REQUEST FOR QUOTATION

Supply, repair and maintenance of HVAC equipment for a two (2) year period
All quotations must be received before 16h00 on Monday 23 May 2016

REQUEST FOR QUOTATION

The supply, repair and maintenance of HVAC equipment for a two (2) year period

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PLEASE NOTE!!!!!
This request is subject to the attendance of a site visit.
Site visits can be arranged for the following dates and times:
2016/05/16 from 10h00 to 11h00 or 2016/05/17 from 10h00 to 11h00
Please call or email Andre van Bergen on 012-4315081 to arrange a site meeting

1. TERMS OF REFERENCE

1.1 Introduction

The South African Qualifications Authority seeks to appoint a service provider through a bidding process to provide a complete HVAC maintenance, repairs, supply and installation service as outlined in the Terms of Reference for a period of 24 months.

1.2 Background

The extent of the work involved, warrants the invitation of a request for quotation for the competitive participation of service providers and the appointment of the successful service provider who will provide the required services.
1.3 Terms and Conditions

1.3.1 Scope

The required outcome of this Request for Quotation is to appoint a Service Provider for a complete HVAC Preventative and Corrective Maintenance Service and for the Supply and Installation of new and replacement units for a period of 24 months.

For the purpose of this request for quotation, is defined as all the installations providing heat, ventilation and air conditioning.

1.3.2 Professional Requirements

To ensure proper standards of delivery, all quotations must comply with the following criteria:

• Proof of registration with professional body/bodies e.g. South African Institute of Refrigeration and Air Conditioning or the South African Refrigeration & Air Conditioning Contractors’ Association.

• If a prospective bidder is compliant to ISO standards, proof of such certification needs to be provided. Further membership of any other bodies or applicable Institutes/Counsels should be provided.

Special Note:

SAQA is a member of the Green Building Council and therefore remains committed to enforce operational practices that minimize the environmental impact of HVAC equipment.

• The appointed contractor shall be required to compile and maintain a register of equipment using high ODP refrigerants, conduct a Leak Audit and provide evidence of Leak testing

• The appointed contractor shall be required to maintain a high level of workmanship, applying work methods and materials with low or preferably zero negative impact to the environment.

1.3.3 Turnaround times

• Emergencies pertaining to the Server Room - maximum 1-2 hours response time, at SAQA site, from notification time.

• Emergencies - maximum 3-4 hours response time at SAQA site, from notification time, at SAQA site, from notification time.

• Purchase Orders(action within 24 hours)

• Major repairs and new installations action within 7 days.

Special Note:

Emergency Calls: If the Service Provider does not meet this requirement, SAQA will engage the services of others to make the necessary repairs. The cost of such repairs will be passed on to the Service Provider.

1.3.4 Overview of Services Required

The required outcome of this request is to appoint a Service Provider for a complete HVAC Preventative and Correction Maintenance Service and for the supply and installation of new and replacement units:
1.3.4 Overview of Services Required

The required outcome of this request is to appoint a Service Provider for a complete HVAC Preventative and Correction Maintenance Service and for the supply and installation of new and replacement units.

The Preventative, Corrective & New Installations and related items included under this contract includes but is not limited to the following equipment that needs to be maintained on-going during weekly on-site maintenance visits:

- Console units x40
- Hi wall Split units x 30
- Low wall units x 59
- Chiller x1
- Fresh air handling units x 16
- Fans x 6
- Cassette units x 13
- Hi wall Cassette units x12
- Air curtains x 4.
- Hide-away units x 2

Special Note:

_The appointed contractor shall be responsible to carry out 1(11) eleven monthly minor services per year as well as one (1) major service/year on HVAC equipment listed above in accordance with manufacturer’s instructions and specifications._

1.3.5 Security requirements.

Appointed service provider is subject to a successful security clearance.

2. Maintenance Classification

2.1 Preventative Maintenance

Planned maintenance programme of set service frequency at acceptable industrial standards as well as planned interruptions of the purpose of servicing and repairing the HVAC installations at a fixed monthly rate.

