

THE NATIONAL CREDIT REGULATOR

JULY 2024

**TERMS OF REFERENCE FOR THE APPOINTMENT OF THE SERVICE PROVIDER
FOR THE PROVISION OF A GENERAL BUILDING MAINTENANCE AT THE
NATIONAL CREDIT REGULATOR (NCR).**

RFP NUMBER: NCR921.07.2024

COMPULSORY BRIEFING AND SITE INSPECTON

DATE: 16 JULY 2024 AT 10:00AM

ADDRESS: 127-15TH ROAD RANDJESPAK MIDRAND

(NCR OFFICES)

DUE DATE: 23 JULY 2024 AT 11H00 SHARP CAT

EMAIL YOUR SUBMISSION TO: TMaseko@ncr.org.za

COPY: procurement@ncr.org.za

1. General Information for Bidders

The National Credit Regulator (NCR) was established in terms of section 12(1) of the National Credit Act, Act 34 of 2005 and came into being on 1 June 2006.

The NCR will determine which bidding organisation (“bid participant”), if any, is appointed in response to this request for submission to appoint an ERP Solution Accredited Partner to provide, customised and implement the Finance and Procurement solution provide support and maintenance for a period of three (3) years.

General Terms

This tender is issued in terms of the Public Finance Management Act 1 of 1999 (PFMA), the Preferential Procurement Policy Framework Act 5 of 2000 (PPPFA), the Preferential Procurement Regulations, 2001/2022 (PPR), Supply Chain Management Regulations issued by the National Treasury and BBBEE Act.

Parties that wish to submit proposals are required to indicate that they are willing to accept the General Conditions and Procedures of the NCR (Annexure B and B.1 that can be downloaded from NCR website - <https://www.ncr.org.za/index.php/procument/tender-standard-bidding-documents/general-terms-conditions>).

Please read this document carefully and confirm your agreement to the terms prior to submitting your proposal.

2. The Proposal Format

• Economy of proposal preparation

The proposal should be prepared simply and economically, providing a straightforward and concise description of the bid participant’s ability to meet the requirements of the proposal request.

Clear factual responses are required. The content of the proposals shall determine the merit of each participant, not brochures or other marketing material. To facilitate the review of proposals, participants are required to organise their responses according to the format presented below. Should a participant wish to provide additional information, that information should be referred to and provided in a file of annexure.

3. Validity of proposals

The proposals must include a statement as to the period for which the proposal remains valid. The proposal must be valid for at least ninety (90) days from the due date for the submission of all bids.

4. Number of proposals

Each bid participant must provide two (2) hard copies and one (1) memory stick of their entire proposal, including all the documentation referred to in Section 7 below, in the format specified in that section. All submitted proposals will become the property of the NCR and will not be returned. The proposal must be signed and dated in black ink by the bidder or authorized representative of the bidder and initialled on each page.

5. Submission of proposals

5.1. Proposals must reach Tmaseko@ncr.org.za , procurement@ncr.org.za before 11:00AM on 23 July 2024.

a) **RFQ No: NCR921.07.2024**

b) **TERMS OF REFERENCE FOR THE APPOINTMENT OF THE SERVICE PROVIDER FOR THE PROVISION OF GENERAL BUILDING MAINTENANCE AT THE NATIONAL CREDIT REGULATOR (NCR)**

c) **CLOSING DATE: 23 JULY 2024 AT 11H00 AM,**

5.2. Proposals are to be submitted to Tmaseko@ncr.org.za , procurement@ncr.org.za

5.3. Please note that this RFQ closes punctually at 11h00 on 23 July 2024. No late submissions will be considered under any circumstances.

5.4. **All** the documentation referred to in Section 7 below must be submitted. Failure to submit all the documentation referred to in this section may result in a submission being discarded, and not considered for evaluation.

5.5. If responses are not delivered as stipulated in this Section 5.1, such responses will be considered **“late”**, and will not be considered for evaluation.

5.6. The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.

5.7. Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP.

5.8. The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.

- 5.9. Only the participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.
- 5.10. After the evaluation process is completed, the Evaluation Committee may, prior to making a final selection, draw up a shortlist of participants and require them to make a detailed presentation to the Adjudication Committee. A minimum of 2 days' notice will be given to relevant participants in advance of the presentation date.

