
TERMS OF REFERENCE

RFP FOR TOTAL FACILITIES MANAGEMENT SERVICE PROVIDERS PANEL FOR A PERIOD OF 60 MONTHS

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1. DEFINITIONS AND ACRONYMS

1.1. DEFINITIONS

The following terms are relevant to this document:

Asset is a resource owned or controlled by an entity as a result of past events and from which future economic benefits or service potential are expected to flow to the entity.

Asset Type means Grouping of assets having common characteristics that distinguish those assets as a group or class.

Asset Register means a record of asset information considered worthy of separate identification for both asset accounting and management purposes including inventory, historical, financial, condition and construction, technical and financial information about each.

Note: the unit of account in an asset register is a component (see definition of a component).

Component means a component¹ that is a specific part of a complex item² and that has independent physical or functional identity and specific attributes such as different life expectancy, maintenance and renewal requirements and regimes, risk or criticality.

***Note 1:** A component is separately recognised and measured (valued) in the organisation's asset register as a unique asset record, in accordance with the requirements of GRAP 17 to componentise assets.*

***Note 2:** A complex item is one that can be disaggregated into significant components. Infrastructure and buildings are considered complex items.*

Client means any person for whom the maintenance work is performed;

Notes

- a) **Every person or entity who enters into a contract to have maintenance work executed on their behalf.**

Competent person: means a person who-

- a) Has in respect of the work or task to be performed the required knowledge, training and experience and, where applicable, qualifications specific to that task or work being performed. Provided that where appropriate qualifications and training are registered in terms of the provisions of the South African Qualification Authority Act, 1995 (Act no. 58 of 1995) those qualifications and training must be regarded as the required qualifications and training; and
- b) Is familiar with the Act and with the applicable regulations made under the Act;

Condition means the physical state of the asset.

Condition assessment means the inspection, assessment, measurement and interpretation of the resultant data, to indicate the condition of a specific component so as to determine the need for some preventative or remedial action.

Corrective maintenance (planned or unplanned) means the maintenance carried out after a failure has occurred and intended to restore an item to a state in which it can perform its required function.

Corrective maintenance is a maintenance task performed to identify, isolate, and rectify a fault so that the failed equipment, machine, or system can be restored to an operational condition within the tolerance or limits established for in-service operations. This may be informed by inspections and/or running checks, as well as end-user's complaints.

Deferred Maintenance: The portion of planned maintenance work necessary to maintain the service potential of an asset that has not been undertaken in the period in which such work was scheduled to be undertaken.

Emergency Procurement: This may occur when there is a serious and unexpected situation that poses an immediate risk to health, life, property or environment which calls for an urgency to action and there is insufficient time to invite competitive bids. The approving authority are as guided by national Treasury and adopted by the accounting Officer/Accounting Authority. Poor planning is a not a justifiable cause for an emergency procurement.

Critical component means a component, a system of components that due to their importance in the continued proper operation of the device or equipment, have been designated by the manufacture or client as requiring special fabrication, maintenance, inspection or operation.

Critical equipment means equipment that due to their importance in the continued proper operation of the facility, have been designated by the client as requiring special maintenance, inspection or operation.

Elements: Elements are defined as major features, common to most facilities which usually perform a given function regardless of the design, specification, construction method or materials used, thus facilitating the use of information obtained from a facility when estimating the cost of other similar facilities.

Facility means a complex comprising many assets (e.g. a hospital, water treatment plant or recreation complex) which represents a single management unit for financial, operational, maintenance or other purposes.

Failure means a component has suffered a failure when it is no longer capable of fulfilling one or more of its intended functions. A component does not need to be completely unable to function to have suffered a failure. For example: a pump that is still operating, but is not capable of pumping the required flow rate, has failed.

Hazard means a source of exposure to danger.

Immediate maintenance: carried out without delay after a fault has been detected to avoid unacceptable consequences.

Life (of an asset) means a measure of the anticipated life of an asset or component, such as time, number of cycles, distance intervals, etc.

Lifecycle means the time interval that commences with the identification of the need for an asset and terminates with the decommissioning of the asset or any liabilities thereafter.

Machinery means any article or combination of articles assembled, arranged or connected and which is used or intended to be used for converting any form of energy to performing work, or which is used or intended to be used, whether incidental thereto or not, for developing, receiving, storing, containing, transforming, transmitting, transferring, or controlling any form of energy.

Maintenance means all actions intended to ensure that an asset performs a required function to a specific performance standard(s) over its expected useful life by keeping it in as near as practicable to its original condition, including regular recurring activities to keep the asset operating, but specifically excluding renewal. *Note: Maintenance also specifically excludes restoring the condition or performance of an asset following a recognised impairment event, which would be classified as either renewal or upgrading, depending on the circumstances.*

Maintenance management plan describes the maintenance approach and actions for an asset, facility or portfolio of assets, with intended delivery methods and schedules, budget requirements and responsible parties.

Maintenance objectives means objectives for what maintenance has to achieve to ensure the assets are in the right condition to meet the needs of the entity. Maintenance

performance measures and targets are the means of assessing whether the maintenance objectives are being met.

Maintenance strategy interprets higher-order documents and formulates maintenance objectives and targets, establishes maintenance tactics, and defines maintenance roles and responsibilities.

Minor repairs: includes, sub-components replacements, minor refurbishments and minor rehabilitations.

Monitoring means determining the status of a system, process, asset or an activity.

New facility means a newly built, renovated or refurbished facility that is handed over for operation and maintenance

Objective means result to be achieved at strategic, tactical or operational level. Objectives can be set in a variety of domains or outcome areas (e.g. economic, social or environmental outcomes), or can relate to elements of the entity (e.g. corporate level or units in the entity), or can relate to processes, services, products, programmes and projects.

Plant includes fixtures, fittings, implements, equipment, tools and appliances, and anything which is used for any purpose in connection with such part.

Preventative action means an action to eliminate the cause of a potential nonconformity or other undesirable potential situation.

Preventative maintenance means maintenance carried out regularly or at pre-determined intervals, or corresponding to prescribed criteria, and intended to reduce the probability of unexpected failure or the performance degradation of equipment and assets in order to keep them running thus preventing costly unplanned downtime. Preventative maintenance is planned or carried out on opportunity before a problem occurs.

End User / Client Department: A national or provincial department that uses or intends to use an immovable asset in support of its service delivery objectives and includes a custodian in relation to an immovable asset that it occupies or intends to occupy, represented by the Minister of such national department, Premier of a province or MEC of such provincial department, so designated by the Premier of that province.

Facilities Management (FM) is a term used to cover the vast range of services delivered to customers building, facility or estate (multiple buildings on a single site or across a region).

Total Facilities Management (TFM) services are combined multiple single service streams across both hard and soft services operating them together in order to minimise management duplication and streamline interoperability of facility services. This mode of contracting also provides a single point of contact for the client organisation, thereby ensuring that the clients have improved availability across all services for the building or facility.

1.2. ACRONYMS

Acronym	Definition
API	Application Programming Interface
BMS	Building Management System
BOQ	Bill of Quantities
CAFMS	Computer Aided Facilities Management System
CCTV	Closed-Circuit Television
C.M	Corrective Maintenance
COC	Certificate of Compliance
DPWI	Department of Public Works and Infrastructure
DSAC	Department of Sports, Arts and Culture
ENT	Ear Nose and Throat
ERP	Enterprise Resource Planning
EVAC-U	Evacuation (chair)
FCA	Facility Condition Assessment
FCI	Facility Condition Index
GIAMA	Government Immovable Asset Management Act
HIRA	Hazard Identification and Risk Assessment
H&S	Health and Safety
HVAC	Heating Ventilation and Air Conditioning
ICU	Intensive Care Unit
IFC	Improve Facility Condition (ratio)
KPI	Key Performance Indicator
NIAMM	National Immovable Asset Maintenance Management
NIMS	National Infrastructure Maintenance Strategy
OHS	Occupational Health and Safety
OHSA	Occupational Health and Safety Act
PACS	Picture Archiving and Communication System
PEP	Project Execution Plan
P.M.	Preventative Maintenance
PSIRA	Private Security Industry Regulatory Authority

Acronym	Definition
PV	Photo Voltaic
SANS	South African National Standards
SCC	Security Control Centre
SLA	Service Level Agreement
SOP	Standard Operating Procedure
TFM	Total Facilities Management
TFMSP	Total Facilities Management Service Provider
TV	Television
QS	Quantity Surveyor
UPS	Uninterrupted Power Supply
VRF	Variable Refrigerant Flow
VRV	Variable Refrigerant Volume
WBS	Work Breakdown Structure

2. PURPOSE

The purpose of this document is to provide the 'Terms of Reference' (TOR) for the procurement of a 'REQUEST FOR PROPOSALS FOR SERVICE PROVIDER'S PANEL TO PROVIDE INTERGRATED TOTAL FACILITIES MANAGEMENT SERVICE FOR A PERIOD OF 60 MONTHS'.

The document also serves the purpose of a Service Level Agreement (SLA) between the Department of Public Works and Infrastructure and the appointed bidders on contract for a period of thirty six (60) months, effective from the date of issuing of the appointment letter.

3. PROJECT QUALITY EXPECTATIONS, BENEFITS EXPECTED FROM TFMP EXECUTING TFM PROJECTS

The National Department of Public Works and Infrastructure (NDPWI) is seeking capable TFM companies, to create a sustainable relationship that will provide a comprehensive technical and commercial solution over the contracts term, to deliver reliability of TFM services, improved oversight and control efficiencies, which will provide transparency of performance reports and accessibility of the information at all times. The main functions of TFM companies (part of the TFMP) include (but not limited) scoping, planning, execution, monitoring and control of service providers, reporting, project close-out and transition management of TFM projects. The goal is to standardize and improve the practices of facilities management within public sector.

The procurement of a TFMP will provide NDPWI with a solid database of reliable TFM companies that will assist the department to improve FM services for its Client-Departments. A TFM contract will guarantee that NDPWI's facilities are managed in the correct manner (e.g. statutory compliance), it will foster skills transfer, provide opportunities for Small Micro and Medium Enterprises (SMMEs) development, and it will create synergies within the organizations workforces involved in the projects. The TFM solution (also call 'one-stop-shop') will typically self-deliver greater than 70% of the FM services, which will be able to reduce the operational expenditure and optimise the delivery model, creating savings for the NDPWI. Savings levels will clearly depend on the relative scale and maturity of the existing service model, but NDPWI can expect to reduce their annual operational expenditure at least by a 10%, which provides a compelling rationale for any organization.

TFM also includes a number of non-tangible benefits, as for example:

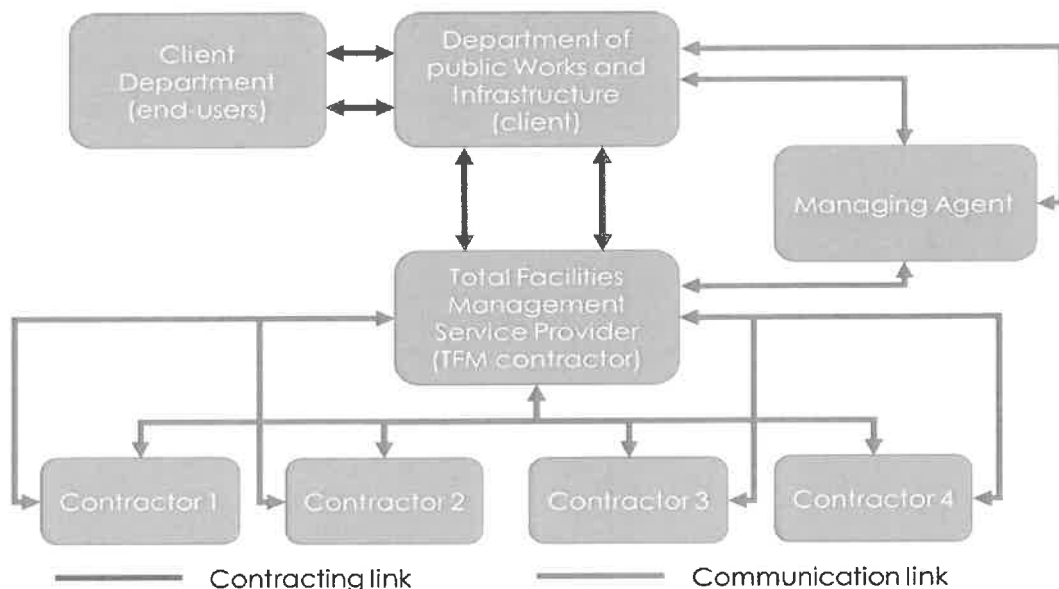
1. Increased security of business operations and mission critical areas. In today's business environment this can be a key factor for protection of both personnel and sensitive data.
2. Flexibility for adapting to any unforeseen circumstances including robust disaster recovery planning.
3. Improved accountability and tracking of service delivery performance.
4. The NDPWI's in-house personnel might be transferred to the TFM service provider, and, because Facilities Management is the 'bread and butter' of the organization, staff morale, motivation and skills often improve as there is greater scope for progression and growth.
5. TFM providers are well versed in managing the transition from in-house team + multiple third party providers to a TFM solution and contract re- novation are managed efficiently.
6. Total cost transparency creating a pro-active culture developing a long standing relationship.
7. Continual development and improvement upon the delivery of services with r eviews against measurable service level agreements.

In summary TFM can provide tangible cost improvements to an organization and deliver greater control of the organizational environment.

