



APPOINTMENT OF A PANEL (MAXIMUM OF TWENTY-SEVEN (27) SERVICE PROVIDERS FOR THE GENERAL MAINTENANCE AND REPAIRS OF ICASA'S OFFICE PREMISES AS IN WHEN REQUIRED FOR A PERIOD OF THREE(3) YEARS.

1. OVERVIEW

One of the primary functions of Corporate Services: Facilities is to ensure the optimal use of the Authority's physical infrastructure, premises, resources and facilities. Through the efficient and effective maintenance and development of these facilities, ICASA can conduct its core business with maximum efficiency. The Facilities unit is in charge for the overall maintenance and repairs of all ICASA's physical infrastructure, premises, resources and facilities.

2. BACKGROUND

- 2.1. ICASA is currently renting various buildings for its office premises, with a national footprint in all nine (9) provinces.
- 2.2. The Authority has identified the need to appoint a panel of service providers to carry out general maintenance and repair work to all its premises, including servicing, alterations, relocation, replacement and minor new installations, from time to time (planned and unplanned) for a period of three (3) years.
- 2.3. The bidder must clearly specify which province(s) they are bidding for, and this must be clearly specified on the bid cover page, failure to indicate the province will result in disqualification. **Refer to Annexure C**
- 2.4. A maximum of three (3) service providers per province will be appointed to the panel.

3. BUILDING

ICASA has rented office buildings in the following areas:

	Province	Physical Address	Office Size
1	Gauteng	Eco Point Office Park 350 Witch Hazel Avenue, Centurion, Pretoria	9 320 sqm
2	Free State	College Court Building 183 Nelson Mandela Drive, Bloemfontein	600 sqm
3	Western Cape	Knowledge Park III Building Heron Crescent, Century City, Cape Town	599.5 sqm
4	North-West	SABC Broadcast Centre, 761 Dr James Moroka Drive, Mmabatho, Mahikeng	394 sqm
5	KwaZulu Natal	Durban (Address to be confirmed)	TBC
6	Limpopo	Isimini Office Park, 4 Limassol Street, Bendor, Polokwane	339 sqm
7	Northern Cape	Kimberley (Address to confirmed)	TBC
8	Mpumalanga	Nelspruit (Adress to be confirmed)	TBC
9	Eastern Cape	Port Elizabeth (Address to be confirmed)	TBC

4. GENERAL REQUIREMENTS

- 4.1. ICASA seeks to appoint a panel of service providers for general maintenance and repairs, including servicing, alterations, relocation, replacement and minor new installations, as and when required, with a minimum experience of three (3) years in the corporate/commercial building maintenance and repairs industry.
- 4.2. The maintenance work to be carried out is on the interior of the premises in the office space allocated to ICASA and must be carried out in a sustainable manner while ensuring compliance to general safety and all relevant legislation.
- 4.3. ICASA will appoint a panel of service providers for its different premises that will undertake maintenance work on for a period of three (3) years as and when required.
- 4.4. The service provider will have to produce an Occupational Health and Safety (OHS) file and the risk assessment pertaining to the assignment.
- 4.5. No work must be undertaken without using the appropriate and correct tools for the purposes of approved maintenance and repairs.
- 4.6. The officials and personnel to be allocated to this contract must also have a minimum of five (5) years' experience for managers and three (3) years for officials/personnel below managers, in the maintenance of commercial buildings. The personnel must have relevant training and qualification from accredited institutions (TVET Colleges/ University of Technologies etc).
- 4.7. Where applicable, the service provider/officials/personnel must be affiliated to the relevant bodies/associations which includes but not limited to Electrical Contractors Association (SA), Institution of Plumbing Association South Africa etc. or equivalent.
- 4.8. The appointed service provider will be fully responsible for meeting all requirements of these specifications/terms of reference regarding the maintenance work to be undertaken.
- 4.9. For each piece of equipment, all work will be carried out to standards as required by the Original Equipment Manufacturer (OEM) as well as any applicable governing law and/or regulations.

- 4.10. Where OEM standards differ from those required by this document the more stringent requirement shall apply.
- 4.11. The appointed service providers will be fully responsible for obtaining (and keeping up to date with) said requirements.
- 4.12. All work shall conform to all relevant SANS standards, National Building Regulations, OHS ACT regulations and all other legislation that might be relevant to this Contract and the execution thereof.
- 4.13. All work shall be carried out in accordance with prevailing industry norms and best practice and will always comply with OEM requirements.
- 4.14. General maintenance, repair, and/or replacement/installation work will be scheduled during a time as agreed to with ICASA, and will likely be undertaken midweek, over weekends, public holidays, or during the period when the Authority closes for vacations (shutdown).
- 4.15. The service providers may be required to attend to emergencies as well as inspections that may be required from time to time.
- 4.16. In all circumstances, the existing services at the premises must remain operational until the scheduled cut-over, to not disrupt ICASA's business operations.
- 4.17. The service providers shall only use tools and equipment that are safe and in good working condition.
- 4.18. No work must be undertaken without using the appropriate and correct tools for approved maintenance and repairs.
- 4.19. The service providers shall only incorporate materials, products, components, and assemblies that are:
 - a) fit for their intended purpose; and
 - b) capable of fulfilling required functions under intended use conditions or when in use.
- 4.20. Should a service provider cause damage to any services, they will first/swiftly secure the damaged services, and make the area safe. They will thereafter inform the ICASA's representative of the damage incurred so that any other relevant authorities can also be informed. The service providers will be liable for the full costs of repairs to the damages.
- 4.21. The service providers are responsible for obtaining from the relevant ICASA representatives all permits and related paperwork/services that may be required to perform the work.