6. Timetable

Date & time	Activity
08/07/2024	Issue RFQ document
16/07/2024	Compulsory Briefing and Site inspection
23/07/2024	Closing date
25/07/2024	Evaluations by the Evaluation Committee
08/08/2024	Appointment

National Credit Regulator reserves the right to determine the structure of the process, the right to determine the number of short-listed participants, the right to withdraw from the proposal process, and the right to change this timetable at any time without notice.

7. Documentation to be submitted.

Document that must be Submitted	Guideline		Consequence of Non-submission
Invitation to Bid – SBD 1	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Tax status SBD 1	Yes	Written confirmation that SARS may on an ongoing basis during the	Disqualification from process

Document that must be Submitted	Guideline		Consequence of Non-submission
		tenure of the contract disclose the bidder's tax compliance status. Proof of Registration on the Central Supplier Database Vendor number	
Declaration of Interest – SBD 4	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Preference Point Claim Form – SBD 6.1	Yes	Non-submission will lead to a zero (0) score on Specific goals	Zero points awarded for specific goals
Registration on Central Supplier Database (CSD)	Yes	The Service Provider must be registered as a service provider on the Central Supplier Database (CSD). If not registered, to complete the registration of company prior to submitting the proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number starting with MAAA. Submit proof of registration.	Disqualification from process
Acceptance of the General Terms and Conditions	Yes	https://www.ncr.org.za/index.php/procedure/tender-standard-bidding-documents/general-terms-conditions	Bidders to confirm that they read

8. Evaluation Criteria

Proposals will be evaluated on the 80/20 preference points scoring system: that is, 80% of the points awarded will be based on price, as indicated in the table below; and 20% of the points awarded will be based on specific goals, allocated as indicated in the table below:

B-BBEE status level of contributor	Specific goals	Price
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Total maximum points	20	80
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The points system is outlined for the 80/20 to address the preferential procurement as followed:

8.1. SMME's which are owned by Black people.

SPECIFIC GOAL	ACHIEVEMENT LEVEL	TOTAL NUMBER OF
Persons historically disadvantaged on the basis of race	81%- 100% black ownership	7
	51% - 80% black ownership	5
	31% - 50% black ownership	3
	0 – 30% black ownership	1

8.2. SMME's which are owned by People with disability

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
Persons historically disadvantaged on the basis of disability	50 %- 100% owned by persons living with disabilities	3
	30% - 49% owned by persons living with disabilities	2
	0 – 29% owned by persons living with disabilities	1

8.3. SMME's which are owned by Women.

SPECIFIC GOAL	ACHIEVEMENT LEVEL	POINTS
Persons historically disadvantaged on the basis of gender – Women	81% - 100% owned by women	7
	51% - 80% owned by women	5
	31% - 50% owned by women	3
	0 – 30% owned by women	1

8.4. SMME's which are Youth owned business.

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
Persons historically disadvantaged based on age	50%- 100% owned by persons who are youth	3
	30% - 49% owned by persons who are youth	2
	0 – 29% owned by persons who are youth	1

9. Evidence for specific goals

PROOF OF EVIDENCE TO SCORE SPECIFIC GOALS POINTS			
EVIDENCE	YES	NO	ATTACH EVIDENCE (indicate a page)
Share certificate			
ID Copies stamped by the commissioner of oath			
Sworn affidavits			
BBBEE certificates			
Proof of disability			
CIPC Documents			

NB: Bidders will only score points based on the evidence submitted.

10. Reporting of fraud and corruption

The National Credit Regulator management is commitment to transparency, integrity, and accountability, as described in our Code of Conduct and business principles. Which led to the establishment of the Ethics Line. The Ethics Line seeks to provide an independent and comprehensive service through enhanced anonymity assurance and a wide range of communication channels. Bidders and members of the public are encouraged to use the following toll-free line to report any misconduct relating procurement activities amongst others.

Fraud / Anti-Corruption Hotline

Report any incidents of wrongdoing
to the KPMG Ethics Line

0800

20

53

17

(Toll

Free

TERMS OF REFERENCE

1. Background

The NCR buildings, located at 127-15th Road and 232-15th Road require planned maintenance on a periodic basis, upgrades and repairs on the building equipment and infrastructure.

The successful contractor will be subjected to vetting investigations by the State Security Agency (SSA). The appointment of the preferred bidder will depend on a positive clearance from SSA.

2. Purpose

The purpose of the contract is to enhance the efficiency and effectiveness of general maintenance and service delivery at the NCR. A service level agreement will enable the NCR to make use of a single supplier, which will save time in acquiring services, save costs and take advantage of the warranties offered for the services.