4. THE TFM DELIVERY MODEL IN DPWI

TFMSPs need to be fully aware that DPWI and Client Departments (End-users) may have in-house staff / insourced or and/or outsourced some facilities management services (e.g. cleaning, security, gardening, etc.) to an external TFMSP. The appointed TFMSP will therefore be required to use commercially reasonable efforts to integrate the performance of its TFM services, with those services provided to DPWI by its own staff, or existing external TFMSPs, with the goal that the appointed TFMSP, in-house personnel and subcontracted external TFMSPs, offer a seamless, end-to-end service to DPWI facilities without material disruption.

DPWI reserves the right to appoint a consulting firm (multidisciplinary technical team) to act as a *Managing Agent* for TFM projects. Appointed TFMSPs are required to cooperate and establish a good working relationship with the *Managing Agent* to facilitate an effective and efficient project delivery. The project's interrelationships are demonstrated in the below organogram.



4.1. REGULATORY FRAMEWORK

- 4.1.1. Occupational Health and Safety Act 85 Of 1993
- 4.1.2. Construction Industry Development Board Act 38 of 2000
- 4.1.3. National Environmental Management Act, 1998 (Act No. 107 of 1998)
- 4.1.4. Public Finance Management Act, 1999 (Act No. 1 of 1999) as amended
- 4.1.5. National Infrastructure Maintenance Strategy (NIMS, 2007)

- 4.1.6. Government Immovable Asset Management Act, 2007 (Act No. 19 of 2007)
- 4.1.7. National Immovable Asset Maintenance Management Framework (NIAMM, 2016)
- 4.1.8. South African National Standards (SANS)
- 4.1.9. Construction Industry Development Board Regulations
- 4.1.10. Department of Public Works Green Building Policy (2015)
- 4.1.11. Department of Public Works Occupational Health and Safety Policy

4.2. CONDITIONS OF CONTRACT

3.3.1. Form of contract

The applicable form of contract for this Total Facilities Management Service is the General Conditions of Contract (GCC). The GCC therefore forms part of the bid / tender documents and may not be amended.

3.3.2. Special conditions of contract

The Special Conditions of Contract (SCC) relevant to this bid / tender have been compiled separately and supplement the GCC. Whenever there is a conflict, the provisions in the SCC shall prevail.

4.3. GENERAL CONSIDERATIONS

- 3.4.1. DPWI will also conduct a compulsory briefing session where bidder's queries, with regards to the project and its requirements, will be answered by the Project Manager and its team.
- 3.4.2. Should the bidders require additional information and/or clarity on a subject(s), they shall communicate with both Project Manager and SCM Practitioner via email.
- 3.4.3. The TFM companies that qualify for inclusion onto the TFMP must note the following:
 - Qualifying companies will be required to have the necessary insurances and compliance certification based on the nature of services prior to contracting.
 - The inclusion onto the panel is not a guarantee of work.
 - Work allocation will be on a project- by- project basis, subject to a tender (mostly in the form of RFP) process, and informed by the NDPWI in writing.

- The NDPWI will facilitate to the TFM companies, the available facility (project) information, and prior to the commencement of the tender process.

3.4.4. Appointed TFMSP shall ensure, while rendering their services and during the period of contract they comply with all relevant Acts, regulations and legislative requirements.

3.4.5. Appointed TFMSP shall ensure that when conducting minor construction work, that their **contractors** complies with the relevant CIDB grading, based on the value threshold and class of work.

Works Capability	
Designation	Maximum value of contract that a contractor is considered capable of performing
2	R1 000 000
3	R3 000 000
4	R5 000 000
5	R10 000 000
6	R20 000 000
7	R40 000 000
8	R200 000 000
9	No Limit

CIDB Grading as at October 2024

<https://www.cidb.org.za/contractors/register-of-contractors/requirements-for-grading/b>

3.4.6. Appointed TFMSP shall ensure, while rendering different TFM Services scope of works to make use of competent persons

5. PROFILE OF THE TFM COMPANIES PART OF THE NDPWI,S TFMP

NDPWI seeks TFM companies that possess a solid track record and capability statement in efficiently and effectively delivery a holistic technical and commercial TFM solution for its facility.

Company experience

Provide details and references of where work of a similar scale and complexity was performed in Total Facilities Management as described in the Annexure C - Terms of Reference document under item 7 - Total Facilities Management Scope of Work. The experience gained must be a combination of both hard/technical services and soft services in the last ten (10) years

Submission of fully completed Annexure A - schedule of completed projects in alignment with DPW-09 item 1.2: stating the following:

1. Written demonstration on all projects completed
2. Nature of the work (As described in Annexure C - terms of reference documents item 7 - Total Facilities Management scope of work covering both hard/technical and soft services)
3. Duration of the work
4. Location of the work
5. Project (facility) type, scale (m2) and complexity
6. Name of the Client
7. Value of projects (over R 10m)

Note: Bidders will not be scored if fully completed Annexure A - schedule of completed projects and Annexure B - contactable reference letter is not submitted. Both Annexure A and Annexure B must be in alignment with DPW-09 item 1.2

6. PROJECT DELIVERY TEAM (PDT)

- The Bidder needs to demonstrate the organizations management delivery capability in terms of knowledge and experience within its executive/senior leadership structure to provide assurance that they are capable of delivering a project of this magnitude and that it has the individuals within the organization that could be sourced nationally to deliver this project
- This would include a proposed organogram and framework as to what structure would be leading and delivering the strategic outcomes of TFM.

- Bidders must demonstrate the capacity, networks, tools and interventions that will provide assurance that delivery capacity and core skills will not pose a delivery risk in terms of meeting the agreed service standards.
- PDT must be a seasoned team, led by experienced professionals with an appropriate level of certifications/qualifications and experience in having managed such portfolios both by scale and complexity.
- Staff to be deployed on the project must be able to provide CVs to demonstrate experience in similar projects in Total Facilities Management. and give details of specific roles for this project, and to possess the following:

a) PDT Project leader, qualifications and experience

- Project development team leader, qualifications, professional registration and experience
- PDT leader must submit a comprehensive CV and a minimum of NQF Level 7 or higher qualification with professional registration in one of the following: Architecture, Construction Management, Quantity Surveying, Civil Engineering, Mechanical Engineering, Electrical Engineering.
- Possess a minimum of 5 years of experience in Total Facilities Management

b) Project Development Team Members, qualifications and experience

- Each member must submit a comprehensive CV and a minimum of NQF Level 7 qualification or higher in one of the following: Architecture, Construction Management, Quantity Surveying, Civil Engineering, Mechanical Engineering, Electrical Engineering and Occupational Health and Safety
- Possess a minimum of 3 years of experience in Total Facilities Management

NOTE: To be eligible for scoring, the Project Development Team must comprise of all the disciplines mentioned above.

Project Development Team total score will be an average of each team member experience

7. TOTAL FACILITIES MANAGEMENT SCOPE OF WORKS

The TFM scope covers various asset types (facility types) within the public sector such as: Hospitals, schools, office buildings, police stations, courts, libraries, airports, harbours, forensic science laboratories, archives and museums, as well as their ancillary infrastructure networks or systems such as water supply systems, waste water treatment, electricity distribution systems and road networks.

Prisons and military bases will require special attention on the implementation of TFM services for security reasons.

The following details the TFM scope of works per service categories:

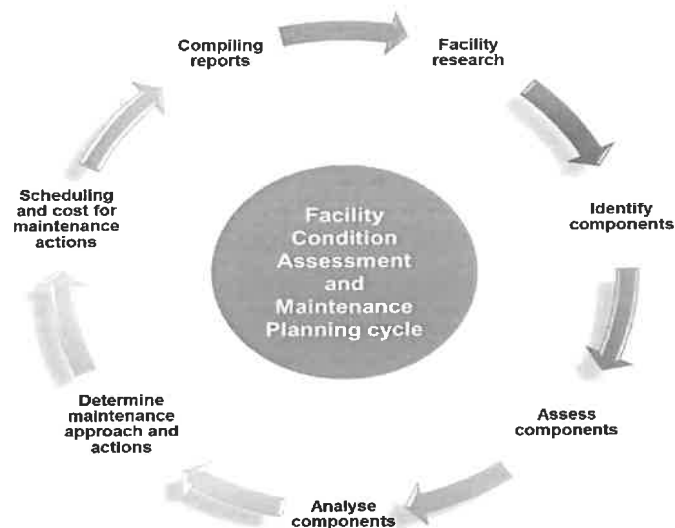
7.1. PLANNING FOR TFM

In planning for TFM, *“where no Maintenance Management Plan exists, the assets in the existing facility should be verified, the components identified and a condition assessment completed”* by the appointed TFMSP.

7.1.1. FACILITY CONDITION ASSESSMENT

The main objective of a Facility Condition Assessment (FCA) is to measure the condition and functionality factors that make the building and its components adequate in condition and appropriate for the intended use. A FCA assists in the identification of the required maintenance, repairs and/or renewal to reinstate a facility (and its components) to their original performance level.

The diagram below summarises the various processes involved in a Facility Condition Assessment project.



The outputs expected from a Facility Condition Assessment report are as follow:

7.1.1.1. Individual condition assessment report per discipline (mechanical, electrical, civil-structural, architectural, others) comprising the following (but is not limited to):

7.1.1.1.1. Executive summary

7.1.1.1.2. Methodology

7.1.1.1.3. For each and every problem/defect found specify:

7.1.1.1.3.1. Problem/defect description;

7.1.1.1.3.2. Problem/defect root cause;

7.1.1.1.3.3. Problem/defect location (facility, building, floor/area, room, etc.);

7.1.1.1.3.4. Photographic evidence;

7.1.1.1.3.5. Invasive and non-invasive tests conducted and results (where applicable);

7.1.1.1.4. Recommendations;

7.1.1.1.5. Conclusions.

- 7.1.1.2. Facility Cost Estimates, including Activity Schedules for the critical areas of attention. Includes those components requiring repairs, refurbishment, replacement or renovations according to the findings from the FCA;
- 7.1.1.3. Facility Maintenance Management Plan including lifecycle costing;
- 7.1.1.4. Facility File comprising all the information gathered. The data should be summarised in a Facility Condition Index (FCI) that provides an objective benchmark against which DPWI can monitor changes over time.

7.1.2. COMPONENTISED ASSET REGISTER

The content of a componentised asset register should consider the following aspects (but is not limited to):

- 7.1.2.1. Asset identification number/ serial number ;
- 7.1.2.2. Physical description of the asset;
- 7.1.2.3. Physical parameters of the asset;
- 7.1.2.4. Estimated useful life;
- 7.1.2.5. Actual and minimum acceptable asset failure mode ratings (condition, performance, capacity and cost-of operations);
- 7.1.2.6. Remaining useful life;
- 7.1.2.7. Current and depreciated replacement cost;
- 7.1.2.8. Any statutory obligations regarding the operation and maintenance of the asset;
- 7.1.2.9. Responsible person(s);
- 7.1.2.10. Criticality rating (informed by likelihood and impact of failure);
- 7.1.2.11. Catalogue name of the component;
- 7.1.2.12. Name and contact details of the manufacturer.

7.1.3. OCCUPATIONAL HEALTH AND SAFETY (OHS) COMPLIANCE ASSESSMENTS

The following requirements need to be met when TFMSP conducts OHS assessments, and subsequent action plans:

7.1.3.1. OHS Mandatory Requirements

The TFMSPP shall provide proof of registration and good standing with the Compensation Fund or with a licensed compensation insurer prior to commencement with the works.

7.1.3.2. OHS Administrative Requirements

7.1.3.2.1. Copy of the Act: The TFMSPP shall at all times keep the latest copy of the Occupational Health and Safety Act and Regulations, Act 85 of 1993 as amended (the Act). Compliance with the Act and the relevant/ applicable Regulations is imperative for the safety of everyone at work;

7.1.3.2.2. OHS file: A file must be available on-site and updated on a regular basis, and also available for inspection by the relevant authorities;

7.1.3.2.3. Health and Safety Committees - The TFMSPP shall have functional Health and Safety committees for his/her establishment and ensure meetings take place as per the requirements of the Act;

7.1.3.2.4. Reporting of Incidents and Occupational Diseases – Report within seven days, every incident referred to in Section 24 of the Act to the Department of Employment and Labour, and to the Director of Occupational Health and Safety Compliance in the Department of Public Works and Infrastructure. The above reporting shall include:

7.1.3.2.4.1. Recording of the incident;

7.1.3.2.4.2. Investigations of the said incident.

7.1.3.3. Hazard identification and risk assessment

The TFMSPP shall conduct a comprehensive HIRA for their establishment by way of:

7.1.3.3.1. Defining and explaining activities;

7.1.3.3.2. Identifying hazards related to activities;

7.1.3.3.3. Assess the risks associated with these hazards;

7.1.3.3.4. Decide on Control Measures;

7.1.3.3.5. Review HIRA for Continuous Improvement.

The TFMSPP may apply any method suitable for their establishment and apply the hierarchy of control measures as applicable.

7.1.3.4. Personal Protective Equipment

Having evaluated the risk attached to any condition which may arise from the activities as defined – shall take steps necessary to make such conditions safe. Where not practical to safeguard the conditions – Provide safety equipment and facilities to ensure that any person exposed is safe.

7.1.3.5. First aid, emergency equipment and procedures

Ensure that persons at work receive prompt first aid treatment in case of injury or emergency, by way of:

7.1.3.5.1. Providing a first aid box - containing suitable first aid equipment, and;

7.1.3.5.2. Training employees in first aid competency.

7.1.3.6. Work in confined spaces

The TFMSP shall take steps to ensure that any confined space is entered by an employee only after the air therein has been tested and evaluated by a person:

7.1.3.6.1. Who is competent to pronounce on the safety thereof;

7.1.3.6.2. Who has certified in writing that the confined space is safe and will remain safe while any person is in the confined space.

