premises.
- 8.3. The service provider shall manage health and safety in accordance with the Occupational Health and Safety Act, and ICASA's occupational health and safety measures and protocols, including conducting risk assessment, where required, prior to carrying out any plumbing works.
- 8.4. Service provider's personnel must wear the correct Personal Protective Equipment and Clothing (PPE&C) and always use the correct tools, machinery, and equipment, failing which they will be prohibited from working on site/ICASA's premises.

- 8.5. The service provider must put in place the necessary safety measures, demarcation, signage to prevent anyone from being injured during the assessment, inspection, maintenance, repair and/or replacement/installation services.
- 8.6. Where applicable, the service provider must submit a safety file, ten (10) days prior to the commencement of duties.
- 8.7. At the completion of any work, the service provider shall immediately remove all its tools, machinery and equipment from the premises and leave all work areas in a clean condition.
- 8.8. If the service provider fails to fulfil the obligations relating to promptly and properly cleaning and final clean up, ICASA reserves the right to employ another service provider to complete the cleaning of premises, and to charge the cost thereof to the contracted service provider.
- 8.9. Further, ICASA reserves the right to withhold final payment until ICASA deems the area/premises acceptable.

9. NOTICE BOARDS

- 9.1. Where applicable, the service provider shall provide and place suitable notice boards that will be mounted/placed outside the works area when they begin work.
- 9.2. Such signboards shall indicate relevant information (e.g., service provider's name, relevant contact details (of the responsible site agent), and a short description of the works that are being performed.
- 9.3. In addition, warning notices and other barricades shall be erected to keep the employees and public away from the locations where there is work being performed.
- 9.4. It is the service provider's responsibility to ensure that all relevant persons are informed of the hazards and risks associated with the works and to keep persons outside of the working areas from a health and safety perspective.

10. DISPOSAL

- 10.1. The service provider(s) shall at all times during the progress of the work keep the premises and the job site free from accumulations of all refuse, rubbish, scrap materials and debris caused by its operations
- 10.2. At all times, at the premises/area where maintenance and repair work is undertaken, such premises/area shall present a safe, neat, orderly and workmanlike appearance.
- 10.3. Old equipment that is removed from ICASA's premises shall be disposed of safely, and in an environmentally safe and responsible manner.
- 10.4. This is to be accomplished by the removal of such material, debris, etc. from the premises as frequently as is necessary.
- 10.5. Loading, cartage, hauling and dumping will be at the service provider's expense.

11. APPOINTMENT

- 11.1. The potential bidders may be expected to conduct a site inspection as part of the RFQ evaluation process at ICASA's premises.

12. MANDATORY REQUIREMENTS

The following documentation must be submitted, failure to comply and submit any one of the documents will disqualify the submission:

Mandatory requirements include the following and must be submitted as part of the proposal:

- 12.1. Registration with CIDB grade one (1) SO – wet services and plumbing.
- 12.2. The service provider should be registered with the Plumbing Industry Registration Board or equivalent. (attach valid proof).
- 12.3. Valid Letter of Good Standing issued by Compensation Commissioner OR COIDA certificate or equivalent – without this valid letter, no plumbing work can be started/undertaken.
- 12.4. Valid Letter/certificate of Good standing with the Department of Labour Unemployment Insurance Fund.
- 12.5. The service provider must have an insurance public liability cover of R350 000.00
- 12.6. The service provider personnel work experience should be a minimum of three (3) years. (2 Resumes to be attached for the qualified personnel pertaining to their qualification (N3-N6 and work experience within the plumbing industry.)

NB: Failure to submit the above-listed mandatory documents will result in disqualification.

13. LOCAL TARGETING STRATEGY

- 13.1. ICASA prefers to appoint service providers within a 0 – 90 km radius from its premises;
- 13.2. Service providers to provide proof of address to demonstrate that their office/premises is based within 90 km of ICASA's Head Office premises.

14. REFERENCES

- 14.1. The prospective service providers must submit references of having worked in project(s) of similar nature. This project of a similar nature must be in a commercial building *with a ground floor and a minimum of two (2) or more floors above the ground floor and with basement, located in an urban setting of which at least 50% or more is utilised for corporate business offices.*
- 14.2. In addition to references, provide the details of the buildings where you conducted assessment, inspection, maintenance, repairs, replacement/installation for the requested services.
- 14.3. It is the responsibility of the service provider to ensure that its references provided are available in instances where ICASA plans to engage with them as part of doing reference checks.
- 14.4. If the ICASA finds that the cited references are un-cooperative, such conduct on the part of the service provider's references may influence the scoring negatively.