3. Contract Duration

The appointed service provider will be required to start immediately after signing the contract and provide the services until 31 August 2025, subject to annual review of the service provider's performance.

4. Pre - requisites

- a. Bidders must be registered on the Central Supplier Database (CSD). Proof of registration must be provided.
- b. Bidder should have attended a compulsory briefing and site inspection in order for them to participate.
- c. Bidder must be registered with the CIDB with gradings GB2+ and EB+2.
- d. The preferred bidder must submit a Health and Safety plan to the NCR before commencement of the contract.

5. Scope of work

5.1 Unplanned maintenance services

The following are some of the building maintenance services required by the NCR **but not limited to** the table below:

DESCRIPTION OF UNPLANNED MAINTENANCE SERVICES		
Paving	Roof and ceiling installations and repairs	Minor and major electrical work

Waterproofing	Carpentry	Moving of furniture
Welding	Partitioning / dry walling	Varnishing
Painting	Supply of diesel	Repairs on building equipment
Bricklaying	Air Conditioning installations	
Locksmith	Plumbing	

5.2 Planned / Preventative Maintenance Schedule for both buildings

(127-15th Road)

PLANNED / PREVENTATIVE MAINTENANCE SCHEDULE FOR BUILDING EQUIPMENT					
ITEM & QTY'S	DESCRIPTION	MONTHLY	QUARTERLY	BI-ANNUALLY	ANNUALLY
(x1) Generator	Minor Service		X3		
	Major Service				X1
(x63) Office & boardroom Air Conditioning Units	Minor Service				X1
	Major service				X1
(x3) Server Room Air Conditioning Units	Major Service	X12			
(x1) Lightning and Earth Protection					X1
(x4) Distribution Boards					X1
(x4) DB Boards					
COC DB Boards					Once off

232-15th Road

PLANNED / PREVENTATIVE MAINTENANCE SCHEDULE FOR BUILDING EQUIPMENT					
ITEM & QTY'S	DESCRIPTION	MONTHLY	QUARTERLY	BI-ANNUALLY	ANNUALLY
(x1) Generator	Minor Service		X3		
	Major Service				9 X1

(x33) off Building Air Conditioning Units	Minor Service				X1
	Major service				X1
(x2) Server Room Air Conditioning Units	Major Service	X12			
(x1) Uninterrupted Power Supply (UPS)				X2	
(x1) Lightning and Earth Protection					X1
(x2) Distribution Boards					X1
(x2) DB Boards					
COC DB Boards					Once off

5.3 Maintenance Programme

5.3.1 The Contractor shall prepare a Maintenance Programme indicating when specific Preventative Maintenance shall be performed. All required maintenance activities for the duration of the contract shall be performed within the required time limits by manufacturers and within the contractual period.

5.3.2 The frequency of maintenance activities shall be in accordance with the Manufacturer's recommendations and as per the Maintenance Schedule.

5.3.3 The Maintenance Programme shall be in the format agreed with the NCR.

5.3.4 In the event of any delays against the programme the Contractor shall expedite the maintenance work to make up for any delays.

5.3.5 The Sub-contractor shall deploy sufficient staff on the contract to ensure completion of the works within the programme and within normal working hours.

NB: Normal working hours will be from 08h00 to 16h00 Monday to Friday excluding Public Holidays.

5.4 Planned / Preventative Maintenance

5.4.1 The Contractor shall perform maintenance and part replacement in accordance with the Manufacturers recommendations and in accordance with good maintenance practices to ensure continued operation of the NCR and Compliance with the Maximum Equipment Downtime.

5.4.2 The Contractor shall report any trends detected that reflect system or equipment degradation, loss of performance, or frequency of failure to the NCR.

5.4.3 The Contractor shall arrange with the NCR and obtain approval for date, time and duration when equipment or systems shall be out of service for the purpose of performing Preventative Maintenance.

5.4.4 In the event of emergency repairs having to be carried out, the need for such repairs shall be reported immediately to the NCR for further instructions.

5.4.5 The Contractor shall furnish a report to the NCR detailing the date and time of the failure, the reason for the failure, date and time when corrective action was completed, details of corrective action and results of any post maintenance testing performed to ensure satisfactory operation.

5.5 Unplanned maintenance and repairs

5.5.1 The Contractor shall perform maintenance and part replacement in accordance with the Manufacturers recommendations and in accordance with good maintenance practices to ensure continued operation of the NCR and Compliance with the Maximum Equipment Downtime.