7.1.3.7. Work in elevated positions

This shall be performed safely from a ladder or scaffolding, or from a position where such person has been made as safe as if he/she were working from scaffolding.

All other regulated work shall be safely performed as prescribed by the relevant applicable Regulations and Standards incorporated in the Act (Section 44 of the Act).

General Regulations	Health Regulations	Mechanical Regulations	Electrical Regulations
Administrative	Asbestos	General Machinery	Electrical Installation Regulations
Safety	Diving	Driven Machinery	Electrical Machinery Regulation
Major Hazard Installations	Environmental Regulations for Workplaces	Lifts, Escalators & Passenger Conveyor	
Regulations for Hazardous Biological Agents	Facilities	Regulations Concerning the Certificate of Competency	

	Hazardous Chemical Substances	Vessels Under Pressure Regulations	
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7.1.3.8. DPWI Facilities OHS Management

- 7.1.3.8.1. Building structures;
- 7.1.3.8.2. Critical Equipment;
- 7.1.3.8.3. Boilers;
- 7.1.3.8.4. Heating Ventilation and Air-Conditioning;
- 7.1.3.8.5. Lifts & Escalators;
- 7.1.3.8.6. Electrical Installations.

7.1.4. ENERGY EFFICIENCY AND SUSTAINABILITY ASSESSMENT (REFER TO THE DPWI GREEN BUILDING POLICY)

The TFMSPP should conduct an Energy Efficiency and Sustainability Assessments, and subsequently produce a Plan, indicating the available initiatives for the project. The plan should include (but is not limited to):

- 7.1.4.1. The initiatives proposed;
- 7.1.4.2. The resources required (budget, others);
- 7.1.4.3. The buildings/areas/structures impacted;
- 7.1.4.4. Costs vs. benefits analysis;
- 7.1.4.5. The expected energy or other sustainability improvements (savings), and;
- 7.1.4.6. The proposed project execution plan (PEP).

7.1.5. DEVELOPMENT OF A MAINTENANCE MANAGEMENT PLAN

A maintenance management plan should at least comprise the following:

- 7.1.5.1. The scope of assets included in the plan;
- 7.1.5.2. Maintenance requirements and objectives and how they relate to asset management objectives;
- 7.1.5.3. Asset criticality profile;
- 7.1.5.4. Asset failure mode status;

- 7.1.5.5.** Asset risk exposure by type of failure mode at appropriate levels within the asset hierarchy;
- 7.1.5.6.** The approach(es) to maintenance by asset type and/or component type as appropriate;
- 7.1.5.7.** For each component type, the actions and resources required to:
 - 7.1.5.7.1.** Restore each component to working order based on the assessed condition of the component (condition-based maintenance);
 - 7.1.5.7.2.** Repair components that have failed (corrective maintenance);
 - 7.1.5.7.3.** Prevent failure based on monitoring the condition of components (preventative maintenance);
 - 7.1.5.7.4.** undertake scheduled maintenance, including the frequencies thereof (preventative maintenance); and;
 - 7.1.5.7.5.** Prevent deterioration of the component based on the reliability of the component (preventative maintenance).
 - 7.1.5.7.6.** Costing of resource requirements;
 - 7.1.5.7.7.** A schedule of maintenance actions prioritised based on risk exposure (maintenance priority);
 - 7.1.5.7.8.** A budget for maintenance actions prioritised based on risk exposure (maintenance priority);
 - 7.1.5.7.9.** Maintenance management roles and responsibilities.
 - 7.1.5.7.10.** In addition, the Maintenance Management Plan shall include all the schedules for Soft-services and Business Support Services, as well as all Standard Operating Procedures for all the services to be rendered by the appointed TFMSP.
 - 7.1.5.7.11.** Lastly, TFMSP shall furnish DPWI with a monthly cash-flow projection, covering the contract period.

7.1.6. MAINTENANCE EXPENDITURE THRESHOLDS FOR HARD SERVICES

7.1.6.1. The following maintenance expenditure thresholds for **hard services** must be adhered to throughout this TFM Contract and must reflect in; cash flow projections and the structure of invoices to DPWI:

	Maintenance Type	% Threshold of total contract amount	Comment
1	Preventive	≥ 70%	Must be equal to or exceed 70%
2	Corrective	≤20%	Must be equal to or less than 20%
3	Minor works / repairs	≤10%	Must be equal to or less than 10%

7.1.6.2. Execution of minor works / repairs, involving replacement of components / sub-components or minor refurbishments and/or rehabilitation should only be executed **on approval** by DPWI. Execution of minor works / repairs, involving replacement of components / sub-components or minor refurbishments and/or rehabilitation should only be executed in compliance to CIDB grading class of construction works and cost value range

7.1.6.3. The remainder of the structure of the cash flows or invoices should reflect a portion for **soft services**.

7.1.7. EXPANDED PUBLIC WORKS PROGRAMME (EPWP) & NATIONAL YOUTH SERVICE

All work created under this TFM contract wherein the annually salary threshold for each employee is less than **R1 500 000 (One million, five hundred thousand ZAR)**, shall be deemed to be work created under the Expanded Public Works Programme (EPWP). It is therefore expected that the appointed TFMSD and its sub-contractor(s) shall appoint EPWP participants in various forms of labour to execute maintenance of the facility. The following minimum guidelines are applicable for compliance:

7.1.7.1. **Principles for consideration during the recruitment of EPWP participants;**

- 7.1.7.1.1. EPWP participants need to be recruited in an open, fair and transparent process;
- 7.1.7.1.2. Social facilitation needs to be done in communities before recruitment;
- 7.1.7.1.3. The following targets in terms of demographics should be considered in the recruitment of EPWP participants:
 - Women (60%)
 - Youth (55%)
 - Persons with disabilities (2%)

7.1.7.2. EPWP Reporting requirements;

The TFMSP is required to report on EPWP participants on a monthly basis and provide the following information to DPWI;

- 7.1.7.2.1. Certified Identity documents;
- 7.1.7.2.2. Proof of attendance on project-signed by relevant manager;
- 7.1.7.2.3. Proof of payment of participant (Can be bank printout showing payment, signed document by each participant confirming payment or a letter from a TFMSP confirming amount payment to workers);
- 7.1.7.2.4. Bank confirmation of participants (this is an Auditor General South Africa requirement especially where Electronic Funds Transfer is provided as proof of payment);
- 7.1.7.2.5. Contract of employment for every participant-signed by all parties;
- 7.1.7.2.6. Signed disability declaration form when Persons with Disability are employed.

DPWI will provide a job reporting template.

7.1.8. DEVELOPMENT OF TFM PROJECT EXECUTION PLAN

Project Execution Plan for TFM needs to comprise the following approaches, tailored to suit the project requirements:

7.1.8.1. RISK MANAGEMENT PLAN. INCLUDES (BUT IS NOT LIMITED TO):

- P-PEPR .1. Risk management process or procedure
- P-PEPR .2. Tools and techniques
- P-PEPR .3. Records
- P-PEPR .4. Reporting
- P-PEPR .5. Scheduling of risk management activities
- P-PEPR .6. Roles and responsibilities
- P-PEPR .7. Scales for priority and criticality
- P-PEPR .8. Proximity
- P-PEPR .9. Risk categories
- P-PEPR .10. Risk response categories
- P-PEPR .11. Early warning indicators.

7.1.8.2. CHANGE (SCOPE CONTROL). INCLUDES (BUT IS NOT LIMITED TO):

- P-PEPCH .1. Variation orders management and change control procedure
- P-PEPCH .2. Tools and techniques
- P-PEPCH .3. Records
- P-PEPCH .4. Reporting
- P-PEPCH .5. Scheduling of Variation orders management & change control activities
- P-PEPCH .6. Roles and responsibilities
- P-PEPCH .7. Scales for priority and criticality.

7.1.8.3. QUALITY MANAGEMENT PLAN. INCLUDES (BUT IS NOT LIMITED TO):

- P-PEPQ .1. Quality management process or procedure
- P-PEPQ .2. Tools and techniques
- P-PEPQ .3. Records
- P-PEPQ .4. Reporting
- P-PEPQ .5. Timing of quality management activities
- P-PEPQ .6. Roles and responsibilities.

7.1.8.4. COMMUNICATIONS PLAN. INCLUDES (BUT IS NOT LIMITED TO):

- P-PEPCM .4. Communications management procedure
- P-PEPCM .5. Tools and techniques
- P-PEPCM .6. Records
- P-PEPCM .7. Reporting
- P-PEPCM .8. Scheduling of communication activities
- P-PEPCM .9. Roles and responsibilities.

7.1.8.5. TIME PROJECT PLAN

- P- PEPTPP 1. Tools and techniques (WBS, Gantt, etc.)
- P- PEPTPP 2. Scheduling of services
- P- PEPTPP 3. Resources required
- P- PEPTPP 4. Reporting (tracking Gantt, etc.)
- P- PEPTPP 5. Controls
- P- PEPTPP 6. Roles and responsibilities.

7.1.8.6. COST MANAGEMENT PLAN. INCLUDES (BUT IS NOT LIMITED TO):

- P-PEPCM 1. Tools and techniques (Earned Value Management, etc.)
- P-PEPCM 2. Resources required
- P-PEPCM 3. Reporting frequency
- P-PEPCM 4. Controls
- P-PEPCM 5. Roles and responsibilities.

7.2. EXECUTION OF TFM SERVICES

7.2.1. HARD SERVICES (TECHNICAL MAINTENANCE)

The TFMSP shall maintain the facilities and its components in order to minimise breakdowns and maximise habitability during normal hours of occupation.

The following maintenance types are considered (but are not limited to):

- i **Preventative Maintenance**
- ii **Corrective maintenance (emergencies/ breakdowns)**
- iii **Planned maintenance**
- iv **Immediate maintenance**
- v **Minor repairs**

The scope includes (but is not limited to) the following elements and components:

7.2.1.1. EXTERNAL FABRIC MAINTENANCE

TFMSP shall maintain all (but is not limited to) the elements and components listed on this category, ensuring that its maintenance approach minimise the likelihood of breakdowns/services disruptions and complies with regulations, legislations and standards.

7.2.1.1.1. BUILDING FACADES

- H-BF 1. Brick, block & concrete walls
- H-BF 2. Cladding (render, ceramic, paints)
- H-BF 3. Grilles, screens, louvers, etc.
- H-BF 4. Communication antennas and dishes
- H-BF 5. Doors (including ironmongery)
- H-BF 6. Special doors (including ironmongery)
- H-BF 7. Windows (including ironmongery)

7.2.1.1.2. ROOF

- H-RF 1. Roof General Repairs/Maintenance
- H-RF 2. Waterproofing to concrete roof
- H-RF 3. Waterproofing to roof sheeting
- H-RF 4. Gutters and downpipes
- H-RF 5. Eaves and verges
- H-RF 6. Trafficable surfaces
- H-RF 7. Catwalks, ladders, etc.
- H-RF 8. Asbestos management

7.2.1.1.3. STORM WATER DRAINAGE

RFP FOR TOTAL FACILITIES MANAGEMENT SERVICE PROVIDERS PANEL FOR A PERIOD OF 60 MONTHS

- H-S W 1. Surface water channelling
- H-SW 2. Piping
- H-SW 3. Ditches and culverts
- H-SW 4. Rainwater harvesting
- H-SW 5. Retention ponds
- H-SW 6. Manholes, catch pits, inspection chambers, sumps, etc.

7.2.1.1.4. **WATER SUPPLY**

Water supply systems shall be fully operational twenty-four (24) hours a day, seven (7) days a week unless specifically statutory/scheduled maintenance activity is being carried out.

Inspection, testing, and maintenance of all the components listed below shall be conducted (at all times) by either a competent person as required in the field or a person with necessary skills for the task to be performed in accordance with the statutory and regulatory requirements as well as the terms of employment.

- H-WS 1. Potable incoming main H-
- WS 2. Potable site reticulation H-WS
- 3. Non-potable reticulation H-WS 4.
- Storage tanks
- H-WS 5. Well systems, boreholes, etc.

7.2.1.1.5. **BOUNDARY, SCREEN AND RETAINING WALLS**

- H-BW 1. Boundary walls
- H-BW 2. Screen walls

H-BW 3.	Retaining walls
H-BW 4.	Terrace and perimeter walls
7.2.1.1.6.	ROADS, PAVING, PARKING AREA, ETC.
H-RD 1.	Driveways and walkways
H-RD 2.	Roads
H-RD 3.	Parking areas
H-RD 4.	Paving
H-RD 5.	Steps, stairs and ramps
H-RD 6.	Bridges
H-RD 7.	Kerbs and gutters
H-RD 8.	Bollards
H-RD 9.	Rails and barriers
H-RD 10.	Painted lines, markings and signage
H-RD 11.	Car Parking Barriers
H-RD 12.	Handrails
7.2.1.1.7.	FENCING AND RAILINGS
H-FC 1.	Fences
H-FC 2.	Railings
H-FC 3.	Gates
7.2.1.1.8.	MISCELLANEOUS ITEMS
H-MI 1.	Pergolas

RFP FOR TOTAL FACILITIES MANAGEMENT SERVICE PROVIDERS PANEL FOR A PERIOD OF 60 MONTHS

- H-MI 2. Canopies
- H-MI 3. Decorative fountains, watercourses & drinking fountains
- H-MI 4. Swimming pools
- H-MI 5. Covering to parking
- H-MI 6. Covered walkways
- H-MI 7. Timber decks
- H-MI 8. Steel decks
- H-MI 9. Signage - Branding
- H-MI 10. Signage - Building (exterior)
- H-MI 11. Sundries

7.2.1.2. FIRE CONTROL AND FIRE PROTECTION SYSTEMS

TFMSP shall maintain all (but is not limited to) the elements and components listed on this category, ensuring that its maintenance approach minimise the likelihood of breakdowns/services disruptions, and complies with regulations, legislations and standards.