- 4.22. Service technicians are to first report to the Facilities unit or appropriate ICASA representative in Regional Offices, before carrying out any contracted work.
- 4.23. Job cards must be signed by one of the Facilities unit employees or an appropriate ICASA representative in Regional Offices before the service provider leaves the premises, after completing the contracted work.
- 4.24. Job cards content must include but not be limited to the following:
 - 4.24.1. Description of the work to be undertaken;
 - 4.24.2. Action taken/work done;
 - 4.24.3. Material used;
 - 4.24.4. Time of arrival and departure;
 - 4.24.5. Location/area where work was undertaken;
 - 4.24.6. General remarks/comments;
 - 4.24.7. Full names, signatures, and dates of both parties (i.e. ICASA and service provider representative)
- 4.25. When maintenance and repairs are performed record sheets/job cards must be stored for the duration of the contract and should be made available for inspection at any time.
- 4.26. The lack of complete history files may result in immediate cancellation of the contract.
- 4.27. All record sheets, job cards, history reports, etc. will remain the property of ICASA and should be handed over to ICASA annually or as agreed with ICASA.
- 4.28. The service providers must have additional resources available to attend to breakdowns of a specialised nature.
- 4.29. It shall be the service providers' responsibility to ensure that all relevant labour and safety legislation is adhered to, for the duration of the contract.
- 4.30. ICASA shall not be responsible for payment of any unauthorized work.
- 4.31. ICASA reserves the right to separately procure maintenance, repairs, and replacement/installation services when contracted service providers' services do not meet ICASA's requirements and/or industry standards in terms of quality, workmanship etc.
- 4.32. The service providers must always enforce strict discipline and good order among their employees. The service providers shall be always responsible

for all behavior and activities of all its employees during the performance of the work of this contract.

- 4.33. The service providers shall not divulge, furnish, or disclose any sensitive information concerning ICASA or any other stakeholders' activities to the public or media.
- 4.34. ICASA reserves the right to have confidentiality agreements signed with the successful service providers.
- 4.35. The maintenance, repairs, replacement/installation work will be done under the following maintenance types as and when required:
 - Planned maintenance
 - Preventative maintenance
 - Corrective/reactive maintenance
 - Predictive maintenance
 - Unplanned breakdowns and/or emergency repairs

5. Planned maintenance (monthly)

- 5.1. This work includes all general building maintenance and repairs that will arise through time-based or condition-based maintenance, but is not limited to conducting a visual inspection of ICASA's premises and carrying out the following activities:
 - a. Note down all maintenance faults observed in line with planned maintenance.
 - b. Make safe any safety risk identified relating to a fault in building infrastructure.
 - c. Report safety risks that are beyond the scope of this service to ICASA.
 - d. Carry out maintenance and repairs that fall within the scope of the preventative maintenance.

6. Preventative maintenance (monthly)

- 6.1. This work will include all maintenance activities listed on preventative maintenance, which include but not limited to:
 - a. Note down all maintenance faults observed in line with preventative maintenance.
 - b. Make safe any safety risk identified relating to a fault in building infrastructure.

- c. Report safety risks that are beyond the scope of this service to the employer.
- d. Carry out maintenance, repairs, and/or replacement that fall within the scope of the preventative maintenance.

7. Corrective/reactive maintenance (as and when required)

- 7.1. This is maintenance work carried out after a failure has occurred and intended to restore the item/assets to a state in which it can perform its required function, which includes all general building maintenance that will arise through asset failure(s), breakdowns, or ad-hoc requirements.
- 7.2. Corrective maintenance can be planned or unplanned.

8. Predictive maintenance (quarterly)

- 8.1. This work includes predictive maintenance or condition-based maintenance, defined as the type of maintenance trying to predict the condition of the asset/equipment/item and plan maintenance strategy accordingly.
- 8.2. Once the condition is known a decision is taken to take the asset/equipment/item out of service for maintenance/repairs or to leave it in service for an extended period based on the condition of the asset/equipment/item.

9. Unplanned breakdowns and/or emergency repairs (as and when required)

- 9.1. This work will be required in the event of urgent work where the services of the service provider are needed to make safe or perform task(s), including breakdown maintenance, defined as that maintenance which was unforeseen and is necessary to restore the serviceability of the asset/equipment/item.

10. METHODOLOGY

- 10.1. The service providers are expected to provide ICASA's representative(s) with methodology and detailed work procedures for any maintenance, repairs, replacement/installation to be carried out.
- 10.2. Such methodology/work procedures shall be scrutinised by ICASA's representative(s) to ensure that the proposed approach
 - is likely to achieve the required results;
 - will be safe;
 - and its processes involved comply with manufacturers' conditions and requirements,
 - will result in the anticipated outcomes.
- 10.3. During the contract period, the service providers may be required to amend the methodology or procedures if ICASA's representative(s) do not believe that the approach will satisfy the specified requirements for maintenance work that must be undertaken.
- 10.4. The bidder must as such explain his/her understanding of the objectives of the requested services, stated and implied requirements, highlight the issues of importance, and explain the technical approach they would adopt to address the requested services.
- 10.5. The proposal should explain the methodologies to be used, demonstrate their compatibility with the proposed approach. The approach should also include a quality plan which outlines processes, procedures and associated resources, and responsible parties as well as timelines. Additionally, the proposal should indicate how risks will be managed and what contribution can be made regarding value management.
- 10.6. The proposal should clearly state instances where certificates of compliance will be issued for work done (for service requested – e.g. electrical, plumbing etc.).

11. PERSONNEL

- 11.1. The appointed service providers shall continuously ensure that all staff is suitable, able, and competent for the duties required of them and shall continuously ensure that all staff is knowledgeable and trustworthy with the building and facilities maintenance activities/procedures in the area.
- 11.2. The service providers shall further ensure that any staff member reasonably suspected of partaking in criminal activities is immediately removed from site.
- 11.3. The service providers 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.
- 11.4. The roles and responsibilities of each key staff member/expert should be set out as job descriptions, which ICASA may request at a later stage, following the appointment of service providers. In the case of an association/joint venture/ consortium, service level agreement should, indicate how the duties and responsibilities are to be shared.
- 11.5. In addition, they shall provide a summary of the key staff member's qualification (valid certificates, diplomas or degrees as well as professional registration certificates with accredited institution), and experience (previous and current occupation).
- 11.6. Attach detailed CV's of the key staff members that will be dedicated to the project.