5.5.2 The Contractor shall report any trends detected that reflect system or equipment degradation, loss of performance, or frequency of failure to the NCR.

5.5.3 The Contractor shall arrange with the NCR and obtain approval for date, time and duration when equipment or systems shall be out of service for the purpose of performing maintenance and repairs.

5.5.4 In the event of emergency repairs having to be carried out, the need for such repairs shall be reported immediately to the NCR for further instructions.

5.5.5 The Contractor shall furnish a report to the NCR detailing the date and time of the failure, the reason for the failure, date and time when corrective action was completed, details of corrective action and results of any post maintenance testing performed to ensure satisfactory operation.

5.5.6 The contracted service provider will respond to emergency repairs relating to the server room air conditioning units, building air conditioning units, plumbing work, electrical work, UPS, generator and any other emergency building repairs. NCR internal approval protocols will be followed in each case.

6 Specific requirements

6.1 The contractor shall:

6.1.1 The Contractor shall draw up the necessary Job Cards from the Maintenance Programme, or in response to emergency call outs, or equipment failure, and hand the completed cards to the NCR for verification and acceptance that the work has been duly executed.

6.1.2 Obtaining and recording of quotations for materials or equipment, selecting the most competitive supplier, obtaining approval from the client before placing orders.

6.1.3 Record complaints' date, time and details, and details of the faults detected and corrective action taken.

6.1.4 Implement a system whereby each item of equipment's history of maintenance and repairs are recorded and retrievable at all times.

6.1.5 Should not ask for advanced payments before any work or service is rendered.

6.2 Additional information required from the contractor:

6.2.1 The safety of users of the equipment;

6.2.2 All regulations as per the OHS Act are adhered to;

6.2.3 The accuracy and reliability of the equipment performance;

6.2.4 That Preventative Maintenance is carried out at all times;

6.2.5 The equipment and associated spaces are kept clean and presentable at all times.

6.3 Call Outs:

- 6.3.1 The Contractor shall have a 24/365 call out facility.
- 6.3.2 The maximum period within which the Contractor must respond to an emergency call is two (2) hours from notification.
- 6.3.3 The Contractor shall ensure that standby arrangements for emergency call outs are at all times in place.
- 6.3.4 A call-out list with technician's names and numbers must be provided to the NCR as soon as the Contractor starts work on site.

6.4 Personnel:

- 6.4.1 The Contractor shall employ and manage his personnel to ensure timely, efficient execution of works with minimum interruption to the NCR.
- 6.4.2 Technicians and any other staff member working at the NCR must be issued with safety clothing with the company's name clearly visible.
- 6.4.3 The appointed personnel/s must be:
 - 6.4.3.1 able to perform the required services as requested by the NCR as and when required;
 - 6.4.3.2 able to assess and give a detailed report of any fault finding;
 - 6.4.3.3 capable of repairing, replacing and maintaining equipment's as per the regulatory standards; and/or
 - 6.4.3.4 certified to perform duties required i.e. Trade certificates etc. which should be included in the work file that will be kept at the NCR premises.

6.5 Subcontractors:

The Supplier must specify all sub-contractors and sub-suppliers, which will be used during the contract period. The Supplier shall provide sub-contractors and sub-suppliers with materials and work as required. The Supplier is responsible for the performance of their sub-suppliers and sub-contractors who will be expected to perform and are managed to the same standards as detailed in the terms of reference.

A bid participant must clearly indicate any sub-contractors and/or sub-suppliers that will be used during the contract period, as well as the tasks, which will be outsourced to such sub-contractor and/or sub-supplier. A bid participant who elects to enlist the services of a sub-contractor and/or sub-supplier remains responsible for ensuring that the execution and delivery of the outsourced tasks comply with the terms of reference.

7 NCR responsibilities

7.1 Communicate with the service provider via telephone and emails.

7.2 Provide safe, prompt and reasonable access to the Contractor for maintenance activities.

7.3 Sign off the Contractor’s job card to certify that work has been done by the Contractor but not accepting responsibility for the quality and adequacy of the work performed.

7.4 Brief the Contractor on general housekeeping rules.

7.5 Approve quotations submitted by the Contractor for spares and materials.

8 Meetings

8.1 The Contractor shall attend quarterly meetings and any other meeting called by the NCR.

9 Technical Evaluation Criteria

9.1 Mandatory Technical Requirements

The bidder must indicate its compliance / non- compliance to the requirements and should substantiate its response in the space provided below. If more space is required to justify compliance, please ensure that the substantiation is clearly cross-referenced to the relevant requirement.