Fire Suppression, Protection, and Detection systems shall be fully operational twenty-four (24) hours a day, seven (7) days a week unless specifically statutory/scheduled maintenance activity is carried-out.

Inspection, testing, and maintenance of all the components listed below shall be conducted (at all times) by either a competent person as required in the field or a person with necessary skills for the task to be performed in accordance with the statutory and regulatory requirements as well as the terms of employment.

7.2.1.2.1. FIRE PROTECTION SYSTEMS

- H-FPS 1. Extinguishers Cylinder
- H-FPS 2. Hose reels
- H-FPS 3. Hydrants pedestals, etc.
- H-FPS 4. Fire Water supply
- H-FPS 5. Fire Water storage tanks
- H-FPS 6. Fire Booster pumps
- H-FPS 7. Water supply valves
- H-FPS 8. Fire Damper Maintenance

7.2.1.2.2. SPECIAL FIRE PROTECTION SYSTEMS

- H-SFPS 1. Sprinklers (including simulation test)
- H-SFPS 2. Fire detection and alarm and also fire alarm monitoring by the Local Authority (including testing).
- H-SFPS 3. Fire evacuation drill
- H-SFPS 4. Building evacuation signage and plan
- H-SFPS 5. Foam generating
- H-SFPS 6. Fire gas suppression systems
- H-SFPS 7. Smoke ventilation/control
- H-SFPS 8. Smoke detection system

7.2.1.2.3. EXTERNAL FIRE SERVICES

- H-FX 1. Incoming main
- H-FX 2. Site reticulation
- H-FX 3. Twin booster connection

- H-FX 4. Hydrants, pedestals, etc.
- H-FX 5. Water storage tanks

7.2.1.3. INTERNAL FABRIC MAINTENANCE

TFMSP shall maintain all (but is not limited to) the elements and components listed on this category, ensuring that its maintenance approach minimise the likelihood of breakdowns/services disruptions, and complies with regulations, legislations and standards.

7.2.1.3.1. CEILINGS

- H-CL 1. Slab soffit finishes
- H-CL 2. Nailed-up ceilings
- H-CL 3. Suspended ceilings
- H-CL 4. Bulkheads
- H-CL 5. Cornices, etc.
- H-CL 6. Access panels, trapdoors, grilles, etc.

7.2.1.3.2. FLOOR FINISHES

- H-FL 1. Applied floor finishes (includes hard-surfaces, carpets, ceramic tiles, wooden, etc.)
- H-FL 2. Suspended floor finishes
- H-FL 3. Raised access floors
- H-FL 4. Stair and ramp finishes
- H-FL 5. Skirting, etc.

7.2.1.3.3. STRUCTURAL FRAME

- H-SF 1. Slabs

- H-SF 2. Ramps
- H-SF 3. Staircases and Fire Escapes
- H-SF 4. Handrails
- H-SF 5. Columns
- H-SF 6. Beams

7.2.1.3.4. INTERNAL DIVISIONS AND PARTITIONS

- H-ID 1. Shoeprints and similar glazed screens
- H-ID 2. Borrowed lights
- H-ID 3. Fixtures and fittings
- H-ID 4. Immovable partitions
- H-ID 5. Movable partitions
- H-ID 6. Toilet partitions
- H-ID 7. Hatches and access door
- H-ID 8. Rails, corner protectors, etc.
- H-ID 9. Screens. etc.
- H-ID 10. Special doors
- H-ID 11. Access Controlled doors
- H-ID 12. Automatic Doors
- H-ID 13. Fire Doors
- H-ID 14. Normal doors
- H-ID 15. Roller Shutter Doors

7.2.1.3.5. PLUMBING

Plumbing systems shall be fully operational twenty-four (24) hours a day, seven (7) days a week unless specifically statutory/scheduled maintenance activity is carried-out.

Inspection, testing, and maintenance of all the components listed below shall be conducted (at all times) by either a competent person as required in the field or a person with necessary skills for the task to be performed in accordance with the statutory and regulatory requirements as well as the terms of employment.

- H-PL 1. Sanitary fittingsH-
- PL 2. Pods
- H-PL 3. Sanitary fittings sundries
- H-PL 4. Piping & valves
- H-PL 5. Duct covers
- H-PL 6. Cold water supplies
- H-PL 7. Hot water supplies
- H-PL 8. Water storage tanks
- H-PL 9. Grey Water System

7.2.1.3.6. SIGNAGE

- H-SG 1. Internal Branding
- H-SG 2. Internal H&S
- H-SG 3. Internal Information

7.2.1.3.7. MISCELLANEOUS ITEMS (INTERNAL FABRIC MAINTENANCE)

- H-ML 1. Artworks
- H-ML 2. Cabinetry
- H-ML 3. TV arms, brackets, etc.
- H-ML 4. Hospital curtain tracks, drip rails, etc.
- H-ML 5. Multiple seating
- H-ML 6. Interior landscaping
- H-ML 7. Interior seating benches, rubbish bins, etc.,
- H-ML 8. Furniture - Locks and Keys

7.2.1.4. ELECTRONIC COMPONENTS

TFMSP shall maintain all (but is not limited to) the elements and components listed on this category, ensuring that its maintenance approach minimise the likelihood of breakdowns/services disruptions, and complies with regulations, legislations and standards.

7.2.1.4.1. AUDIO VISUAL

- H-AV 1. Video Conferencing Equipment
- H-AV 2. Teleconferencing Equipment
- H-AV 3. Public Address System

7.2.1.4.2. BMS - BUILDING MANAGEMENT SYSTEMS

BMS systems shall be fully operational twenty-four (24) hours a day, seven (7) days a week unless specifically statutory/scheduled maintenance activity is carried-out.

Inspection, testing, and maintenance of all the components listed below shall be conducted (at all times) by either a competent person as required in the field or a person with necessary skills for the task to be performed in accordance with the statutory and regulatory requirements as well as the terms of employment.

7.2.1.5. ELECTRICAL COMPONENTS

TFMSP shall maintain all (but is not limited to) the elements and components listed on this category, ensuring that its maintenance approach minimise the likelihood of breakdowns/services disruptions, and complies with regulations, legislations and standards. Electrical components shall be fully operational twenty-four (24) hours a day, seven (7) days a week unless specifically statutory/scheduled maintenance activity is carried-out.

Inspection, testing, and maintenance of all the components listed below shall be conducted (at all times) by either a competent person as required in the field or a person with necessary skills for the task to be performed in accordance with the statutory and regulatory requirements as well as the terms of employment.

7.2.1.5.1. ELECTRICAL

- H-EE 1. Earthing and Lightning Protection Systems
- H-EE 2. Emergency Lighting
- H-EE 3. Medium Voltage (MV) Installations (MV; > 1kV ≤ 44kV)
- H-EE 4. Low Voltage (LV) Installations (LV; ≤ 1kV)
- H-EE 5. Lighting Control Systems
- H-EE 6. Mains Supplies & Distribution Systems

- H-EE 7. Normal Lighting
- H-EE 8. Power Factor Correction Systems and Harmonic Filtering
- H-EE 9. Main switchboards
- H-EE 10. Circuit wiring
- H-EE 11. Fittings. Switches, socket outlets, isolators, etc.
- H-EE 12. Site reticulation
- H-EE 13. Incoming mains
- H-EE 14. Site communication and security
- H-EE 15. Substation and transformers
- H-EE 16. Street, walkways/or area and perimeter/or security lighting / flood lighting
- H-EE 17. Floodlighting

7.2.1.5.2. DIESEL POWERED GENERATOR SYSTEMS

Standby / Backup Generator Systems shall be available (twenty-four (24) hours a day, seven (7) days a week unless specifically statutory/scheduled maintenance activity is carried-out.

Inspection, testing, and maintenance of all the components listed below shall be conducted (at all times) by either a competent person as required in the field or a person with necessary skills for the task to be performed in accordance with the statutory and regulatory requirements as well as the terms of employment.

- H-DPGS 1. Engine
- H-DPGS 2. Alternator
- H-DPGS 3. Fuel System

H-DPGS 4.	Cooling and exhaust system
H-DPGS 5.	Lubrication systems
H-DPGS 6.	Battery charger
H-DPGS 7.	Frame
H-DPGS 8.	Changeover facility, control panel and control gear
H-DPGS 9.	Bulk storage fuel tanks and filtration

7.2.1.5.3. GAS POWERED GENERATOR SYSTEMS

Standby / Backup Generator Systems shall be available (twenty-four (24) hours a day, seven (7) days a week unless specifically statutory/scheduled maintenance activity is carried-out.

Inspection, testing, and maintenance of all the components listed below shall be conducted (at all times) by either a competent person as required in the field or a person with necessary skills for the task to be performed in accordance with the statutory and regulatory requirements as well as the terms of employment.

H-GPGS 1.	Engine
H-GPGS 2.	Alternator
H-GPGS 3.	Fuel System
H-GPGS 4.	Cooling and exhaust system
H-GPGS 5.	Lubrication systems
H-GPGS 6.	Battery charger
H-GPGS 7.	Frame

- H-GPGS 8. Control gear and switching equipment
- H-GPGS 9. Bulk storage fuel tanks and filtration

7.2.1.5.4. STATIC AND ROTARY UNINTERRUPTIBLE POWER SUPPLY SYSTEMS (UPS)

UPSs shall be fully operational (twenty-four (24) hours a day, seven (7) days a week unless specifically statutory/scheduled maintenance activity is carried-out.

Inspection, testing, and maintenance of all the components listed below shall be conducted (at all times) by either a competent person as required in the field or a person with necessary skills for the task to be performed in accordance with the statutory and regulatory requirements as well as the terms of employment.

4.2.1.5.4.1 STATIC UPS

- H-SUPS 1. Static bypass system
- H-SUPS 2. Rectifier
- H-SUPS 3. Battery
- H-SUPS 4. Inverter
- H-SUPS 5. Control gear and switching equipment

4.2.1.5.5.1 ROTARY UPS

- H-RUPS 1. Diesel engine
- H-RUPS 2. Synchronous machine
- H-RUPS 3. Clutch
- H-RUPS 4. Kinetic energy accumulators

- H-RUPS 5. Choke
- H-RUPS 6. Control panel
- H-RUPS 7. Radiators
- H-RUPS 8. Bulk storage fuel tanks and filtration

7.2.1.5.5. PHOTOVOLTAIC INSTALLATION (PV)

PV installation shall be fully operational (twenty-four (24) hours a day, seven (7) days a week unless specifically statutory/scheduled maintenance activity is carried-out.

Inspection, testing, and maintenance of all the components listed below shall be conducted (at all times) by either a competent person as required in the field or a person with necessary skills for the task to be performed in accordance with the statutory and regulatory requirements as well as the terms of employment.

- H-PIPV 1. Invertors
- H-PIPV 1. Switchgear and associated controls
- H-PIPV 2. Cabling, wiring, and associated wire ways
- H-PIPV 3. Battery system
- H-PIPV 4. PV panels

7.2.1.5.6. FUEL CELL INSTALLATION

Fuel Cell installation shall be fully operational (twenty-four (24) hours a day, seven (7) days a week unless specifically statutory/scheduled maintenance activity is carried-out.

Inspection, testing, and maintenance of all the components listed below shall be conducted (at all times) by either a competent person as required in the field or a person with necessary skills for the task to be performed in accordance with the statutory and regulatory requirements as well as the terms of employment.

- H-FCI 1. Fuel cells
- H-FCI 2. Fuel tanks
- H-FCI 3. Control panel and associated gear
- H-FCI 4. Synchronous motor

7.2.1.5.7. WIND POWER GENERATION INSTALLATION

Fuel Cell installation shall be fully operational (twenty-four (24) hours a day, seven (7) days a week unless specifically statutory/scheduled maintenance activity is carried-out.

Inspection, testing, and maintenance of all the components listed below shall be conducted (at all times) by either a competent person as required in the field or a person with necessary skills for the task to be performed in accordance with the statutory and regulatory requirements as well as the terms of employment.

- H-WPGI 1. Rotor blade
- H-WPGI 2. Gear box
- H-WPGI 3. Nacelle

- H-WPGI 4. Control panel and associated gear
- H-WPGI 5. Generator

7.2.1.6. HVAC

TFMSP shall maintain all (but is not limited to) the elements and components listed on this category, ensuring that its maintenance approach minimise the likelihood of breakdowns/services disruptions, and complies with regulations, legislations and standards.

HVAC components shall be fully operational twenty-four (24) hours a day, seven (7) days a week unless specifically statutory/scheduled maintenance activity is carried-out.

Inspection, testing, and maintenance of all the components listed below shall be conducted (at all times) by either a competent person as required in the field or a person with necessary skills for the task to be performed in accordance with the statutory and regulatory requirements as well as the terms of employment.

7.2.1.6.1. WATER COOLED CHILLER HVAC SYSTEM

- H-WCCS 1. Cooling tower
- H-WCCS 2. Condenser water pumps
- H-WCCS 3. Water treatment/dosing
- H-WCCS 4. Chillers
- H-WCCS 5. Air handling unit
- H-WCCS 6. Chilled water pumping system
- H-WCCS 7. Indoor units
- H-WCCS 8. Piping, valves and fittings, etc.