12. RESPONSE TIMES

- 12.1. The service providers will be expected to be available 24 hours a day, 7 days a week, 365 days a year to attend to building and facilities maintenance work whenever required.
- 12.2. The service providers will be expected to render its services between 07h30 – 16h00 (Mondays- Fridays/ weekends/Public Holidays)
- 12.3. The service providers will be expected to respond 100% to all work instructions from ICASA within 24 hours.
- 12.4. Where work will adversely impact ICASA's operations, such work shall be executed after hours.

- 12.5. For emergency repairs the service providers are expected to respond at any time of the day or night, seven (7) days a week, inclusive of all statutory holidays, throughout the contract period, and appropriate staff are available to respond to call-outs.
- 12.6. The response times to all emergency call-outs must be within 1 hour from being notified and a service level agreement will be signed by both parties concerned.
- 12.7. The response times to all urgent calls-outs must be within 4-6 hours from being notified
- 12.8. Call-outs are only applicable when the service providers are not scheduled to be on-site (i.e., at ICASA's premises). The service providers must make allowance in their call-out pricing to include the first one (1) hour labour, as part of the call-out fee.
- 12.9. One hour will be measured from the time the service provider notifies ICASA that they are on-site and in attendance at the designated office premises.
- 12.10. Response time shall be measured as the time taken from reporting the call to the service providers.
- 12.11. 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 providers to communicate with ICASA Facilities representative/manager to extend the completion time as agreed.
- 12.12. ICASA will hold the service providers liable for any costs incurred by any party resulting from negligence or unreasonable poor performance by the service providers including excessive time taken to effect repairs.

Response Times

Critical Category	Description	Response Duration	Respond	Rectification
1	EMERGENCY - Failures giving rise to an immediate health and safety or security risk	24 hrs	1 Hour	2-4 Hours
2	URGENT - Failures that have a material and detrimental effect on the beneficial occupation of the facilities by dtic	24 hrs	4-6 Hours	4-6 Hours
3	HIGH - Failures that constitute a material failure to meet the Service Level Standard	Working hrs: 07:30 - 16:00	6-8 hours	9 Hours/1 day
4	MEDIUM (normal) - Failures not falling within criticality category 1, 2 or 3	Working hrs: 07:30 - 16:00	8-10 Hours	2-5 days
Projects	PROJECT – Failure to complete any project by the agreed and approved project schedule	Working hrs: 07:30 - 16:00	Agreed schedule	Agreed schedule

Call-out Fees

Description	Call-out Fees	Cost	Annual Escalations
Year 1	During working hours 08:00 to 16:30 (Monday to Friday)		0%
	After working hours during the week (Monday to Friday)		0%
	On weekends and public holidays		0%
Total cost for year 1 (Total cost of call-out fees multiplied by 12 months)			
Year 2	During working hours 08:00 to 16:30 (Monday to Friday)		5%
	After working hours during the week (Monday to Friday)		5%
	On weekends and public holidays		5%
Total cost for year 2 (Total cost of call-out fees multiplied by 12 months)			
Year 3	During working hours 08:00 to 16:30 (Monday to Friday)		5%
	After working hours during the week (Monday to Friday)		5%
	On weekends and public holidays		5%
Total cost for year 3 (Total cost of call-out fees multiplied by 12 months)			
Total Cost Excluding VAT (Year 1 to year 3)			
VAT (Year 1 to year 3)			
Total Cost VAT Inclusive (Year 1 to year 3)			

13. AS BUILT/NEW DRAWINGS

- 13.1. Where required, the service providers shall prepare an updated set of as-built drawings.
- 13.2. Drawings must be in AutoCAD, preferably the latest version or as agreed with ICASA, and the supplier should have AutoCAD/Revit proficient staff.
- 13.3. During the duration of the contract and after the contract the service providers shall hand these and/or any outstanding drawings to ICASA.

14. LEGISLATIVE FRAMEWORK & APPLICABLE STANDARDS

It shall be the responsibility of the service providers to ensure that all equipment and methods used in the maintenance, repairs and/or replacement/installation, comply with all relevant statutory regulations, particularly the latest amendments, which include but not limited to:

- a) National Building Regulations.
- b) The Occupational, Safety and Health Act.
- b) Government, Provincial, and Local Authorities Ordinances, Regulations, By-laws, Rules, and other legal instructions.
- c) SANS (standards).

15. GUARANTEE/WARRANTY PERIOD

The guarantee/warranty period for the services rendered, including the repairs/replacement/installation and commissioning of all existing and new parts must be always specified and must be in line with industry and/or OEM standards. Where applicable, accompanying documentation shall include but not be limited to:

- 15.1. Operating and/or maintenance manuals;
- 15.2. Installation plan drawings where applicable;
- 15.3. As-Built installation plans.

16. HEALTH AND SAFETY

- 16.1. The service providers shall implement and enforce health and safety measures and protocols when conducting maintenance, repairs, and replacement/installation services.
- 16.2. The major hazards identified by ICASA is that the maintenance, repairs and/or replacement/installation work will take place within ICASA's premises.
- 16.3. The service providers will be working in proximity to buildings where employees and stakeholders operate and require minimal disruption as well as noise caused by related activities. As such, the service providers must adhere to ICASA's measures, protocols, guidance, and specifications for access to and working on the premises, in line with the baseline risk assessments and health and safety specifications, which will be communicated with the successful service providers.
- 16.4. The service providers shall manage health and safety in accordance with the Occupational Health and Safety Act, ICASA's occupational health and safety measures and protocols and any other applicable legislation, regulations and standards.
- 16.5. Service providers' personnel must wear the correct Personal Protective Equipment and Clothing (PPE) and always use the correct tools and equipment, failing which they will be prohibited from working on site/ICASA's premises.
- 16.6. The service providers must put in place the necessary safety measures, demarcation, and signage to prevent anyone from being injured during the maintenance, repair and/or replacement services.
- 16.7. Where applicable, the service providers must submit a safety file, prior to the commencement of duties.
- 16.8. At the completion of any work, the service providers shall immediately remove all its tools and equipment from the premises and leave all work areas in a clean condition.
- 16.9. If the service providers fail to fulfil the obligations relating promptly and properly to regular 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.

- 16.10. Further, ICASA reserves the right to withhold final payment until ICASA deems the area/premises acceptable.