(Construction Industry Development Board) CIDB REGISTRATION	Comply	Not comply
<p>GENERAL BUILDING MAINTENANCE The bidder must be registered with the CIDB in a contractor grading designation of GB2+. The bidder must maintain their CIDB grading and be registered with the CIDB for the duration of the contract. The bidder must submit / attach proof of CIDB Registration.</p>		
Substantiate/Comments		
CIDB CERTIFICATE	Comply	Not comply
ELECTRICAL MAINTENANCE SERVICES		

<p>The bidder must be registered and be in good standing with the CIDB with a grading designation of EB2+.</p> <p>The bidder must submit / attach proof of registration with CIDB; proof must also reflect the bidder's status with CIDB.</p> <p>Note: The NCR reserves the right to verify the bidder's status of registration directly with CIDB.</p>		
<p>Substantiate/Comments</p>		

OHS COMPLIANCE	Comply	Not comply
<p>The bidder must ensure compliance to the Occupational, Health and Safety Act 85 of 1993 for the duration of contract.</p> <p>NB: Proof of COIDA must be submitted.</p>		
<p>Substantiate/Comments</p>		

RISK INSURANCE	Comply	Not comply
<p>The bidder must, at his own expense, take out sufficient insurance against any claims, costs, loss and or damage ensuing from its obligation and shall ensure that such insurance remains operative for the duration of this agreement. A copy of insurance must be handed to the NCR upon commencement of the service and may be requested at any time during the duration of the contract or as and when the NCR deems necessary.</p>		
<p>Substantiate/Comments</p>		

10 Other Technical Requirements

The bidder must indicate its compliance /non- compliance to the requirements and should substantiate its response in the space provided below. If more space is required to justify compliance, please ensure that the substantiation is clearly cross-referenced to the relevant requirement.

BIDDER'S EXPERIENCE	Comply	Not comply
<p>The bidder must have experience in providing building maintenance services as per Paragraph 5.1.</p> <p>The bidder must have three (3) relevant contactable references of building maintenance contracts held/works done in the past ten (10) years.</p> <p>Please refer to Table (a) of Annexure 1 of this document for the format in which the required information must be provided.</p>		
<p>Substantiate/Comments</p>		
QUALIFICATIONS, EXPERIENCE AND SKILLS OF THE BIDDER'S	Comply	Not comply

MANAGEMENT TEAM		
<p>The bidder's management team must have relevant skills, trade and experience in providing building maintenance services.</p> <p>The bidder's must submit, as part of its proposal, the following:</p> <ul style="list-style-type: none"> ▪ The structure, composition and CV's of the bidder's management team; ▪ The CV's must clearly highlight qualifications e.g. relevant electrical qualifications (Technicians Electrical Trade Test Certificates and technicians NQF – 4 Certificates), skills and experience. ▪ Areas of experience / competence relevant to the tasks and objectives of this project as outlined above. <p>Please refer to Table (b) Annexure 1 of this document for the format in which the required information must be provided.</p>		
Substantiate/Comments		

ECA AND ECB CERTIFICATES	Comply	Not comply
<p>The bidder must demonstrate that they keep up to date with industry developments through affiliation(s) with the relevant associations/bodies for electrical contractors e.g. Electrical Contractors Association (ECA). Please attach documentary proof of current affiliations to relevant industry associations / bodies.</p>		
Substantiate/Comments		

INDUSTRY AFFILIATE	Comply	Not comply
<p>The bidder must be registered with relevant industry associations e.g. South African Refrigeration and Air Conditioning Contractors Association (SARACCA). The bidder must provide certificates as proof of registrations/affiliation to the relevant industry association.</p>		
Substantiate/Comments		

CAPACITY/EQUIPMENT	Comply	Not comply
<p>The bidder must have capacity in terms of the necessary equipment to effectively render the required services.</p>		
Substantiate/Comments		

ANNEXURE 1: BIDDER'S EXPERIENCE AND PROPOSED PROJECT TEAM

Request for Proposal No:

Name of Bidder:

Authorised signatory:

Note to the bidder:

The bidder must complete the information set out below in response to the requirements set out in Paragraph 5 of this bid document. If the bidder requires more space than is provided below it must prepare a document in substantially the same format setting out all the information referred to below.