7.2.1.6.2. AIR COOLED CHILLER HVAC SYSTEM

- | | |
|-----------|-----------------------------------|
| H-ACCS 1. | Condenser cooling fans |
| H-ACCS 2. | Chillers |
| H-ACCS 3. | Air handling unit |
| H-ACCS 4. | Chilled water pumping system |
| H-ACCS 5. | Indoor units |
| H-ACCS 6. | Piping, valves and fittings, etc. |

7.2.1.6.3. SINGLE DX SYSTEM

7.2.1.6.4. SPLIT SYSTEM

- | | |
|-----------|---------------------------|
| H-DXSS 1. | Outdoor units |
| H-DXSS 2. | Indoor units |
| H-DXSS 3. | Piping and fittings, etc. |

4.2.1.6.3.1 CONSOLE/WINDOW UNIT AIR CONDITIONERS

- | | |
|-----------|---------------------------|
| H-DXCW 1. | Piping and fittings, etc. |
| H-DXCW 2. | Louvers |
| H-DXCW 3. | Divider plates |

4.2.1.6.4.1 PACKAGED UNITS

- | | |
|-----------|---------------------------|
| H-DXPU 1. | Filters |
| H-DXPU 2. | Ductwork system |
| H-DXPU 3. | Condenser cooling fans |
| H-DXPU 4. | Piping and fittings, etc. |

7.2.1.6.5. VRF/VRV SYSTEMS

- H-HVR 1. Outdoor units
- H-HVR 2. Branch controller box
- H-HVR 3. Indoor units
- H-HVR 4. Piping and fittings, etc.
- H-HVR 5. Associated controls and field devices.

7.2.1.6.6. VENTILATION

- H-HVV 1. Supply and return air systems
- H-HVV 2. Ventilation and exhaust systems
- H-HVV 3. Fan extraction systems for kitchens
- H-HVV 4. Ducting and fittings, etc.

7.2.1.6.7. HEATING AND COOLING

- H-HVC 1. Heat generating systems
- H-HVC 2. Cooling generating systems
- H-HVC 3. Refrigeration Systems (including piping)
- H-HVC 4. Ice tanks
- H-HVC 5. Ducting and fittings, etc.

7.2.1.7. STEAM AND HEAT GENERATING SYSTEMS

TFMSP shall maintain all (but is not limited to) the elements and components listed on this category, ensuring that its maintenance approach minimise the likelihood of breakdowns/services disruptions, and complies with regulations, legislations and standards.

The components listed below shall be fully operational twenty-four (24) hours a day, seven (7) days a week unless specifically statutory/scheduled maintenance activity is carried-out.

Inspection, testing, and maintenance of all the components listed below shall be conducted (at all times) by either a competent person as required in the field or a person with necessary skills for the task to be performed in accordance with the statutory and regulatory requirements as well as the terms of employment.

7.2.1.7.1. BOILERS

- | | |
|----------|-----------------------|
| H-BL 1. | Shell |
| H-BL 2. | Chain grate Stoker |
| H-BL 3. | Stoker motor |
| H-BL 4. | Pressure sensors |
| H-BL 5. | Forced draught fan |
| H-BL 6. | Forced draught motor |
| H-BL 7. | Induced draught fan |
| H-BL 8. | Induced draught motor |
| H-BL 9. | Main steam valve |
| H-BL 10. | Control panel |
| H-BL 11. | Feed water pump |
| H-BL 12. | Feed water tanks |
| H-BL 13. | Blow down valve |
| H-BL 14. | Water level sensors |

- H-BL 15. Level gauge
- H-BL 16. Economizer
- H-BL 17. Smoke Stack
- H-BL 18. Piping, steam traps and fittings, etc.

7.2.1.7.2. OTHER STEAM AND HEAT GENERATING SYSTEMS

- H-SH 1. Steam and condensate distribution
- H-SH 2. Geysers
- H-SH 3. Solar heating
- H-SH 4. Heat pumps
- H-SH 5. Booster pumps

7.2.1.8. CONVEYANCE SYSTEMS

TFMSP shall maintain all (but is not limited to) the elements and components listed on this category, ensuring that its maintenance approach minimise the likelihood of breakdowns/services disruptions, and complies with regulations, legislations and standards.

The components listed below shall be fully operational twenty-four (24) hours a day, seven (7) days a week unless specifically statutory/scheduled maintenance activity is carried-out.

Inspection, testing, and maintenance all the components listed below shall be conducted (at all times) by a competent lift mechanic through a competent lift service provider.

7.2.1.8.1. PASSENGER LIFTS

- H-PL 1. Machinery and controls

H-PL 2.	Shaft area
H-PL 3.	Car
7.2.1.8.2.	FIREMAN LIFTS
H-FL 1.	Machinery and controls
H-FL 2.	Shaft area
H-FL 3.	Car
7.2.1.8.3.	GOODS LIFTS
H-GL 1.	Machinery and controls
H-GL 2.	Shaft area
H-GL 3.	Car
7.2.1.8.4.	HOISTS LIFTS
H-HL 1.	Machinery and controls
H-HL 2.	Shaft area/ support structure (with safe working load)
H-HL 3.	Car
7.2.1.8.5.	LIFTS - CATERING (DUMB-WAITER)
H-DW 1.	Machinery and controls
H-DW 2.	Shaft area
H-DW 3.	Car
7.2.1.8.6.	CHUTES
H-CH 1.	Garbage chutes
H-CH 2.	Spiral chutes (parcel, sorting)

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7.2.1.8.7. ESCALATORS

- H-ES 1. Escalator motor
- H-ES 2. Axle, Gears and roller chain
- H-ES 3. Handrail axle and gears
- H-ES 4. Stairs/steps
- H-ES 5. Step chain
- H-ES 6. Guide system
- H-ES 7. Trusses
- H-ES 8. Ridges

7.2.1.8.8. TRAVELLATORS

- H-TV 1. Travellator motor
- H-TV 2. Axle, gears and roller chain
- H-TV 3. Handrail axle and gears
- H-TV 4. Steps
- H-TV 5. Step chain
- H-TV 6. Guide system
- H-TV 7. Trusses
- H-TV 8. Ridges

7.2.1.9. SECURITY EQUIPMENT

TFMSP shall maintain all (but is not limited to) the elements and components listed on this category, ensuring that its maintenance approach minimise the likelihood of breakdowns/services disruptions, and complies with regulations, legislations and standards.

The components listed below shall be fully operational twenty-four (24) hours a day, seven (7) days a week unless specifically statutory/scheduled maintenance activity is carried-out.

Inspection, testing, and maintenance of all the components listed below shall be conducted (at all times) by either a competent person as required in the field or a person with necessary skills for the task to be performed in accordance with the statutory and regulatory requirements as well as the terms of employment.

7.2.1.9.1. Security alarms and perimeter intrusion alarm systems

7.2.1.9.2. Perimeter fencing and boundary protection

7.2.1.9.3. Access control systems

7.2.1.9.4. Intercom

7.2.1.9.5. Guard patrol, monitoring or track system

7.2.1.9.6. Standalone security ups system, back-up batteries and cabling

7.2.1.9.7. Drop safes, gun safes, time and attendance

7.2.1.9.8. Building and site access control equipment

7.2.1.9.9. Closed circuit television (CCTV)

7.2.1.9.10. Integrated systems

7.2.1.9.11. Security control rooms and monitoring/surveillance systems

7.2.1.9.12. X-ray machine and walkthrough metal detectors

7.2.1.10. WATER TREATMENT PLANTS

TFMSP shall maintain all (but is not limited to) the elements and components listed in this category, ensuring that its maintenance approach minimise the likelihood of breakdowns/services disruptions, and complies with regulations, legislations and standards.

The components listed below shall be fully operational twenty-four (24) hours a day, seven (7) days a week unless specifically statutory/scheduled maintenance activity is carried-out.

Inspection, testing, and maintenance of all the components listed below shall be conducted (at all times) by either a competent person as required in the field or a person with necessary skills for the task to be performed in accordance with the statutory and regulatory requirements as well as the terms of employment.

7.2.1.10.1. WASTE WATER AND SEWERAGE TREATMENT PLANT EQUIPMENT

- | | |
|------------|---------------------------------|
| H-WWTPE 1. | System operation |
| H-WWTPE 2. | Motors |
| H-WWTPE 3. | Tanks |
| H-WWTPE 4. | Motor control centres and Scala |
| H-WWTPE 5. | Screens |
| H-WWTPE 6. | Pipes |
| H-WWTPE 7. | Bio filters |
| H-WWTPE 8. | Digesters |
| H-WWTPE 9. | Pumps |

7.2.1.10.2. HEAD WORKS

- | | |
|-----------|----------------|
| H-WWHW 1. | Inlet channels |
|-----------|----------------|

- H-WWWHW 2. Inlet screens
- H-WWWHW 3. Solids disposal
- H-WWWHW 4. Flow meter

7.2.1.10.3. SPLITTER BOX

- H-WWSB 1. Concrete column
- H-WWSB 2. Concrete box
- H-WWSB 3. Baffle plate

7.2.1.10.4. PRIMARY SETTLING

7.2.1.10.5. ROTATING BIOLOGICAL CONTACTORS

7.2.1.10.6. HUMUS TANK

- H-WWHT 1. Outer concrete
- H-WWHT 2. Inner concrete
- H-WWHT 3. Deluding

7.2.1.10.7. TERTIARY TREATMENT

- H-WWTT 1. Chlorinator chamber
- H-WWTT 2. Drying beds
- H-WWTT 3. Final outfall chamber

7.2.1.11. DESALINATION PLANTS

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TFMSP shall maintain all (but is not limited to) the elements and components listed on this category, ensuring that its maintenance approach minimise the likelihood of breakdowns/services disruptions, and complies with regulations, legislations and standards.

The components listed below shall be fully operational twenty-four (24) hours a day, seven (7) days a week unless specifically statutory/scheduled maintenance activity is carried-out.

Inspection, testing, and maintenance of all the components listed below shall be conducted (at all times) by either a competent person as required in the field or a person with necessary skills for the task to be performed in accordance with the statutory and regulatory requirements as well as the terms of employment.

7.2.1.11.1. WATER EXTRACTION SYSTEM FROM THE OPEN SEA

- H-DPES 1. Intake control
- H-DPES 2. Intake tunnel
- H-DPES 3. Intake screening facility

7.2.1.11.2. POWER PLANT

- H-DPPP 1. Motor
- H-DPPP 2. Pumps
- H-DPPP 3. Reservoirs

7.2.1.11.3. INITIAL CHEMICAL TREATMENT AND SOLIDS REMOVAL

- H-DPCT 1. Travelling screen
- H-DPCT 2. Solids processing

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- H-DPCT 3. Recycled/reclaimed water
- H-DPCT 4. Multi Media Filter
- H-DPCT 5. Pumps
- H-DPCT 6. Cartridge filter

7.2.1.11.4. REVERSE OSMOSIS SYSTEM

- H-DPRO 1. High pressure pumps
- H-DPRO 2. RO membrane
- H-DPRO 3. Salt water stream
- H-DPRO 4. Energy recovery device
- H-DPRO 5. Fresh water stream

7.2.1.11.5. FRESH WATER POST TREATMENT

- H-DPPT 1. Water handling tank/unit
- H-DPPT 2. Pumps
- H-DPPT 3. Regional blending and high service pumping

7.2.1.12. OTHER WATER TREATMENT SYSTEMS

TFMSP shall maintain all (but is not limited to) the elements and components listed in this category, ensuring that its maintenance approach minimise the likelihood of breakdowns/services disruptions, and complies with regulations, legislations and standards. The components listed below shall be fully operational twenty-four (24) hours a day, seven (7) days a week unless specifically statutory/scheduled maintenance activity is carried-out.

Inspection, testing, and maintenance of all the components listed below shall be conducted (at all times) by either a competent person as required in the field or a person with necessary skills for the task to be performed in accordance with the statutory and regulatory requirements as well as the terms of employment.

7.2.1.12.1. Pump stations

7.2.1.12.2. Septic tanks, etc.

7.2.1.12.3. Rainwater harvesting

7.2.1.12.4. Retention ponds

7.2.1.12.5. Manholes, catch pits, inspection chambers, sumps, etc.

7.2.1.13. SPECIALISED HOSPITAL EQUIPMENT

TFMSP shall maintain all (but is not limited to) the elements and components listed in this category, ensuring that its maintenance approach minimise the likelihood of breakdowns/services disruptions, and complies with regulations, legislations and standards.

The components listed below shall be fully operational twenty-four (24) hours a day, seven (7) days a week unless specifically statutory/scheduled maintenance activity is carried-out.

Inspection, testing, and maintenance of all the components listed below shall be conducted (at all times) by either a competent person as required in the field or a person with necessary skills for the task to be performed in accordance with the statutory and regulatory requirements as well as the terms of employment.

7.2.1.13.1. Audiology equipment

- 7.2.1.13.2. Automated pharmacy storage system
- 7.2.1.13.3. Cardio vascular suite
- 7.2.1.13.4. Clinical information system (CIS) system
- 7.2.1.13.5. Digital theatre system & maintenance
- 7.2.1.13.6. ENT workstations
- 7.2.1.13.7. Hospital beds, accessories, etc.
- 7.2.1.13.8. ICU monitoring system
- 7.2.1.13.9. Medical gas
- 7.2.1.13.10. Magnetic resonance imaging (MRI) unit
- 7.2.1.13.11. Nurse call maintenance
- 7.2.1.13.12. Operating theatre tables
- 7.2.1.13.13. Picture archiving and communication system (PACS, RIS) system
- 7.2.1.13.14. Pneumatic transport system
- 7.2.1.13.15. Renal dialysis unit
- 7.2.1.14. GAS INSTALLATIONS

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TFMSP shall maintain all (but is not limited to) the elements and components listed in this category, ensuring that its maintenance approach minimise the likelihood of breakdowns/services disruptions, and complies with regulations, legislations and standards.