17. NOTICE BOARDS

- 17.1. Where applicable, the service providers shall place suitable notice boards in the working areas when they begin work.
- 17.2. In addition, warning notices and other barricades shall be erected to keep the public away from the locations where there is work being performed.
- 17.3. It is the service provider's responsibility to ensure that all relevant persons are informed of the hazards associated with the work and to keep persons outside of the working areas from a health and safety perspective.
- 17.4. 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 work that is being performed.

18. DISPOSAL

- 18.1. The service providers shall always 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.
- 18.2. 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.
- 18.3. Old equipment that is removed from ICASA's premises shall be disposed of safely, and in an environmentally safe and responsible manner.
- 18.4. This is to be accomplished by the removal of such material, debris, etc. from the premises as frequently as is necessary.
- 18.5. Loading, cartage, hauling and dumping will be at the service provider's expense.

19. QUALITY CONTROL PROCEDURES

- 19.1. The quality control practices and procedures that ensure compliance with stated requirements may be evaluated as and when the need arises (SOP, Document management process, competency certificates, training documents, etc.).
- 19.2. Service providers should briefly outline (Between 1 and 2 pages) quality control procedures in relation to the maintenance, repairs, replacement and/or installation services to be rendered and attach this to this proposal.

20. CALL LOGGING SYSTEM

- 20.1. All requests for maintenance, repairs, and/or replacement/installation must be logged on a call logging system.
- 20.2. The system must have the capability to generate various reports (e.g. daily, monthly, quarterly, customised and dashboards etc.).
- 20.3. All work requests and activities performed by the service provider must be recorded on work orders.
- 20.4. Work orders shall contain, at a minimum, the following information:
 - a. Preprinted number
 - b. Source of request (planned, inspection, resident, etc.)
 - c. Priority assigned
 - d. Location of work
 - e. Date and time received
 - f. Date and time assigned
 - g. Worker(s) assigned
 - h. Description of work requested
 - i. Description of work performed
 - j. Estimated and actual time to complete
 - k. Materials used to complete work
 - l. Total cost of the work completed
- 20.5. The call logging system must preferably have the capacity to generate automated alerts, messages, reminders etc.

21. APPOINTMENT

21.1. ICASA may conduct a site inspection as part of the evaluation of service provider(s).

21.2. ICASA reserves the right to appoint more than one service provider after the completion of the evaluations.

22. CONDITIONS OF AWARD

The following documentation must be submitted prior to award, failure to comply with the submission of any one of the documents will disqualify the service provider:

SERVICES REQUIRED	CONDITIONAL OF AWARD REQUIREMENT(S)
22.1. Electrical services	<ul style="list-style-type: none"> • Suitably qualified service provider with CIDB Grading: 2EB or higher to carry out electrical services, (registration with a credited industry body (attach valid proof). • The service provider must be registered with the Department of Labour or applicable institution and should also be licensed to render electrical work (attach valid proof – e.g. valid COIDA - electrical contractor letter, wireman’s license or equivalent). • Electrical certificate/qualification of the assigned electrician to the project (SAQA accredited) attach valid proof
22.2. Plumbing services	<ul style="list-style-type: none"> • The service provider should be registered with the Plumbing Industry Registration Board or equivalent e.g. Plumbing Industry Registration Board-PIRB. (attach valid proof). • Plumbing certificate/qualification of the assigned plumber to the project (SAQA accredited) attach valid proof
22.3. Carpentry, handyman & joinery services	<ul style="list-style-type: none"> • Trade test certificate or equivalent for carpentry and joinery services e.g. South African Wood Laminating Flooring Association (SAFWLFA), Institute for Timber Construction -South Africa (ITC-SA) etc.) attach valid proof. • SAQA accredited handyman training or equivalent for handyman services, attach valid proof

22.4 HVAC	<ul style="list-style-type: none"> • The service provider should be registered with an accredited institution or industry body such as SARACCA/ SAIRAC or equivalent etc, attach valid proof. • SAQA-accredited HVAC training certificate for the technician or Trade Tested HVAC certificate of the assigned technician to the project, attach valid proof
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23. SCOPE OF WORK

ITEM	DESCRIPTION OF WORKS	Compliant (Tenderer to enter Yes or No)	Remarks (Tenderer to enter comments is applicable)
1	REMOVAL AND REPLACEMENT OF ROOF COVERINGS; NOTE: This type of work will be for removal and replacement of roof coverings in small areas due to storm damage or any other damages linked to the condition of the roof.		
1.1	Removal of asbestos roof coverings as per asbestos regulations.		
1.2	Registration with Department of Labour as asbestos contractor (any asbestos removal)		
1.3	Remove and replace profiled metal roof sheeting, purlins to remain.		
1.4	Remove profiled metal roof sheeting including damaged purlins.		
1.5	Remove concrete or clay roof tiles and damaged battens.		

1.6	Remove and replace fibre cement roof slates battens to remain.		
1.7	Remove fibre cement roof slates and damaged battens		
1.8	Removal and replacement of the fibre cement.		
2	REPLACE/REPAIR DAMAGED CEILINGS		
2.1	NOTE. This type of work will be in		
	Small areas due to damage that may occur.		
2.2	Remove/ replace existing gypsum plaster board ceiling's including damaged rendering		
2.3	Replace/Remove existing Nu-Tech board including damaged rendering		
2.4	Replace /Remove existing damaged Rhino coved cornice and prepare surface		
2.5	Replace damaged 9mm x 45mm wooden cover strips		
2.6	Replace Eaves		
2.7	Paint ceilings and eaves		
3	GUTTERS		
3.1	Cleaning of gutters, downpipes and shoes,		
3.2	Replace or Repairs PVC Gutters		
3.3	Replace or Repairs Aluminium Seamless Gutters		
3.4	Replace or repairs fibre cement gutter		
3.5	Remove asbestos gutters as per asbestos regulations.		