The bidder must provide the following information:

Table (a) Details of the bidder’s current and past experiences in providing building maintenance services in commercial buildings (please refer to Paragraph 10 of this RFQ document.)

Client’ Name	Nature of the contract (Fixed cost or Ad-hoc)	Description of Maintenance Services Contracted for	Project period (Start and End Dates)	Value of Work done under the contract	Name, title and telephone contact of client

Table (b) Details of bidders’ management team- format

Relevant Project Experience			
Name	Position	Number of years’ experience	Qualifications/Training/Trade Test Certificates

**ANNEXURE 2: COST PROPOSAL
FIXED PREVENTATIVE MAINTENANCE FEES FOR THE NCR**

Note: The bidder must refer to the Maintenance Service Schedule i.e. Paragraph 5.2 of this RFP document, for details in terms of the required services.

NB: All prices provided must include all relevant costs such as mark up on material purchase, transport and labour rates, etc.

127-15th Road

1. Generator

Service Interval	Quarterly minor service	Annual major	Total service
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		❖ Only 3 minor services per annum		service	fee per annum (VAT Incl.)
Description		Fee per service interval (VAT Incl.)	Total service fee per annum (VAT Incl.)	Fee per service interval (VAT Incl.)	
Preventative Maintenance as per Maintenance Service Schedule	Year 1				
	Year 2				
Sub-Total (A) (VAT Incl.)					

2. (x63) Building Air Conditioning Units

Service Interval		Annual Minor Service	Annual Major Service	Total Service fee per annum (VAT Incl.)
Description		Fee per service interval (VAT Incl.)	Fee per service interval (VAT Incl.)	
Preventative Maintenance as per Maintenance Service Schedule	Year 1			
	Year 2			
Sub-Total (B) (VAT Incl.)				

3. (x3) Server Room Air Conditioning Units

Service Interval		Monthly	
Description		Fee per service interval (VAT Incl.)	Total service fee per annum (VAT Incl.)
Preventative Maintenance as per Maintenance Service Schedule	Year 1		
	Year 2		
Sub-Total (C) (VAT Incl.)			

4. Lightning and Earth Protection

Service Interval		Annually
Description		Total service fee per annum (VAT Incl.)
Preventative Maintenance as per Maintenance Service Schedule	Year 1	
	Year 2	
Sub-Total (E) (VAT Incl.)		

5. Distribution Boards (DB's)

Service Interval		Annually
Description		Total service fee per annum

		(VAT Incl.)
Preventative Maintenance as per Maintenance Service Schedule	Year 1	
	Year 2	
Sub-Total (F) (VAT Incl.)		

6. Compliance certificate (COC) certification for four distribution boards (DB's)

Service Interval		Once off
Description		Total service fee per annum (VAT Incl.)
Compliance Assessment and rectification	Year 2	
Sub-Total (G) (VAT Incl.)		

TOTAL SERVICE FEE (A+B+C+D+E+F+G) FOR BUILDING 127-15TH ROAD	
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NB: All prices provided must include all relevant costs such as mark up on material purchase, transport and labour rates, etc.

232-15th Road

1. Generator

Service Interval		Quarterly minor service ❖ Only 3 minor services per annum		Annual major service	Total service fee per annum (VAT Incl.)
Description		Fee per service interval (VAT Incl.)	Total service fee per annum (VAT Incl.)	Fee per service interval (VAT Incl.)	
Preventative Maintenance as per Maintenance Service Schedule	Year 1				
	Year 2				
Sub-Total (A) (VAT Incl.)					

2. (x33) Building Air Conditioning Units

Service Interval		Annual Minor Service	Annual Major Service	Total Service fee per annum (VAT Incl.)
Description		Fee per service interval (VAT Incl.)	Fee per service interval (VAT Incl.)	
Preventative Maintenance as per Maintenance Service Schedule	Year 1			19
	Year 2			

Sub-Total (B) (VAT Incl.)			
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3. (x2) Server Room Air Conditioning Units

Service Interval		Monthly	
Description		Fee per service interval (VAT Incl.)	Total service fee per annum (VAT Incl.)
Preventative Maintenance as per Maintenance Service Schedule	Year 1		
	Year 2		
Sub-Total (C) (VAT Incl.)			

4. (x1) Uninterrupted Power Supply (UPS)

Service Interval		Bi-Annually	
Description		Fee per service interval (VAT Incl.)	Total service fee per annum (VAT Incl.)
Preventative Maintenance as per Maintenance Service Schedule	Year 1		
	Year 2		
Sub-Total (D) (VAT Incl.)			