The components listed below shall be fully operational twenty-four (24) hours a day, seven (7) days a week unless specifically statutory/scheduled maintenance activity is carried-out.

Inspection, testing, and maintenance of all the components listed below shall be conducted (at all times) by either a competent person as required in the field or a person with necessary skills for the task to be performed in accordance with the statutory and regulatory requirements as well as the terms of employment.

7.2.1.14.1. Storage and distribution

7.2.1.14.2. Gas installation

7.2.1.14.3. Piping, valves and fittings, etc.

7.2.1.15. KITCHEN EQUIPMENT

TFMSP shall maintain all (but is not limited to) the elements and components listed in this category, ensuring that its maintenance approach minimise the likelihood of breakdowns/services disruptions, and complies with regulations, legislations and standards.

The components listed below shall be fully operational twenty-four (24) hours a day, seven (7) days a week unless specifically statutory/scheduled maintenance activity is carried-out.

Inspection, testing, and maintenance of all the components listed below shall be conducted (at all times) by either a competent person as required in the field or a person with necessary skills for the task to be performed in accordance with the statutory and regulatory requirements as well as the terms of employment.

7.2.1.15.1. KITCHEN EQUIPMENT EXTRACTION SYSTEM

- H-KEES 1. Canopy extractor.
- H-KEES 2. Canopy height.
- H-KEES 3. Baffle filters.
- H-KEES 4. Grease draws.
- H-KEES 5. Ducting system.
- H-KEES 6. Fan motor units.
- H-KEES 7. Noise attenuators.
- H-KEES 8. Make-up air, air intake.
- H-KEES 9. Kitchen fire extinguishing equipment and suppression systems.
- H-KEES 10. Cleaning procedure.

7.2.1.15.2. COLD-ROOMS

7.2.2. SOFT-SERVICES

7.2.2.1. OCCUPATIONAL HEALTH AND SAFETY AND OTHER STATUTORY REQUIREMENTS¹

TFMSP shall perform actions to address all the items and procedures listed on this category, ensuring that its approach minimizes services disruptions, complies with regulations, legislations and standards, and adheres to the following:

7.2.2.1.1. ADMINISTRATION. HEALTH AND SAFETY MANAGEMENT PLAN ENSURING:

- S-OHSA 1. Copies of the Act and the relevant regulations are readily available on-site
- S-OHSA 2. Appropriate OHS training needs are identified
- S-OHSA 3. All the personnel performing OHS tasks on-site are competent, experienced and trained
- S-OHSA 4. Communication channels are established to convey pertinent OHS information to all project stakeholders
- S-OHSA 5. Procedures are established for the identification, maintenance and disposition of OHS records, as well as the results of audits and reviews to conform to the requirements of the Act and regulations
- S-OHSA 6. Prescribed documents for the design and application of the workplace, building, processes, machinery, pressure vessels, operating procedures and work organizations (including their adaptation to human capabilities, in order to eliminate or reduce OHS risks at their source) are implemented and maintained

¹ Refer to Occupational Health and Safety act 85 of 1993 & Department of Public Works Occupational Health and Safety Policy

S-OHSA 7. The establishment, implementation and maintenance of an operational database to pro-actively monitor OHS performance and compliance with the Act and regulations.

7.2.2.1.2. CERTIFICATES OF COMPLIANCE FOR ALL ELECTRICAL WIRING IN FACILITIES, AND TESTING

S-OHSCC 1. Electrical COC - Internal

S-OHSCC 2. Electrical COC - Infrastructure

S-OHSCC 3. Portable Appliance Testing

7.2.2.1.3. Appointment in writing of competent people in control of certain installations/ machinery and operations

7.2.2.1.4. Comprehensive reports on lifts

S-OHSRL 1. Lift testing & certification

7.2.2.1.5. Inspections on vessels under pressure and comprehensive reports thereon

7.2.2.1.6. Supervision of installations

7.2.2.1.7. Maintenance of installations

7.2.2.1.8. operations and installations of machinery

7.2.2.1.9. Implementation and enforcement of legislated requirements

7.2.2.1.10. CONSTRUCTION/BUILDING

7.2.2.1.11. OTHERS

S-OHSOT 1. Emergency Evacuation Plan

S-OHSOT 2. Fire Risk Assessment

S-OHSOT 3. Water Treatment & testing (as per SANS standard, and environmental requirements)

S-OHSOT 4. Ergonomic assessments

S-OHSOT 5. Air quality assessment

7.2.2.2. CLEANING SERVICES

TFMSP shall perform actions to address all the items listed (but is not limited to) in this category, ensuring that its approach minimise services disruptions, and complies with regulations, legislations and standards.

All the chemicals, detergents and other related materials to be used must be compliant with the OHSA requirements and environmental friendly.

All cleaning services to be provided must be performed by experienced personnel, and monitored by competent cleaning managers. TFMSP must provide the Standards Operating Procedures (SOPs), as well as a schedule for cleaning services, indicating the recommended frequencies.

In the interim, DPWI will provide a schedule of services, kindly refer to 4.3.1.4.4.1 for more details.

7.2.2.2.1. CLEANING – INTERIOR

S-CLINT 1. Offices and common areas (boardrooms, waiting areas, reception, and the likes)

Scope: Floor finishes (both hard and soft, carpets), ceilings, wall finishes, skirting, windows (interior), blinds, ornaments, etc.

All surfaces to be free from dirt, stains, marks or residuals from cleaning products at all times, following the hygiene ,health and safety standards.

S-CLINT 2. Ablutions, kitchens, pantries, etc.

Scope: ablutions, toilets, kitchens, pantries, canteens and ancillary areas. All toilets, ablutions, kitchens, pantries, canteens and ancillary areas must be thoroughly cleaned, adhering to the prevailing standards and Acts.

7.2.2.2.2. CLEANING-EXTERIOR

S-CLEXT 1. Windows

All windows and glasses must be kept clean at all times. The TFMSP must ensure that this service is provided by trained/qualified personnel, adhering to the prevailing standards and Acts.

S-CLEXT 2. External areas

Scope: cleaning of roads, parking areas, walkways, and removing graffiti. All areas to be free from dirt, rubbish, stains, solids (soil, rocks, sand), marks, or residuals from cleaning products at all times, adhering to the prevailing standards and Acts.

7.2.2.2.3. SPECIALISED (DEEP) CLEANING

S-CLEDC 1. Interior

Scope: Floor finishes (both hard and soft, carpets), ceilings, wall finishes, skirting, windows (interior), blinds, ornaments, etc.

Deep clean all surfaces adhering to the prevailing standards and Acts.

S-CLEDC 2. Ablutions

Scope: ablutions, toilets, and ancillary areas.

Deep-clean all toilets, ablutions and ancillary areas, adhering to the prevailing standards and Acts.

Disinfect toilets, urinals, basins, sluices, sinks, tiles (walls and floors), taps and plugs.

S-CLEDC 3. Kitchens, pantries, canteens and similar areas

Deep-clean kitchens, pantries, canteens and similar areas (including all kitchen equipment and furniture), adhering to the prevailing standards and Acts.

S-CLEDC 4. Computers, data centres & server rooms

Deep-clean computers, data centres and server rooms (including furniture), adhering to the prevailing standards and Acts.

7.2.2.3. HYGIENE SERVICES

TFMSP shall perform actions to address all the items (but is not limited to) listed on this category, ensuring that its approach minimizes services disruptions, and complies with regulations, legislations and standards.

Hygiene services shall be performed in all areas in the facility, including replenishment of consumables. All products and consumables shall be compliant with the OHSA requirements and environmental friendly.

All hygiene services to be provided must be performed by experienced personnel, and monitored by competent hygiene/operations managers.

TFMSP must provide the Standards Operating Procedures (SOPs), as well as a schedule for hygiene services, indicating the recommended frequencies.

In the interim, DPWI will provide a schedule of services, kindly refer to 4.3.1.4.4.1 for more details.

7.2.2.4. WASTE MANAGEMENT SERVICES

TFMSP shall perform actions to address all the items (but is not limited to) listed on this category, ensuring that its approach minimise services disruptions, and complies with regulations, legislations and standards.

Replenishment of consumables, cleaning and maintenance of components and equipment waste disposal are included.

Waste management services shall be performed in all areas in the facility.

All products and consumables shall be compliant with the OHSA requirements and be environmental friendly.

All waste management services to be provided must be performed by experienced personnel, and monitored by competent waste/operations managers.

TFMSP must provide the Standards Operating Procedures (SOPs), as well as a schedule for waste management services, indicating the recommended frequencies.

In the interim, DPWI will provide a schedule of services, kindly refer to 4.3.1.4.4.2 for more details.

Scope is as follow (but is not limited to):

- 7.2.2.4.1. Confidential waste disposal**
- 7.2.2.4.2. General waste disposal**
- 7.2.2.4.3. Hazardous waste management**
- 7.2.2.4.4. Medical waste disposal**
- 7.2.2.4.5. Waste recycling removal**
- 7.2.2.4.6. Reduction and rubbish removal**

7.2.2.5. HORTICULTURAL & LANDSCAPING SERVICES

TFMSP shall perform actions to address all the items listed on this category, ensuring that its approach minimizes services disruptions, and complies with regulations, legislations and standards.

Work covered shall be performed by a service provider experienced in landscape maintenance of a similar nature and scope, and monitored by competent landscaping managers.

All products and consumables shall be compliant with the OHSA requirements and be environmental friendly.

TFMSP must provide the Standards Operating Procedures (SOPs), as well as a schedule for horticultural and landscaping services, indicating the recommended frequencies.

Scope is as follow (but is not limited to):

- 7.2.2.5.1. Mowing of all manicured lawn
- 7.2.2.5.2. Cutting of all edges
- 7.2.2.5.3. Maintaining water feature
- 7.2.2.5.4. Splitting and planting
- 7.2.2.5.5. Sweeping and cleaning up after cutting
- 7.2.2.5.6. Cultivation of flower beds
- 7.2.2.5.7. regular sweeping and blowing of areas
- 7.2.2.5.8. Pruning of shrubs as required
- 7.2.2.5.9. Removal of garden refuse
- 7.2.2.5.10. Keeping all walkways open
- 7.2.2.5.11. Spraying of weeds on hard surfaces
- 7.2.2.5.12. Spraying of herbicides
- 7.2.2.5.13. Spraying of pesticides
- 7.2.2.5.14. Minor irrigation repairs
- 7.2.2.5.15. Borehole pumps – inspections & repairs

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7.2.2.5.16. Irrigation pumps – inspections & repairs

7.2.2.5.17. scarification

7.2.2.5.18. Fertilising

7.2.2.5.19. Topsoil

7.2.2.5.20. Compost

7.2.2.5.21. Mulching

7.2.2.5.22. Indigenous plants

7.2.2.5.23. Internal plants.

7.2.2.6. PEST CONTROL & WILD LIFE

TFMSP shall perform actions to address all the items listed on this category, ensuring that its approach minimizes services disruptions, and complies with regulations, legislations and standards.

Pest control services shall be performed (but is not limited to): all areas in the facility.

All products and consumables shall be compliant with the OHSA requirements and be environmental friendly.

All pest control services to be provided must be performed by experienced personnel, and monitored by competent pest control managers, in accordance with the prevailing regulations, legislations and standards.

TFMSP must provide the Standards Operating Procedures (SOPs), as well as a schedule for Pest control services, indicating the recommended frequencies.

In the interim, DPWI will provide a schedule of services, kindly refer to 4.3.1.4.4.3 for more details.

Scope is as follow (but is not limited to):

- 7.2.2.6.1. Rodents**
- 7.2.2.6.2. Cockroaches**
- 7.2.2.6.3. Crawling insects**
- 7.2.2.6.4. Flying insects (including bees and wasps)**
- 7.2.2.6.5. Fleas**
- 7.2.2.6.6. Bird control**
- 7.2.2.6.7. All other vermin & wildlife species (where applicable)**

7.2.2.7. SECURITY SERVICES (SITE SUPERVISION)

7.2.2.7.1. SECURITY SERVICE AND ACCESS CONTROL

The service provider will be responsible for the management of all the security and building protection systems within the premises and to ensure that these systems are fully operational at all times. The service provider shall ensure that all maintenance and repair work is carried out in such a manner that it does not result in any exposure of building security or protection system.

The service provider shall provide and manage appropriate professional, proactive security regimes on site in such a manner that the premises remain functional, safe, and operationally secure to meet the specifications laid out below and the measurements defined in the service level agreement.

The service provider is required to achieve a high level of comprehensive security guarding and support services throughout the facilities. The key objectives are:

Supply, manage and coordinate security personnel, implement security procedures, and provide security systems and equipment to the premises. Security services are to be provided 7 days a week, 24 hours a day, 365 days per year.

Provide a cost effective quality driven security guarding service which achieves an optimum standard for all areas appropriate for use, and is held in high regard by all persons on the client site.

Maintain a safe environment and safe working practices including the use of a recognised risk assessment/management system to ensure that standards of safety remain high, and that any reduction in the quality of service is recognised and corrected.

Achieve compliance with all procedures, policies and guidelines or similar, as issued by the client with specific compliance to the client's physical security policy and procedures.