3.6	Replace or repairs fibre cement fascia boards.		
4	WATERPROOFING		
4.1	Remove and repairs to tiled roof with an approved waterproofing system applied as per manufactures specification with the paint and membrane method		
4.2	Repairs to flat concrete roofs with an approved waterproofing system applied as per manufactures specification with the torch on method 4mm thick		
4.3	Repairs to metal roof sheets with an approved waterproofing system applied as per manufactures specification with the paint and membrane method		
4.4	Replace roof screws with washers' steel or rubber for water tightness		
4.5	Seal roof screws and make watertight		
5	TIMBER		
5.1	Remove and replacement of barge boards and fascia boards. (timber)		
5.2	Remove and repair /re-fix barge boards and fascia boards(timber).		
5.3	Remove and replacement of PVC fascia/barge board		
5.4	Remove and repair/re-fix PVC fascia board.		
5.5	Remove and replacement of Nutec fascia board.		

5.6	Remove and repair/re-fix Nutec fascia board		
5.7	Remove and repair asbestos fascia boards.		
6	Remove/Replacement of timber beams (no Black Cross timber) SANS Approved Timber		
6.1	114mm x 38mm SA Pine		
6.2	76mm x 50mm SA Pine		
6.3	228mm x 38mm SA Pine		
6.4	228mm x 50mm SA Pine		
6.5	Any other size/s		
7	ROOF COVERING		
7.1	Replace Polycarp roof sheets – Big six profile		
7.2	Replace Polycarp roof sheets- IBR profile		
7.3	Replace Polycarp roof sheets – Corrugated profile		
7.4	Replace metal corrugated roof sheets including fixings and leave watertight.		
7.5	Replace metal IBR roof sheets including fixings and leave watertight		
7.6	Replace metal Clip-lock roof sheets including fixings and leave watertight		
7.7	Replace clay tiles		
7.8	Replace Slate tiles		
7.9	Roof painting		

8	FLOOR COVERING (new to include all materials and fixing cements/glues)		
8.1	Ceramic Tiles		
8.2	Carpet floor Tiles		
8.3	Laminated Flooring		
8.4	Timber Flooring		
8.5	Scaffolding		
8.6	Concrete Flooring		

24. INSURANCE COVER

- 24.1. The service providers must demonstrate that they have adequate insurance to cover the goods supplied and services rendered against incidental loss or damage for the duration of the contract.
- 24.2. The service providers must attach/submit a letter of confirmation or letter from insurers or a letter of intent indicating that they qualify for adequate insurance cover for the provision of maintenance and repair services.
- 24.3. The service providers will have to establish their standard company insurance and provide details/amount of cover for the services to be rendered (e.g. including but not limited to Contractors All Risks, Professional Indemnity, Product Liability etc.)

25. REFERENCES

- 25.1. The prospective service providers must submit a minimum of three (3) references of having worked on project(s) of a similar nature. This project of a similar nature must be a commercial building *with a ground floor and a minimum of two (2) or more floors above the ground floor and with basement, preferably located in an urban setting of which at least 50% or more is utilised for corporate business offices.*
- 25.2. In addition to references, provide the details of the buildings where you conducted maintenance, repairs, replacement/installation for the requested services (i.e. electrical, plumbing, carpentry, handyman & joinery services)
- 25.3. It is the responsibility of the service providers to ensure that the references provided are available in instances where ICASA plans to engage with them as part of doing reference checks.
- 25.4. If ICASA finds that the cited references are uncooperative, such conduct on the part of the service providers' references may adversely influence the scoring .

26. LEGAL REQUIREMENTS

- 26.1. The service providers are required to ensure compliance with all legal requirements pertaining to this service. This includes national, regional legislation as well as local Municipal By-Laws. The key legislation and regulations include but is not limited to the following:
- a. National Building Regulations
 - b. Relevant South African National Standard(s)
 - c. Occupational Health and Safety Act: Section 9 of the Occupational Health and Safety Act 1993
- 26.2. Legislation also imposes a duty on service providers and their directors to ensure, as far as reasonably practicable that persons other than just those in their employ who may be directly affected by their activities are not exposed to health and safety hazards. Safety shall be strictly always adhered to.

27. OHS COMPLIANCE

- 27.1. All safety incidents must be immediately reported to an appointed ICASA representative in writing. This shall be followed by a formal report in the form of a preliminary report within forty-eight (48) hours.
- 27.2. All incidents referred to in Section 24 of the OHS Act shall be reported by the Mandatary to the Department of Labour and copies of such reporting are to be sent to ICASA. The Mandatary shall further provide or be provided with copies of any written documentation and medical reports relating to any incident. Records of the above must be always kept on-site.
- 27.3. The service providers must provide a list of personnel appointed in terms of the Occupational Health and Safety Act.
- 27.4. ICASA reserves the right to request an Occupational Health and Safety Plan in line with the Occupational Health and Safety Act.
- 27.5. Where applicable, work will only commence once the plan has been approved by the appointed ICASA representative and a permit to work is issued.
- 27.6. The appointed service providers must make allowance for appropriate PPE for all staff in line with regulations set out by the relevant authorities and provide the necessary hoarding, signage, trolleys etc. to safely execute the work.
- 27.7. The appointed service providers must ensure that:
- Their employees are familiar with the existing emergency procedures and must cooperate in any drills or exercises that might be held.
 - Emergency/fire equipment and extinguishers shall not be obstructed at any time.
 - No person shall perform an unsafe/unhygienic act or operation whilst on ICASA's premises.

28. SCOPE OF WORK

- 28.1. The scope of work entails the maintenance, repairs and/or replacement, in relation to the following services or as required:
 - 28.1.1. Electrical services;
 - 28.1.2. Plumbing services;
 - 28.1.3. Carpentry, handyman & joinery services;
 - 28.1.4. Call logging system
- 28.2. Qualified and experienced personnel (e.g. electrician, plumber, carpenter etc.) with thorough knowledge and expertise in commercial buildings maintenance and repairs, in possession of valid, appropriate certificates/qualifications from an accredited institution, able to issue Certificate of Compliance (CoC) and sign off on the work will be required to carry out work as and when it is identified by ICASA.