5. Lightning and Earth Protection

Service Interval		Annually	
Description		Total service fee per annum (VAT Incl.)	
Preventative Maintenance as per Maintenance Service Schedule	Year 1		
	Year 2		
Sub-Total (E) (VAT Incl.)			

6. Distribution Boards (DB's)

Service Interval		Annually	
Description		Total service fee per annum (VAT Incl.)	
Preventative Maintenance as per Maintenance Service Schedule	Year 1		
	Year 2		
Sub-Total (F) (VAT Incl.)			

7. Compliance certificate (COC) certification for four distribution boards (DB's)

Service Interval		Once off
Description		Total service fee per annum (VAT Incl.)
Compliance Assessment and rectification	Year 2	
Sub-Total (G) (VAT Incl.)		

8.Safety File

Description	Total price inclusive of VAT
Health and Safety File (Caters for both building)	
Sub-Total (H) (VAT Incl.)	

TOTAL SERVICE FEE (A+B+C+D+E+F+G+H) FOR BUILDING 232-15TH ROAD	
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TOTAL CONTRACT PRICING FOR 127-15TH ROAD AND 232-15TH ROAD	
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COSTINGS FOR UNPLANNED MAINTENANCE

a. Material purchased by the Contractor:

Amount	% Mark-up
Above R10 000	
R5 000 - R10 000	
R1 000 - R5 000	
Less than R1 000	

b. Transport Cost

Description	Rate
Rate per km	
Description	Kilometers (return)
Kilometers from the bidder's office to the NCR office	Kms Kms x Rate = R

c. Labour Rates (week days)

Description	Normal Working Hours	After Hours

	Fee	Fee
Call-out	R	R
Resource	Hourly Rate	Hourly Rate
Artisan	R	R
Assistant	R	R

d. Labour Rates (Weekends and Public Holidays)

Description	Saturday	Sunday
	Fee	Fee
Call-out	R	R
Resource	Hourly Rate	Hourly Rate
Artisan	R	R
Assistant	R	R

- e. Schedules indicate the overall Scope of Works unless otherwise stated. It is the duty of the Contractor to ensure that all work associated with electrical work and associated equipment is included in the price proposal.
- f. Prices shall include all costs associated with the service as specified in the maintenance schedule e.g. spares and labour costs.
- g. Call outs, standby provisions, all materials, spares and replacement equipment to be quoted for on an ad-hoc basis, shall be paid for based on proven cost plus a percentage mark-up.
- h. Prices should be based on normal working hours except where specifically stated otherwise.
- i. The Request for Quotation (RFQ) will be followed for all ad-hoc or unplanned repairs and maintenance.

11. FUNCTIONALITY CRITERIA

ELEMENT	WEIGHT
<p>Organisation experience in providing building maintenance services</p> <p>The bidder must demonstrate years' experience in providing building maintenance services. Bidders must provide the following as evidence in table format:</p> <ul style="list-style-type: none"> ▪ Clientele ▪ Project description ▪ Duration of the contract 	20

<ul style="list-style-type: none"> ▪ Estimated cost of the project <p>Point allocation</p> <p>No experience = 1</p> <p>One to four years' experience = 2</p> <p>Five to nine years' experience = 3</p> <p>Ten to fifteen years' experience = 4</p> <p>More than fifteen years' experience = 5</p>	
<p>Company registration and qualifications of the maintenance team</p> <p>The bidder's must submit, as part of its proposal, the following:</p> <ul style="list-style-type: none"> ▪ The structure, composition and CV's of the bidder's management team. ▪ The CV's must clearly highlight qualifications e.g. relevant electrical qualifications (Technicians Electrical Trade Test Certificates and technicians NQF – 4 Certificates), skills and experience. ▪ Bidders must be registered on the Central Supplier Database (CSD). Proof of registration must be provided. ▪ Bidder must be registered with the CIDB (GB2+ and EB2+). Proof must also reflect registration, gradings and the bidder's status with CIDB. <p>Point allocation:</p> <p>The bidder did not submit any documents relating to the requirements (1 point)</p> <p>The bidder submitted documents relating to one of the requirements (2 points)</p> <p>The bidder submitted documents relating to two of the requirements (3 points)</p> <p>The bidder submitted documents relating to three of the requirements (4 points)</p> <p>The bidder submitted documents relating to four of the requirements (5 points)</p>	30
<p>Industry Affiliations</p> <ul style="list-style-type: none"> ▪ The bidder submitted proof of current affiliation to relevant industry affiliations or bodies e.g. Electrical Contractors Association (ECA). ▪ The bidder must be registered with relevant industry associations e.g. South African Refrigeration and Air Conditioning Contractors Association (SARACCA). The bidder must provide certificates as proof of registrations / affiliation to the relevant industry 	20