The contract requirements per the Preventative Maintenance plan must include the following:

a) Weekly/monthly maintenance items
b) Quarterly maintenance items
c) Bi-annual maintenance items

2.2 Corrective/Breakdown Maintenance

Any unplanned interruption of a service rendered under this contract and includes but is not limited to the following:-

a) Repairs
b) Refurbishment
c) Upgrades

Repair services will be on an as and when basis and shall be available on a twenty-four hour basis. The Contractor shall maintain a continuous telephone service where staff can be reached twenty-four hours each day, seven days each week, Sundays and all Public Holidays included.

The cost of such will be based on tender rates,

2.3 Replacement Requirements

The supply and installation of replacement and or new HVAC equipment which will form part of the existing contract in accordance with approved tender rates and specifications.

The Service Provider shall include as part of the fixed monthly service rate, sufficient time for rectification of minor problems as identified during routine Preventative Maintenance such as gas topping up and loose connections.

Whilst conducting routine Preventative Maintenance, requests for repairs which are not deemed to be minor, must be delivered timorously. The cost of such will only allow for materials, no additional cost will be made for time and travel.

All rates must be inclusive of providing site management/supervision, tools, travel, material and labour as well as Health & Safety requirements.

Special Note:

_The decommissioning rate for the removal of HVAC equipment must include the removal from site and the disposal of such in a compliant manner._

3. Scope of work

3.1 Call out rates will apply as follows:-

- Call out rates will not apply to requests for quotations as part of planned works.
- Normal call out rates will apply for emergencies and unplanned/scheduled work.
- After hour call out and labour rates will only apply after 17:00

4. Contract Expenditure

4.1 The contract amount for Preventative Scheduled Maintenance and Corrective Maintenance services will be based on a fixed monthly rate as outlined in the Pricing Schedule.

4.2 Materials for Corrective Maintenance and Repairs will be on an ad hoc quotation basis, as per quoted rates

4.3 New equipment installation will be as per service request on quotation basis as per quoted rates.

4.4 New work will only be performed after approval from SAQA and shall be billed according to the prices submitted as per such quotation.

4.5 Payment for services provided shall be made within 30 days of the receipt date of a detailed invoice and statement.
5. **Health & Safety**

5.1 An Health & Safety file must be prepared and handed in as part of the bid documentation. Particular attention must be given to adherence to all OHS regulations.

5.2 The service provider must make provision for all expenditure related to health and safety measures required for the full duration of the contract.

5.3 Costing for the provision of Health and Safety measures, with reference to the Occupational Health and Safety Act 85 of 1993, must form part of the cost structure for any quotation for the installation of new HVAC equipment.

6. **Operational Requirements**

6.1 This Request for Quotation is for services rendered to SAQA, located at SAQA House, 1067 Arcadia Street, Hatfield, Pretoria 0083.

7. **Staff requirements**

The Service Provider shall make provision in their tender price for the required specialist capability to provide first-line maintenance on all equipment and systems under this contract. Given the high standards that SAQA places on security requirements, the allocated staff to this project should be of a dedicated nature.

The successful bidder would need to provide proof that staff employed on this contract is registered with COIDA.

8. **Equipment, Materials and Consumables**

8.1 All necessary human resource capacity, equipment and materials for the successful execution of the above is to be provided for by the Service Provider inter alia:

- Adequate stock of all consumables required for the proper execution of the tasks at hand
- Tools and testing instruments
- Lifting equipment/Scaffolding
- Drilling equipment

8.2 Appropriate transport for all deployed teams

8.3 Access to specialized equipment

8.4 Restrictions on how the Service Provider provides the service is listed below, but is not limited to the following:

- The service Provider shall provide the Client periodically with a written record, in schedule form, reflecting the number and description of staff employed on site.
- The Service Provider will strictly control all its staff that is deployed on site.
- The Service Provider is to strictly control all its working activities on-site.
- All sub-contractors of the Service Provider must be approved by SAQA and will be subject to any vetting process as may be required.
• Service Provider to provide Compliance Certificates on the completion of work where required.
• All variations in respect of scope of work must be requested in writing from the Client(SAQA)

Should SAQA require a programme showing the key activities for any requested works, it should illustrate the following:

   a) The start and completion dates for each of the activities
   b) The order and timing of operations which the Service Provider plans to provide SAQA with.