29. SCOPE OF WORK: ELECTRICAL SERVICES

- 29.1. Only qualified electricians shall have access to and work on live distribution boards or circuits (attach valid proof of qualifications/certificates).
- 29.2. The service providers shall ensure that its team has relevant expertise and provide diligent and necessary support to ICASA as and when required.
- 29.3. The scope of the work includes but not limited to:
 - 29.3.1. 24/7 electrical emergency services
 - 29.3.2. Fault finding, troubleshooting and repair of electrical work
 - 29.3.3. Repair of lighting, plugs, circuit breakers, switches, cable outlets etc
 - 29.3.4. Repair, replace and/or installation of motion sensors for lighting.
 - 29.3.5. Supply and installation of electrical consumables such as ballasts, starters in high rise areas etc with ICASA's approval
 - 29.3.6. Conduct electrical testing and/or inspections
 - 29.3.7. Repair/replace/install voice and data communications related services
 - 29.3.8. Repair, replace and/or installation of socket outlets
 - 29.3.9. De-commission and remove some of the existing socket outlets

- 29.3.10. Installation of electrical skirting
- 29.3.11. Refurbish Distribution Boards
- 29.3.12. Disconnect, replace/remove (where possible) existing wiring, conduit work, cable tray etc.
- 29.3.13. Troubleshoot/diagnostic assessment on TV and DSTV sets components & replacement of damaged components
- 29.3.14. Replace lights/wires in ICASA signage boards
- 29.3.15. Install new wiring, conduit work, cable tray (where required)
- 29.3.16. De/Re-commission circuit breakers
- 29.3.17. Install new breakers, electrical fixtures etc.
- 29.3.18. Repair/replace obsolete earth leakages
- 29.3.19. Update the circuit breaker numbering
- 29.3.20. Update the legends
- 29.3.21. Test and commission the sockets and circuit breakers
- 29.3.22. Issue the Certificate of Compliance

30. SCOPE OF WORK: PLUMBING SERVICES

- 30.1. 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/certificates).
- 30.2. The service providers shall ensure that its team has relevant expertise and provide diligent and necessary support to ICASA as and when required.
- 30.3. The appointed service providers 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.
- 30.4. Plumbing services must be rendered in a sustainable manner while ensuring compliance with general safety and all relevant SANS 10400 and 10252/54 legislation or any other applicable legislation.
- 30.5. The scope of work entails the assessment, repairs, and replacement of damaged fixtures and fittings (where necessary) to the existing plumbing systems within ICASA as and when required.
- 30.6. The service providers may be required to attend to emergencies within the above-mentioned buildings.
- 30.7. The scope of the work includes but not limited to:
 - 30.7.1. 24/7 plumbing emergency services;
 - 30.7.2. Fault finding, troubleshooting and repair of plumbing work;

- 30.7.3. 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 water pipes and fittings;
- 30.7.4. Maintenance, repairs, replacement, and/or installation of the sanitary ware and sanitary fittings shall include but not be limited to leaking/faulty kitchen sinks, waste pipes, traps, toilets, urinals, handwash basins, geysers, showers (where applicable) and all other infrastructure associated with plumbing systems;
- 30.7.5. Where applicable repairs and maintenance of all piping, fittings, bends, collars, saddles, drains, sewage, and septic tanks;
- 30.7.6. Conduct camera inspections in piping, manhole inspection, and routine maintenance such as root cutting, high-pressure jetting of sewer pipelines, and cleaning;
- 30.7.7. Jetting of sewer-line and camera inspection, cleaning or unblocking of sewer line (where plumbing rods are impractical) shall be done using the industrial jetting machines and where required the use of camera inspection will be requested from the service provider as per agreed work instruction/request;
- 30.7.8. Repairs of plumbing pipe leaks;
- 30.7.9. Replacement/repair of different types of plumbing fixtures and fittings as well as any other plumbing repairs;
- 30.7.10. Upgrading, adding, or making changes to any plumbing systems and issuing Certificates of Compliance (where applicable);
- 30.7.11. Supply and installation of plumbing parts and related accessories, complete with waterproofing components;
- 30.7.12. Where required/necessary, installation of plumbing valves, pressure and temperature gauges, insulation etc.;
- 30.7.13. Where applicable or as agreed with ICASA, supply and install all associated electrical power and water supply connections to the plumbing work;

- 30.7.14. Carry out all controls associated with the safe and efficient operation of the plumbing items/facilities/resources;
- 30.7.15. Flushing and cleaning of all piping and equipment after maintenance, repair, and/or replacement/installation;
- 30.7.16. Pressure and leak testing after maintenance, repairs, and/or replacement/ installation and acceptance of installation;
- 30.7.17. Commissioning of plumbing work, where applicable;
- 30.7.18. Where applicable, water pipework is to be disinfected at completion;

31. SCOPE OF WORK: CARPENTRY, HANDYMAN & JOINERY SERVICES

The scope of the work includes but not limited to:

- 31.1. Fault finding, troubleshooting, and repair of carpentry and joinery work;
- 31.2. Maintenance, repair and/or replacement of carpentry, joinery, ironmongery, which includes but not limited to doors, door frames, cabinets, drawers, shelving, skirting boards, architraves, window frames, windowsills, woodwork/wooden fittings;
- 31.3. Repair and replacement of doors, handles, locks & keys;
- 31.4. Repair and/or restoration of office furniture and equipment;
- 31.5. Furniture and equipment repairs, maintenance, disassembling/ reassembling;
- 31.6. Repair wood, partitions, and ceiling work;
- 31.7. Repair of flooring and replacement (e.g. carpets, tiles, vinyl etc);
- 31.8. Repair and replacement of damaged wooden floor;
- 31.9. Drywall repairs and finishes;
- 31.10. Painting services are done in accordance with SANS 10305-2: 2012 (or the latest addition), including thorough preparation work (stripping; filling; sanding; etc.);
- 31.11. Repairs, removal and/or replacement of damaged glass;
- 31.12. Repair, replace and welding of steel and metal work done in accordance with the applicable latest addition of the SANS standards;
- 31.13. Repair or replacement of damaged, faded or missing building signage ;
- 31.14. Removal, replacement of damaged floor / wall tiles and laying of new tiles;
- 31.15. Repair/replace or provide new wallpaper, wall decorations on an as needed basis;

- 31.16. Repair and maintenance of window, floor and wall coverings, where required;
- 31.17. Repair, maintenance and/or replacement of masonry/brickwork, tiling, plastering work;
- 31.18. Repair, maintenance and/or replacement of air conditioners;
- 31.19. Repair, maintenance and/or replacement of smoke detectors; and
- 31.20. Ad-hoc requirements, including alterations, which can be executed by resources which are included in this service.