<p>association.</p> <p>Point allocation:</p> <p>The bidder did not submit proof relating to the requirements (0 point)</p> <p>The bidder submitted proof of both of the requirements (5 points)</p>	
<p>Bidder's Maintenance Proposal</p> <ul style="list-style-type: none"> ▪ The Bidder must provide a project plan in line with the NCR requirements for planned / preventative maintenance services. ▪ The bidder must provide a detailed description of planned / preventative maintenance services. <p>Point allocation:</p> <p>The bidder did not submit a project plan or detailed description of planned / preventative maintenance services (1 point)</p> <p>The bidder submitted a project plan, which is not in line with the NCR requirements for planned / preventative maintenance services. (2 points)</p> <p>The bidder submitted a project plan in line with the NCR requirements for planned / preventative maintenance services OR a detailed description of planned / preventative maintenance services (3 points).</p> <p>The bidder submitted a project plan in line with the NCR requirements for planned / preventative maintenance services and provided a detailed description of the maintenance services (4 points).</p> <p>The bidder submitted a project plan in line with the NCR requirements for planned / preventative maintenance services and provided a detailed description of the maintenance services and a resource allocation plan for every stage of the project (5 points).</p>	20
<p>References of which similar work have been conducted in the last 10 years.</p> <p>The bidder must provide a minimum of five (5) reference letters indicating the following information:</p> <ul style="list-style-type: none"> ▪ Company details ▪ Contact person ▪ Contact numbers ▪ Email address <p>Point allocation:</p> <p>The bidder did not submit reference letters (1 point)</p> <p>The bidder submitted less than three reference letters (2 points)</p> <p>The bidder submitted three reference letters (3 points)</p> <p>The bidder submitted five reference letters (4 points)</p>	10

The bidder submitted more than five reference letters (5 points)	
<p>Capacity / Equipment</p> <p>The bidder must have capacity in terms of the necessary equipment to effectively render the required services.</p> <ul style="list-style-type: none"> Providing an inventory list of equipment, tools and vehicles. <p>Point allocation:</p> <p>The bidder did not submit an inventory list (1 point)</p> <p>The bidder submitted an inventory list consisting of only one of the requirements (2 points)</p> <p>The bidder submitted an inventory list of two of the requirements (3 points)</p> <p>The bidder submitted an inventory list of three of requirements (4 points)</p> <p>The bidder submitted an inventory list of the three requirements with proof of ownership of the vehicles, (5 points)</p>	10
<p>Compliance</p> <ul style="list-style-type: none"> The bidder must provide proof of insurance against any claims, costs, loss and or damage ensuing from its obligation and shall ensure that such insurance remains operative for the duration of this agreement. A copy of insurance must be handed to the NCR upon commencement of the service. The bidder must ensure compliance to the Occupational, Health and Safety Act 85 of 1993 for the duration of contract. <p>Point allocation:</p> <p>The bidder did not submit any documentation relating to the requirements (0 point)</p> <p>The bidder submitted documentation relating to both of the requirements (5 points)</p>	10
TOTAL	100%

Bid participants are required to score a minimum of 70% on functionality to qualify to be evaluated in the next level (i.e. BBBEE and price). Bid participants that do not score the minimum of 70% on functionality will be disqualified and not be evaluated in the next level (i.e. BBBEE and BBBEE).

12. Additional information:

- a) Brief company profile, as relevant to the above-mentioned terms of reference.
- b) Experience in the relevant areas.
- c) Clientele.
- d) A proposal including methodology.
- e) Confirmation that the proposed team members will in fact be available to undertake this exercise at the appropriate time and meet the necessary deadlines.
- f) The percentage of the work if any that will be outsourced to third parties.

- g) The proposal should contain a work plan, showing tasks, timelines etc.
 - h) Contact details of at least five references from amongst recent clients with whom similar work has been conducted in the past 10 years.
 - i) Certificate of incorporation / legal status:
 - a. Company registration documents
 - b. Certified copy of Directors identity documents
 - c. Certified BBBEE certificate
- 1.