**Special Note:**

*The Service Provider has the responsibility to take all measurements for quotation purposes which are to be verified by SAQA. NO variations will be allowed after quotation*

9. **Risks**

Where any damage is caused due to negligence of the Service Provider, the Service Provider shall make good such damage at their own expense to the satisfaction of SAQA with minimum disruption of essential services.

**Special Note:**

Where SAQA is forced to carry out any repairs due to the Service Provider’s activities, this cost will be billed to the Service Provider.

10. **Transformation Policy**

In compliance with the Employment Equity Act, the fostering of a Transformation Policy is required (please also refer to evaluation criteria) in order to achieve equity in the workplace as speedily as possible and, in doing so, foster a productive and fair work environment.

11. **Bid Evaluation Methodology**

11.1 **Bid Evaluation Process**

11.1.1 **Stage1: Pre-evaluation**

Any prospective bidder, which fails to submit any element of the Bid Submission Requirements set herein may, at the discretion of the Evaluation panel, be rejected as unsuitable for evaluation and will therefore not be further considered.

11.2 **Mandatory requirements**

   11.2.1 Bidder should be registered with National Treasury on the Central Supplier Database. In this regard please attached a CSD Report of Registration. For ease of reference please visit [www.csd.gov.za](http://www.csd.gov.za).

   11.2.2 Completed SBD forms

   11.2.3 Valid tax clearance certificate
11.2.4 Completed Price Schedule
11.2.5 Technical specifications to support the bid
11.2.6 Health & Safety plan
11.2.7 Company detail and personnel detail as proposed for this project
11.2.8 Proof of registration/membership with applicable governing bodies
11.2.9 BEE status

11.3 **Stage 2: Technical Evaluation**

11.3.1 The following score sheet and criteria shall apply for scoring by the panel:

<table>
<thead>
<tr>
<th>No</th>
<th>Technical Criteria</th>
<th>Score</th>
<th>Points</th>
<th>Max</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Proof of established company with know how regarding HVAC systems and maintenance</strong>&lt;br&gt;Management Qualifications &amp; CV’s&lt;br&gt;Provide documentation to illustrate skills &amp; qualifications and experience of relevant staff&lt;br&gt;Support personnel capacity&lt;br&gt;Capacity in terms of personnel and equipment available for general maintenance as well as emergency call-outs</td>
<td>Excellent = 7-10&lt;br&gt;Acceptable = 3- 7&lt;br&gt;Partially compliant = 1- 3&lt;br&gt;Un acceptable = 0</td>
<td>10</td>
<td>20</td>
</tr>
<tr>
<td>2</td>
<td><strong>Previous experience on the nature of the task at hand and level of experience</strong>&lt;br&gt;Track record &amp; relevant experience</td>
<td>Excellent = 31-40&lt;br&gt;Acceptable = 21-30&lt;br&gt;Partially compliant = 1-20&lt;br&gt;Un acceptable = 0</td>
<td>40</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td><strong>Special skills &amp; Specialist maintenance projects completed</strong>&lt;br&gt;Reference to be attached</td>
<td>Excellent = 21-30&lt;br&gt;Acceptable = 11-20&lt;br&gt;Partially compliant = 1-10&lt;br&gt;Un acceptable = 0</td>
<td>30</td>
<td></td>
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<tr>
<td>4</td>
<td><strong>Transformation Policy</strong>&lt;br&gt;Policy in terms of company’s transformation processes</td>
<td>Full achieved = 7-10&lt;br&gt;Partially achieved = 3- 7&lt;br&gt;No policy = 0</td>
<td>10</td>
<td></td>
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</tbody>
</table>
11.4 **Stage three – Evaluation in terms of the 80/20 Preference Point System**

Only bids that achieved the minimum qualifying score/percentage of 80 or more for functionality will be evaluated in accordance with the 80/20 preferential point system as prescribed in the Preferential Procurement Framework Act 5 of 2000.