It is a requirement that all staff engaged on this contract are of a high calibre in both communication skills, written and oral; are of smart appearance and provided with an appropriate uniform, to the client's specifications and approval. No exception will be made for a non-compliance with this requirement. All security officers must be at least grade "C" officers registered with the Private Security Industry Regulating Authority (PSIRA).

Where additional service staff are to be employed by the service provider, this should be in accordance with relevant industry standards (PSIRA) and recommended vetting procedures, with documentary evidence provided to the client of such upon request. The service provider is required to carry out the services at the times required by the client as set out in this section. The service provider shall ensure that no illegal immigrants are employed by him or any sub-contractor in the execution of any part of the works and if any illegal immigrant is found to be employed, the client shall, notwithstanding the provisions of this contract, be entitled to apply the appropriate penalty on the service provider.

7.2.2.7.2. SECURITY OPERATIONS PLAN

The service provider shall submit a detailed full scale security operations plan to be carried out during the mobilisation period. This proposal must be drafted by security professionals and the proposal must include, but is not limited to, the following aspects: The vulnerabilities, risks and threats relative to the facilities.

Recommendation for improvements to this specification, including:

- S-SSOP 1. Patrolling schedules and clocking points
- S-SSOP 2. Meal/break times schedules
- S-SSOP 3. Specification of security equipment to be used on site
- S-SSOP 4. Training provided for the guards and supervisors
- S-SSOP 5. Management of new directives, such as changes in legislation & regulations, etc.

7.2.2.7.3. SUBMISSION OF SECURITY SCREENING REPORTS

The service provider shall submit to the client the security screening reports of all security guards and supervisors within two (2) weeks from the date of deployment of the guards/supervisors, failing which the guards/supervisors without the screening reports shall no longer be accepted and the service provider shall replace them immediately at no extra cost to the client.

7.2.2.7.4. FREQUENCY OF REPLACEMENT OF STAFF

Security staff changes to the workforce shall be kept to a minimum to ensure business continuity and to retain the skill and knowledge of the site.

7.2.2.7.5. KEEPING PROPER RECORDS

The security service provider shall keep proper records of salaries and time sheets and shall on demand produce such books and timesheets for inspection by the client or his representative. They shall also furnish such information relating to the salaries and conditions of employment of such workmen as the client may require from time to time confirming compliance with grading conditions as per the PSIRA. Such records are to be made available to the client upon request.

As and when required by the client, the security service provider shall submit to the client a timetable plan and roster showing the names of the workmen and a schedule of duties to be carried out by them.

7.2.2.7.6. REQUIREMENT FOR SECURITY GUARDS AND SUPERVISORS

The service provider shall ensure that all guards and supervisors provided shall fulfil the following requirements:

S-SSRGS 1. Able bodied persons, male and female

S-SSRGS 2. Approved by the appropriate security industry body, such as PSIRA, for employment under the local private security industry regulatory act.

S-SSRGS 3. Healthy and medically fit for security work.

S-SSRGS 4. Be dressed in the approved uniform and neat in appearance.

S-SSRGS 5. Secondary education with passes in English

S-SSRGS 6. Able to read and write English with a standard that is necessary in performing the duties under this contract.

S-SSRGS 7. Able to tactfully handle all staff and visitors on the premises.

7.2.2.7.7. MISCONDUCT OF SECURITY SUPERVISOR AND GUARDS

The service provider is required to exercise firm control over the conduct of the security supervisor and guards and shall immediately remove from the site any person who, in the opinion of the client, is undesirable.

In the event that the security guards are found to have mistreated or intimidated any individual in the course of their duties, the service provider shall bear full responsibility for conducting a full investigation and all consequential expenses incurred as a result of the above.

7.2.2.7.8. COMPENSATION FOR DAMAGE

The service providers shall make good the damage to the facilities caused by him, in the execution of this contract, and compensate and pay to the client an amount certified by the client to be the sum required to make good such damage.

7.2.2.7.9. UNSUITABLE SUPERVISOR AND GUARD

The client may direct any supervisor or guard found to be unsuitable for the job to be removed and replaced immediately in compliance with the terms and conditions of this contract.

7.2.2.7.10. INVESTIGATION AND REPORTING

In the event of any theft or serious incidences related to security under the control of the security guards, the service provider shall immediately notify the client of such an incident and carry out prompt investigation by their specialist investigator, and submit a report on the findings within 24 hours (from the time of occurrence of the incident) to the client.

The service provider shall immediately lodge a police report upon detection of any theft cases or breach of security.

7.2.2.7.11. DEPLOYMENT OF GUARDS AND SUPERVISORS

The service provider shall provide security guards and supervisors to the premises daily from Monday to Sunday, including public holidays:

- S-SSDGS 1. Day-shift: shall mean the 12 hours from **06h00** to **18h00** of a day.
- S-SSDGS 2. Night-shift: shall mean the 12 hours from **18h00** to **06h00** of the next day.

For familiarisation and to ensure a smooth take-over of duties, the service provider is to deploy the first & second shift security personnel at **06h00 & 18h00** on such a date upon written notice. No additional expenses incurred by the service provider or subcontractor will be payable as it shall be deemed to have been allowed for in his proposal.

7.2.2.7.12. SUPPLY OF SUPERVISOR AND GUARD

To ensure minimum disruption to the security system, all supervisors and guards shall be deployed on a long term basis on the specific premises. The service provider shall not over work his employees by deploying any one guard/supervisor to work more than one permanent shift as set out in the service level agreement.

The client shall have the right to reject any guards/supervisors deemed unsuitable by him without giving specific reasons.

In the event that the security service provider fails to supply the manpower as required, including any additional supervisors/guards, the service provider shall make all necessary arrangements to cover the duties of any absentees.

7.2.2.7.13. FIRE INCIDENT ORDERS

In the event of an outbreak of fire, the service provider is to ensure that all officers are fully trained and able to comply with the following instructions:

- S-SSFIO 1. Activate the fire alarm system and summons help
- S-SSFIO 2. Telephone the fire department and police. Clearly and correctly state the address.

S-SSFIO 3. Try to extinguish the fire using the fire-fighting equipment available. If any risk of injury to limbs or life, leave the fire-fighting to the fire department.

S-SSFIO 4. Ensure the speedy entry of the fire department and direct them to the location of fire. S-

SSFIO 5. Assist in evacuating personnel away from the building on fire.

7.2.2.7.14. DUTIES AND RESPONSIBILITIES

The service provider shall ensure that his guards/supervisors/ representative(s) carry out the following specific duties and any other security-related duties as may be directed from time to time by the client:

S-SSDR 1. To ensure general security of all people and assets on the premises.

S-SSDR 2. To check and monitor all persons and vehicular movement on the premises, to prevent any unauthorised entries of persons, equipment, and dumping of waste on the premises by staff or visitors.

S-SSDR 3. To take all appropriate action to prevent, or cause the offenders to be arrested. Any breaking-in, theft of assets, equipment or any other goods from the premises, including contacting the police for assistance.

S-SSDR 4. To control traffic movement within the premises to prevent indiscriminate parking and speeding and to clamp any vehicles or motor bikes illegally parked and to impose a fine for the release thereof in accordance with the client's parking regulations in the facilities site information and process manual.

S-SSDR 5. To carry out patrolling and clocking on the premises, as scheduled and agreed with the client.

S-SSDR 6. All security staff are to hold a valid certificate in the following areas, throughout the contract duration: S-

SSDR 6.1. First aid

- S-SSDR 6.2. Fire safety
- S-SSDR 6.3. Bomb threats
- S-SSDR 6.4. Labour unrest
- S-SSDR 7. To prevent and report any occurrence that may affect the security of the premises, e.g. Defects in the perimeter fencing, faulty security lighting, outbreak of fire, breaking-in or damage of properties on the premises, etc.
- S-SSDR 8. To locate the source of a fire upon hearing a fire alarm. If it is a false alarm (no fire), report the false alarm to the client and the local authorities.
- S-SSDR 9. To carry out immediate investigation on any theft cases and present the written reports as required by the client.
- S-SSDR 10. To carry out security risk assessments and surveys as required by the client and recommend measures to improve security on the premises.
- S-SSDR 11. To carry out appropriate action, in accordance with standing instructions, before arrival of the emergency services in the case of any fire or activation of the fire alarm on the premises, including fighting the fire with fire extinguisher, hose reels or other appropriate means without endangering life.
- S-SSDR 12. To maintain proper records of duties/attendance of all guards/supervisors and daily occurrences pertaining to security.
- S-SSDR 13. To carry out compulsory routine night spot-checks on all premises (at least once per week per site) by the site supervisor on duty or service provider's representatives, including clocking, booking in/out at each premise or carryout any other monitoring measures which may be required by the client.
- S-SSDR 14. To submit daily incident reports every morning by 08h00 to the client. The format of this report shall be to the approval of the service provider.

S-SSDR 15. To maintain lost and found registers.

S-SSDR 16. To programme and issue access cards to the client employees and approved visitors in accordance with the client's physical security policy and procedures.

S-SSDR 17. To conduct physical searches of specified contractual staff daily on site and to ensure that all equipment or goods brought onto site by contractors are properly recorded in the occurrence book and registers.

S-SSDR 18. To accurately record any assets removed from site in the "removal of assets from site register" with the necessary authority to remove assets from site.

S-SSDR 19. To accurately record any assets brought onto site in the "visitors register" for control on removal thereof.

7.2.2.7.15. DISCIPLINE AND WORK PROCEDURES

The service provider shall familiarize himself with any verbal instructions and written patrolling/clocking schedules and standing instructions on discipline, work schedules or procedures as issued by the client from time to time and ensure that all instructions are duly complied with by all its employees and as stated in the service level agreement.

7.2.2.7.16. EQUIPMENT AND MATERIALS

The service provider shall supply, service, maintain (including paying for all permits/ licenses/ taxes/ insurances that are required by the relevant local authority) and repair the following items for the smooth execution of the work under this section.

The service provider shall include all costs in his tender price:

S-SSEM 1. Uniforms:

All security guards and supervisors shall be properly attired in client branded uniforms comprising of black trousers and jackets, a white shirt, black shoes and a name tag. The colour, design and material of the uniform shall be subject to the approval of the client prior to working on site.

S-SSEM 2. Handheld two-way radios:

The service provider shall supply each guard with a handheld two-way radio that is able to communicate within the site boundary.

All radios must be kept in good working condition at all times and a charger must be provided at the premises.

S-SSEM 3. Rechargeable torches:

At least two rechargeable torches suitable for the service required and one charger shall be provided at the control room of each facility and the torches must be functional at all times.

S-SSEM 4. Wheelchairs and stair EVAC-U-chairs:

A wheelchair and EVAC-U-chairs, provided by the client, are available to provide assistance during emergencies or in situations of distress concerning a staff member or visitor. The wheelchair and EVAC-U-chairs must be well maintained according to manufacturer's specification, and must be kept clean and neat at all times. Security guards are to be fully trained in the use thereof.

7.2.2.7.17. SECURITY CONTROL CENTRE (SCC)

The service provider shall supply all mobile phones, cameras, stationery, paper, note books, occurrence books, paper tape, clocks and all that are necessary for the smooth execution of the security services.

S-SSEM 1. Security control centre (SCC)

The service provider shall maintain and operate a security control centre (SCC) at all times and maintain and operate manned security posts at the basement parking entrances and the receptions. The requirements of this SCC shall be as follows:

- S-SSEM 2.** Must be managed by the service provider and operated by a professional security service provider.
- S-SSEM 3.** Must be manned 24 hours a day, 7 days a week, 365 days a year.
- S-SSEM 4.** The control room must be manned by a suitably trained control room operator.
- S-SSEM 5.** Must be able to closely monitor the performance of the guards, and the security situation, on site and via two-way radios on a continuous basis. Provide a vhf base station.
- S-SSEM 6.** Landline telephone will be provided with a general contact number and an emergency number.
- S-SSEM 7.** Must be able to respond to all emergency situations by dispatching a patrol of at least two (2) officers to the sites within 15 minutes.
- S-SSEM 8.** Emergency situations shall include but are not limited to:-
- S-SSEM 9.** Guards under threat
- S-SSEM 10.** Guards who are unable to report for duty

- S-SSEM 11. Guards who are unable to continue with their duties
- S-SSEM 12. Urgent requests from the client
- S-SSEM 13. Panic button and armed response
- S-SSEM 14. Smoke and fire alarms
- S-SSEM 15. Failure and sabotage of CCTV and access control systems
- S-SSEM 16. Provide a blackout emergency plan.

The function of the security services is to minimise and manage the risk and loss associated with criminal activity.

To minimize criminal activity and to manage the losses usually associated with such activities by rendering the services described in the attached schedule of services.

7.2.2.7.18. ELECTRONIC AND CONTROL SYSTEMS

The service provider shall be familiar with the operation of all security control and emergency power and lighting systems and take responsibility for ensuring they are functional at all times under this scope of work and service level agreement, and will automatically operate and take over the normal systems in the event of a mains power failure.

In addition to the maintenance requirements the client may, at any time, require the service provider to demonstrate the operation by means of a simulated power failure.

The service provider shall be totally familiar with the operation of all life safety related systems and the standard operating procedures that apply to them.

The service provider shall be responsible for the maintenance of all control cabinets. All control cabinets shall be inspected, tested and maintained on an annual basis or as required by the o& m manuals. The service provider shall ensure that all control boxes are in good working and serviceable conditions.

The service provider shall submit a program schedule for the first year's maintenance of such equipment and control boxes immediately upon appointment.

The service provider shall note that controls, including but is not limited to parameters, set points and times, shall not be adjusted outside the design criteria without the approval of the client.