32. SERVICES OFFERED

Bidders should indicate by YES on the table below for services they are bidding for:

SERVICES REQUIRED	ABLE TO PROVIDE (YES/NO)	AREA OF OPERATION/ PROVINCE(S) <i>(e.g. Gauteng, Free State)</i>	ATTACHED VALID PROOF OF QUALIFICATIONS/ CERTIFICATES & OWNERSHIP (YES/NO)
Electrical services			
Plumbing services			
Carpentry, handyman & joinery services			
Call logging system			

33. TOOLS AND EQUIPMENT

- 33.1. The service providers shall provide all necessary tools of trade and equipment for the execution of the variety of work carried out.
- 33.2. The service providers will not be allowed to charge ICASA for the purchase or hire of tools. Instead, the service providers will be required to have a variety of tools and equipment that will be needed to enable them to execute their duties efficiently.
- 33.3. Service providers are expected to be well-equipped and have all these general tools and equipment readily available and in sufficient quantity to provide quality work considered satisfactory by ICASA.
- 33.4. The tools supplied shall be sufficient to cover all categories of work and the respective services required.
- 33.5. The appointed service providers are to further ensure that all staff deployed to ICASA are adequately resourced with tools to maintain continuity of work.
- 33.6. All tools & equipment must be regularly inspected as per prevailing legislation and industry standards.
- 33.7. Any tools deemed to be not "fit for use" must be immediately removed from site and either repaired or replaced.

34. MAINTENANCE & REPAIRS COSTS

- 34.1. The procured spares/materials and/or consumables quotes must be market-related, and the service providers must provide a receipt/invoice from the third-party supplier.
- 34.2. Cost shall be the net cost (including VAT) of materials/spares/consumables supplied to the site with all discounts deducted. All material supplied must be SABS-approved.
- 34.3. The bidder will be expected to submit a quotation for each work that needs to be done. The prices quoted should cover all aspects from labour, transport, tools, equipment, sundries, overheads, profit, and any incidental costs associated with call-outs.

35. MARK-UP COSTS

- 35.1. When a bidder is required to quote, they must state the mark-up for third-party procured items/services.
- 35.2. Mark-up costs shall be the net cost (including VAT) of parts delivered to the site with all discounts deducted.
- 35.3. The service provider will be allowed to charge a mark-up cost up to a maximum of 10%.

36. MULTIPLE AWARDS

- 36.1. ICASA reserves the right to issue multiple awards to ensure the availability of service. Due diligence will be applied to ensure that pricing is affordable, and market-related.
- 36.2. The following shall be taken into consideration when contemplating a multiple- award:
 - a. Capacity to meet the expected demand according to the end-user requirements.
 - b. Mitigation of risk if the item is unavailable.

37. ANNEXURES

EVALUATION CRITERIA (refer to Annexure A)

PRICE SCHEDULE (refer to Annexure B)

SECURITY VETTING OF SERVICE PROVIDERS (refer to Annexure C)

PROVINCES BIDDING FOR: (refer to Annexure D)

ANNEXURE A: EVALUATION CRITERIA

1. Functional Evaluation Criteria	Weight	Rating	Score	Comment
<p>Methodology</p> <p>Methodology sufficiently covers the following:</p> <ol style="list-style-type: none"> 1. All services (i.e., electrical, plumbing, carpentry, handyman & joinery services) must demonstrate a clear understanding of the objectives of the requested services. This includes addressing both stated and implied requirements and detailing the technical approach to be used. 2. The quality proposal outlines processes, procedures, and associated resources, and responsible parties, as well as a timeline. 3. Details on how risks will be managed. 4. Ability to issue certificates of compliance for work done (for service requested – e.g., electrical, plumbing, etc.). 5. Health and safety measures and protocols that will be implemented. <ul style="list-style-type: none"> • Meets all criteria (5) • Meets four (4) criteria (4) • Meets three (3) criteria (3) • Meets two (2) criteria (2) • Meets none or only one criterion (1) 	30			
<p>Proposal Requirements</p> <p>The proposal includes:</p>	20			

Functional Evaluation Criteria	Weight	Rating	Score	Comment
<ol style="list-style-type: none"> 1. Details of a call logging system capable of generating various reports (e.g., daily, monthly, quarterly, customised and dashboards, etc.). 2. Details of a logging system capable of generating automated alerts, messages, reminders, etc. 3. Confirmation of a service provider's location, which is within a 45km radius. 4. Proof of valid insurance or letter of intent. <ul style="list-style-type: none"> • Meets all criteria (5) • Meets four (4) criteria (4) • Meets three (3) criteria (3) • Meets two (2) criteria (2) • Meets none or only one criterion (1) 				
<p>Company Experience</p> <p>The service provider must demonstrate experience in the corporate building maintenance and repairs industry through registration or start of operation date.</p> <ul style="list-style-type: none"> • 6 years and above (5) • 4 to 5 years (4) • 2 to 3 years (3) • 1 year (2) • No/irrelevant experience (1) 	10			

Functional Evaluation Criteria	Weight	Rating	Score	Comment
<p>References</p> <p>The service provider must demonstrate experience in the corporate building maintenance and repairs industry through contactable references or testimonials. The reference must be on the company letterhead and include the contract amount awarded for the project.</p> <ul style="list-style-type: none"> • 5 or testimonial/reference letters (5) • 4 testimonial/reference letters (4) • 3 testimonial/reference letters (3) • 2 testimonial/reference letters (2) • 1 or no testimonial/reference letter (1) 	5			
<p>Employee Experience</p> <ol style="list-style-type: none"> 1. Attached the relevant 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. 2. Clearly specified the roles and responsibilities of each key staff member/expert and have been set out as summarised job descriptions. 3. Attached key staff member's relevant qualifications (certificates, diplomas or degrees as well as professional registration certificates), experience previous and current occupation. 4. Included full detailed CVs of the key staff members that will be fully dedicated to this project. 	25			