<table>
<thead>
<tr>
<th>5</th>
<th>Technical Criteria</th>
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<tbody>
<tr>
<td></td>
<td>Total Technical Points</td>
</tr>
<tr>
<td></td>
<td>Technical Threshold Score for Functionality (minimum requirement in order to be evaluated in terms of the 80/20 Preference Point System)</td>
</tr>
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12. PRICING SCHEDULE

SERVICE PROVIDER: _________________________________

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
<th>Description – Specification</th>
<th>Price Incl. VAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>Please refer to scope requirements. A price for the first year must be quoted to cover all the requirements of the scope of work as indicated in the terms of reference. * This price is for a twelve (12) month period only and should include VAT</td>
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**Fee Structure**

<p>| | |</p>
<table>
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<tbody>
<tr>
<td>Normal hours</td>
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</tr>
<tr>
<td>Call-out Fee</td>
<td>R_________</td>
</tr>
<tr>
<td>Labour rate (p/hour)</td>
<td>R_________</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>After hours</td>
<td></td>
</tr>
<tr>
<td>Call-out Fee</td>
<td>R_________</td>
</tr>
<tr>
<td>Labour rate (p/hour)</td>
<td>R_________</td>
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<td></td>
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<tr>
<td>Public Holidays</td>
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<tr>
<td>Call-out Fee</td>
<td>R_________</td>
</tr>
<tr>
<td>Labour rate (p/hour)</td>
<td>R_________</td>
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**Minimum requirement**

1 x Artisan + 1x Assistant

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<tr>
<th>Y</th>
<th>N</th>
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If you have marked the [N] tick box above then please indicate a different team composition below:

<table>
<thead>
<tr>
<th>2</th>
<th>1</th>
<th>Please indicate the composition of the team that would be utilised to cover all the requirements of the scope of work as indicated in the terms of reference.</th>
</tr>
</thead>
</table>

**3 | % | Mark-up cost to material and spares – Please indicate the percentage value that would be added to the cost price. Original invoice/s would be required. * This percentage will remain unchanged for the full duration of the contract |

* A = Items above R2000.00 = ___________%

* B = Items below R2000.00 = ___________%

* C = Consumables
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<tbody>
<tr>
<td>4</td>
<td>%</td>
<td>General service cost escalation – Please indicate the percentage value that would be added to the 1st year labour and call-out fees. ** Percentage adjustment will only become effective after the first 12 months of the contract lapsed</td>
<td>**</td>
</tr>
<tr>
<td>5</td>
<td>Rand value</td>
<td>Travelling cost if not included in maintenance cost structure State flat rate/site visit and not a rate per kilometer. *** This rate will remain unchanged for the full duration of the entire contract</td>
<td>***</td>
</tr>
</tbody>
</table>

13. **Submission of Quotations**

Quotations must be received before the deadline as indicated. All quotations must include all the required documentation as outlined.

Submissions can be either be made electronically to abergen@saqa.co.za or be hand delivered to the following address:

South African Qualifications Authority
SAQA House Building
1067 Arcadia Street
Hatfield
Pretoria
Dear Valued Service Provider

The South African Qualification Authority is in the process of acquiring the services of a proficient service provider to service/repair or possibly replace 3 x Aluminium frame glass doors within the SAQA building.

The building is situated on 1067 Arcadia Street, Hatfield, Pretoria.

- SAQA is a member of the Green Building Council and therefore remains committed to enforce operational and procurement standards which supports environmental sustainability.

Should your company be interested to visit the site in order to obtain a better understanding of the work required then kindly email André abergen@saqa.co.za to make an appointment.