15. SCOPE OF WORK: PLUMBING SERVICES

- 15.1. Only qualified and experienced plumbers with thorough knowledge and expertise in the plumbing trade will be required to carry out work as and when it is identified by the ICASA (attach valid proof of qualifications).
- 15.2. The service provider shall ensure that its team has relevant expertise and provide diligent and necessary support to ICASA as and when required.
- 15.3. The appointed service provider shall follow all statutory provisions and safety rules for carrying this work including but not limited to SANS and the OHS Act, no 85 of 1993.
- 15.4. Plumbing services must be rendered in a sustainable manner while ensuring compliance to general safety and all relevant SANS 10400 and 10252/54 legislation.
- 15.5. The scope of work entails the assessment, repairs, replacement of damaged fixtures and fittings (where necessary) to the existing plumbing systems within ICASA on an as and when required basis.
- 15.6. The service provider may be required to attend to emergencies within the abovementioned buildings. The scope of the work includes but not limited to:
 - 15.6.1. Fault-finding, troubleshooting and repair of plumbing works;
 - 15.6.2. Maintenance of the hot water reticulation system, which shall include but not limited to the pressure regulation valve; electrical hot water cylinder, all relevant valves and components and all hot water pipe and fittings;
- 15.7. Maintenance of the cold water system shall include but not be limited to all relevant valves and components relating to the cold water system and all cold water pipe and fittings;

- 15.8. Assessment, maintenance, repairs, replacement and/or installation of the sanitary-ware and sanitary fittings shall include but not limited to leaking waste pipes, traps, toilets, urinals, kitchen sinks, and showers (where applicable);
- 15.9. Where applicable repairs and maintenance of all piping, fittings, bends, collars, saddles, drains, sewage, septic tanks;
- 15.10. Conduct inspections in piping, manhole inspection and routine maintenance such as, root cutting, high pressure jetting of sewer pipe lines and cleaning;
- 15.11. Jetting of sewer-line and inspection, cleaning or unblocking of sewer line (where plumbing rods are impractical) shall be done using the industrial jetting machines and where require the use of camera inspection will be requested from the service provider as per agreed work instruction/request;
- 15.12. Repairs of plumbing pipe leaks;
- 15.13. Replacement/repair of different types of plumbing fixtures and fittings as well as any other plumbing repairs;
- 15.14. Upgrading, adding or making changes to any plumbing systems and issue Certificates of Compliance (where applicable);
- 15.15. Supply and installation of plumbing parts and related accessories, complete with waterproofing components;
- 15.16. Where required/necessary, installation of plumbing valves, pressure and temperature gauges, insulation etc.;
- 15.17. Where applicable or as agreed with ICASA, supply and install all associated electrical power and water supply connections to the plumbing works;
- 15.18. Carry out all controls associated with the safe and efficient operation of the plumbing items/facilities/resources;
- 15.19. Flushing and cleaning of all piping and equipment after maintenance, repair and/or replacement/installation;
- 15.20. Pressure and leak testing after maintenance, repairs, and/or replacement/installation and acceptance of installation;
- 15.21. Commissioning, testing and decommissioning of plumbing works, where applicable.
- 15.22. Where hot works is carried/done by the plumbing service provider, such as welding metal cutting works etc., ICASA must issue the service provider with a permit before the work is undertaken, that needs to be stated in the specifications/ToR as well. Any process in areas declared as HOT Works areas, involving open flames sparks, cutting or heat shall be authorised by the issuing of a HOT Works permit - obtainable from the Security unit. Any work done under the protection of a permit to work shall be in strict compliance with every prescription regarding the permit.
- 15.23. Care must also be taken so as to prevent fire hazards.
- 15.24. The service provider's Workmen's Compensation fees must be up to date. A copy of the service provider's WCA registration shall be produced on request

- 15.25. The plumbing service provider must ensure that his/her employees are familiar with ICASA's existing emergency procedures and must co-operate in any drills or exercises, which might be held. Emergency / fire equipment and extinguishers shall not be obstructed at any time.

ANNEXURE : PRICING SCHEDULE

- 16.1 All pricing must be quoted in South African Rand (ZAR) including VAT.
- 16.2 The attached pricing/costing template must be completed. Any other costs that are not specified in the template must be completed in a separate sheet/page.
- 16.3 Any pricing not included in the pricing template or on a separate sheet/page will not be considered.
- 16.4 Prices charged by the service provider(s) for goods delivered and services performed under the contract shall not vary from the prices quoted in the bid, and any variance may render the contract null and void.
- 16.5 Costs are based on estimates, as the contract is on an as and when required basis, and excludes the cost of the materials, which must be market related all times