Functional Evaluation Criteria	Weight	Rating	Score	Comment
<p>5. A contract manager and supervisor/foreman with a minimum of five (5) years' experience in managing similar projects. (Indicate the qualification of the supervisor, experience, project managed and contract value)</p> <ul style="list-style-type: none"> • Meets all criteria (5) • Meets four (4) criteria (4) • Meets three (3) criteria (3) • Meets two (2) criteria (2) • Meets none or only one criterion (1) 				
<p>6. Vehicle</p> <p>Bidder should show proof of ownership or lease agreement for bakkie or a or caddy.</p> <ul style="list-style-type: none"> • Meets the criteria (5) • Does not meet the criteria (1) 	10			
TOTAL FOR FUNCTIONAL CRITERIA	100	Weight x Rating = score		
Threshold	65%	Total scores = total points		

NB: Bidders do not need to submit the pricing schedule because the project seeks to appoint a panel of service providers. Only bidders who meet the minimum score of 65 will be evaluated in terms of preference points.

2. Evaluation in terms of preference points

The specific goals allocated points in terms of this bid	Number of points allocated per goal
Woman owned	7 Points for at least 51% ownership
Black Owned	6 Points for at least 51% ownership
Youth	4 Points for any % ownership
People living with Disability	3 Points for any % ownership

Bidders will be appointed to the panel using a ranking system based on the number of points they are allocated for specific goals. Bidders who obtain the highest points will be appointed.

Refer to SBD 6.2 for relevant supporting information which must be submitted for points to be allocated.

A maximum of 3 bidders will be appointed to the panel per region.

ANNEXURE B: PRICE SCHEDULE

PRICE SCHEDULE						
						Year 1,2 & 3
	Description	Services	Unit	Estimated Qty/Amount	Rates (excl. VAT)	Total Amount (excl. VAT)
1	Service Provider to tender their total cost per hour on site per qualified Electrician and an assistant to perform service and repairs during normal working hours. (08h00 – 16h30).	Electrician	Rate/hour, including travel costs	1 500 hours	R	R
		Assistant Electrician	Rate/hour, including travel costs	1 500 hours	R	R
2	Service Provider to tender their total cost per hour on site per qualified Electrician and an assistant to perform service and repairs – after hours, weekends & public holidays.	Electrician	Rate/hour, including travel costs	500 hours	R	R
		Assistant Electrician	Rate/hour, including travel costs	500 hours	R	R
3	Service Provider to tender their total cost per hour on site per qualified Plumber and an assistant to perform service and repairs during normal working hours. (08h00 – 16h30).	Plumber	Rate/hour, including travel costs	1 500 hours	R	R
		Assistant Plumber	Rate/hour, including travel costs	1 500 hours	R	R
4	Service Provider to tender their total cost per hour on site per qualified Plumber and an assistant to perform service and repairs – after hours, weekends & public holidays.	Plumber	Rate/hour, including travel costs	500 hours	R	R
		Assistant Plumber	Rate/hour, including travel costs.	500 hours	R	R

Description	Services	Unit	Estimated Qty/Amount	Year 1,2 & 3	
				Rates (excl. VAT)	Total Amount (excl. VAT)
Service Provider to tender their total cost per hour on site per qualified Carpenter, Handyman & Joinery and an assistant to perform service and repairs during normal working hours. (08h00 – 16h30).	Carpenter, Handyman & Joinery	Rate/hour, including travel costs	1 500 hours	R	R
	Assistant Carpenter, Handyman & Joinery	Rate/hour, including travel costs	1 500 hours	R	R
Service Provider to tender their total cost per hour on site per qualified Carpenter, Handyman & Joinery and an assistant to perform service and repairs - after hours, weekends & public holidays.	Carpenter, Handyman & Joinery	Rate/hour, including travel costs	500 hours	R	R
	Assistant Carpenter, Handyman & Joinery	Rate/hour, including travel costs	500 hours	R	R
Service Provider to tender their total cost for the call logging system.	Call logging system	Per month	N/A	R	R
Provision Sum for Health, Safety & COC Compliance over a three (3) year period		Sum			R2 123 232.00
Provisional sum for materials and Percentage mark up for materials over a three (3) year period					R3 251 041.00
Mark-up percentage (%) of R3 251 041.00				<u>10%</u>	R
Total (excl. VAT)					R
15% VAT					R
Total (incl. VAT)					R
Total Bid Price:					R

ANNEXURE C: SECURITY VETTING OF SERVICE PROVIDERS

1. ICASA is an organ of state and has a Security unit that facilitates the vetting of service providers, through State Security Agency (SSA), that are contracted to ICASA. The SSA has the national mandate to conduct security vetting in line with Section 2A (1) of the National Strategic Intelligence Act (Act 39 of 1994, as amended).
2. ICASA may request proof that security background checks were performed on each employee of the service provider as of the date of the proposal and provide such information to ICASA's Security unit.
3. The project/services, service providers and its personnel will be vetted in accordance with the government's Minimum Information Security Standards (MISS) and ICASA's Security Policy, based on whether or not access is required by the service provider to ICASA's systems and premises.
4. Some service providers may only need to undergo screening, whereas in other cases service providers may need to obtain a full security clearance.
5. Re-vetting may be conducted by ICASA at any time.
6. If re-vetting is required, the service provider must submit all the necessary documents to ICASA.
7. Re-vetting may be required in the following circumstances:
 - a. When a valid security clearance has expired;
 - b. If the service provider's contract had previously been terminated;
 - c. Whenever a new project /services commences; or
 - d. Whenever a person's security competence changes.

Annexure D: GEOGRAPHIC SCOPE COVERAGE

Name of the bidder: _____

Province	Tick to indicate the province you are bidding for.
1. Eastern Cape	
2. Free State	
3. Gauteng	
4. Kwa Zulu Natal	
5. Limpopo	
6. Mpumalanga	
7. Northern Cape	
8. North West	
9. Western Cape	

THE END