No work shall be executed without prior written approval of the change control committee. The service provider shall send a representative to the weekly change control committee to ensure that all changes pertaining to the building are properly lodged on the client software programme (sm9) and approved prior to execution in accordance with the client's change control procedures.

7.2.3. BUSINESS SUPPORT SERVICES

TFMSP shall perform actions to address all the items listed on this category (but is not limited to), ensuring that its approach minimise services disruptions, and complies with regulations, legislations and standards. All services to be provided must be performed by experienced personnel, and monitored by competent operations managers.

TFMSP must provide the Standards Operating Procedures (SOPs), as well as a schedule for the services listed, indicating the recommended frequencies.

7.2.3.1. SUPPORT SERVICES

Support services shall be fully operational twenty-four (24) hours a day, seven (7) days a week.

7.2.3.1.1. Call centre 24 x 7

7.2.3.1.2. Handyman services (first line of maintenance)

7.2.3.2. RISK AND BUSINESS CONTINUITY MANAGEMENT SERVICES

7.2.3.2.1. Business continuity planning and control

7.2.3.2.2. Risk assessments

7.2.3.2.3. Disaster risk management

7.2.3.3. UTILITY MANAGEMENT

7.2.3.3.1. Management (excluding procurement) of utilities provision – gas, electricity, water, coal and waste

7.2.3.3.2. Measurement, analysis and reporting of energy usage

7.2.3.3.3. Meter readings

7.2.3.4. ADMINISTRATIVE SERVICES

7.2.3.4.1. Space planning and interior design

- 7.2.3.4.2. Access control systems
- 7.2.3.4.3. Adjustments to clocks and notice boards
- 7.2.3.4.4. ID card production
- 7.2.3.4.5. PABX & telephone management systems
- 7.2.3.4.6. Green building management services
- 7.2.3.5. FURNITURE SERVICES
- 7.2.3.5.1. Furniture - assembly
- 7.2.3.5.2. Furniture - moves
- 7.2.3.5.3. Furniture - repairs
- 7.2.3.5.4. Furniture - sourcing
- 7.2.3.5.5. Furniture - warehousing and retrieval
- 7.2.3.6. OFFICE SERVICES
- 7.2.3.6.1. Client marketing materials
- 7.2.3.6.2. Mailroom staff
- 7.2.3.6.3. Managed telephony
- 7.2.3.6.4. Meeting room set up

- 7.2.3.6.5. Office moves & space planning (as a project)
- 7.2.3.6.6. Office porter age
- 7.2.3.6.7. PA system
- 7.2.3.6.8. Photocopiers/multifunctional devices/fax machines
- 7.2.3.6.9. Reception staff
- 7.2.3.6.10. Secretarial
- 7.2.3.6.11. Stationery - management
- 7.2.3.6.12. Stationery - procurement supplies
- 7.2.3.6.13. Stationery – restocking
- 7.2.3.6.14. Archiving and paper storage
- 7.2.3.7. MISCELLANEOUS
- 7.2.3.7.1. Fitness equipment/gymnasium
- 7.2.3.7.2. Car wash
- 7.2.3.7.3. Parking management & administration
- 7.2.3.7.4. Catering.

7.2.4. ENTERPRISE RESOURCE PLANNING (ERP)

- Bidders must demonstrate their technology platform / solution that will be deployed for managing and reporting on the various categories
- Sample of operational and Management reports that will be supplied
- Value added data (if available)
- Profile of Technology Integration Lead
- Clear and concise demonstration of technology platform / ERP/ CAFM solution that that will be deployed for managing and reporting on the various categories, with adequate evidence on reporting capability, integrated functionality and proven application at other Client sites. Solution clearly demonstrates functionality to manage the following:
 - Call centre management capability to manage service desk
 - Asset data and management
 - Conditional assessment and capacity management data
 - Maintenance schedules
 - Capital Planning
 - Asset Tracking and Reporting
 - Optimization management
 - Billing and invoicing

- Interface (compatibility) with Client's ERP such as: SAGE, Archibus, etc.

7.2.5. SKILLS TRANSFER PLAN

TFMSP shall demonstrate its approach to skills transfer and to support the development of impacted stakeholders. This includes the support to be provided for the transformation of small and emerging firms, End-user staff and DPWI staff.

A clear skills development plan for youth and young graduates from previously disadvantaged communities should be provided by the service provider.

All the trainings to be provided must be facilitated by certified training providers (at all times) and monitored by competent directors from the TFMSP's organization, ensuring that project's skills transfer needs from the various stakeholders are met.

The skills transfer plan must comprise (but is not limited to):

7.2.5.1. METHODOLOGY

7.2.5.2. ACTIVITIES

7.2.5.3. INITIAL ASSESSMENT AND IMPACT ASSESSMENT

7.2.5.4. MONITORING, CONTROL AND REPORTING ACTIVITIES PLAN.

7.2.6. TRANSITION MANAGEMENT

TFMSP shall perform actions to address all the items listed on this category (but is not limited to), ensuring that its approach covers all the project's needs and all the requirements from the various project's stakeholders are met. All professional services to be provided must be performed by qualified and experienced personnel (at all times) and monitored by competent directors from the TFMSP's organization.

- 7.2.6.1. TAKING OVER OF EXISTING DPWI PROJECTS/ DPWI EXISTING CONTRACTS WITH SERVICE PROVIDERS**
- 7.2.6.2. TAKING OVER OF EXISTING END-USER PROJECTS/ END-USER EXISTING CONTRACTS WITH SERVICE PROVIDERS**
- 7.2.6.3. MANAGEMENT OF GUARANTEES ON RECENTLY INSTALLED COMPONENTS/ FINALISED PROJECTS**
- 7.2.6.4. DEMOBILISATION OF TFM PROJECT INCLUDING (BUT IS NOT LIMITED TO):**

- PM-TMDM.1. Disassembling call centre and IT infrastructure.
- PM-TMDM.2. Disassembling all equipment
- PM-TMDM.3. Transport of all equipment, materials and goods
- PM-TMDM.4. Handling over of facilities and equipment to DPWI
- PM-TMDM.5. Closing-out of the project (including the close-out report)

7.2.7. TFM CONTRACT MANAGEMENT SERVICES

TFMSP shall perform actions to address all the items listed on this category (but is not limited to), ensuring that its approach covers all the project's needs and all the requirements from the various project's stakeholders are met. All professional services to be provided must be performed by qualified and experienced personnel (at all times) and monitored by competent directors from the TFMSP's organization.

4.2.6.1. QUALITY MANAGEMENT (INCLUDING QUALITY CONTROL ACTIVITIES AND PROCEDURES)

4.2.6.2. RISK MANAGEMENT (INCLUDING IDENTIFICATION, ASSESSMENT, ACTION PLAN, ROLES AND RESPONSIBILITIES)

4.2.6.3. COST MANAGEMENT (INCLUDING COST CONTROL AND REPORTING)

4.2.6.4. PROCUREMENT

4.2.6.5. TIME (INCLUDING THE SCHEDULE FOR ALL THE SERVICES LISTED ABOVE AND THEIR SOPs)

4.2.6.6. MONITORING, CONTROL AND REPORTING OF DPWI AND END-USER PROJECTS.

- Service Desk and Call Centre
- CAFM/ERP/ IT platform
- Quality Management Reporting
- OHS audits
- Project Management Services including technical professionals
- Energy Efficiency and Sustainability Management

TFMSP shall develop and implement its approach to monitor the project activities throughout its lifecycle, taking into consideration the requirements to be met from the various stakeholders.

RFP FOR TOTAL FACILITIES MANAGEMENT SERVICE PROVIDERS PANEL FOR A PERIOD OF 60 MONTHS

8. ENQUIRIES

Mr. Lawrence Ramasunzi. Project Manager

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012 492 2184 / 0829049100

Ms. Fikile Ndwandwe. SCM Practitioner

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0124061510

DPW-03 (EC): TENDER DATA

Project title:	<i>RFP FOR TOTAL FACILITIES MANAGEMENT SERVICE PROVIDERS PANEL FOR A PERIOD OF 60 MONTHS</i>
Reference no:	<i>717</i>

Tender / Quotation no:	<i>H24/012PF</i>	Closing date:	<i>08 NOVEMBER 2024</i>
Closing time:	<i>11.00AM</i>	Validity period:	<i>12 Weeks (84 Calendar days)</i>

Clause number:	
	The conditions of tender are the Standard Conditions of Tender as contained in Annex C of the CIDB Standard for Uniformity in Construction Procurement as per Government Notice No. 423 published in Government Gazette No. 42622 of 8 August 2019 and as amended from time to time. (see www.cidb.org.za). The Standard Conditions of Tender make several references to the Tender Data for details that apply specifically to this tender. The Tender Data shall have precedence in the interpretation of any ambiguity or inconsistency between it and the Standard Conditions of Tender. Each item of data given below is cross-referenced to the clause marked "C" in the above mentioned Standard Conditions of Tender.
C.1.1	The employer is the Government of the Republic of South Africa in its Department of Public Works and Infrastructure.
C.1.2	For this contract the three volume approach is adopted. This procurement document has been formatted and compiled under the headings as contained in the CIDB's "Standard for Uniformity in Construction Procurement." The three volume procurement document issued by the employer comprises the following: Volume 1: Tendering procedures T1.1 - Notice and invitation to tender (PA-04 EC) T1.2 - Tender data (DPW-03 EC) Volume 2: Returnable documents T2.1 - List of returnable documents (PA-09 EC) C1.1 - Form of offer and acceptance (DPW-07 EC) C1.2 - Contract Data T2.2 - Returnable schedules Volume 3: Contract Part C1: Agreement and contract data C1.2 - Contract data (Part 1: Data provided by employer) (DPW-04 EC or DPW-05 EC) C1.3 - Form of guarantee (DPW-10.1 EC / DPW-10.3EC or DPW-10.2 EC/DPW-10.4 EC) Part C2: Pricing data C2.1 - Pricing Assumptions (PG-02.2 EC or PG-02.1EC) C2.2 - Bills of Quantities / Lump sum document (if not a returnable document) Part C3: Scope of work C3 - Scope of work (PG-01.2 EC or PG-01.1EC) Part C4: Site information C4 - Site information (PG-03.2 EC or PG03.1EC)

Tender no: H24/012PF

C.1.4	The Employer's agent is:
Name:	MR LAWRENCE RAMASUNZI
Capacity:	Departmental Project Manager
Address:	CGO BUILDING, CORNER OF BOSMAN & MADIBA STREETS, PRETORIA, 0001
Tel:	082 904 9100
Fax:	N/A
E-mail:	Lawrence.Ramasunzi@dpw.gov.za
C.2.1 C.3.11	A. ELIGIBILITY IN RESPECT OF CIDB REGISTRATION: The following tenderers who are registered with the CIDB, or are *capable of being so registered prior to the evaluation of submissions, are eligible to have their tenders evaluated (* tenderers who are capable of being so registered, or who have applied for registration but have not yet received confirmation of such registration, must provide, <u>with this tender</u>, acceptable documentary proof thereof): a) contractors who have a contractor grading designation equal to or higher than a contractor grading designation determined in accordance with the sum tendered, or a value determined in accordance with Regulation 25 (1B) or 25 (7A) of the Construction Industry Development Regulations, for a select tender value range select class of construction works or Not applicable Not applicable** class of construction work; and b) contractors registered as potentially emerging enterprises with the CIDB who are registered in one contractor grading designation lower than that required in terms of a) above: Not applicable Joint ventures are eligible to submit tenders provided that: - every member of the joint venture is registered with the CIDB; - the lead partner has a contractor grading designation in the select tender value range select class of construction works or select tender value range Not applicable** class of construction work; and - the combined contractor grading designation calculated in accordance with the Construction Industry Development Regulations is equal to or higher than a contractor grading designation determined in accordance with the sum tendered, or a value determined in accordance with Regulation 25 (1B) or 25 (7A) of the Construction Industry Development Regulations for a select tender value range select class of construction works or Not applicable Not applicable** class of construction work ** Delete "or select tender value range select class of construction works" where only one class of construction works is applicable A contract will be entered into with a tenderer who has in his employ management and supervisory staff satisfying the requirements of the scope of work for labour intensive competencies for supervisory and management staff: Not applicable

Tender no: H24/012PF

C. FUNCTIONALITY WEIGHTING APPLICABLE TO THIS BID:

Note: Failure to meet minimum functionality score will result in the tenderer being disqualified.

Functionality Criteria	Weighting Factor
1. Company experience Provide details and references of where work of a similar scale and complexity was performed in Total Facilities Management as described in the Annexure C - Terms of Reference document under item 7 - Total Facilities Management Scope of Work. The experience gained must be a combination of both hard/technical services and soft services in the last ten (10) years Submission of fully completed Annexure A - schedule of completed projects in alignment with DPW-09 item 1.2: stating the following: 1. Written demonstration on all projects completed 2. Nature of the work (As described in Annexure C - terms of reference documents item 7 - Total Facilities Management scope of work covering both hard/technical and soft services) 3. Duration of the work 4. Location of the work 5. Project (facility) type, scale (m2) and complexity 6. Name of the Client 7. Value of projects (over R 10m) Note: Bidders will not be scored if fully completed Annexure A - schedule of completed projects and Annexure B - contactable reference letter is not submitted. Both Annexure A and Annexure B must be in alignment with DPW-09 item 1.2 Bidder has submitted a schedule of track record of similar projects completed in completed in Annexure A greater than R80 million per project, and contactable reference letter completed in Annexure B 5 points Bidder has submitted a schedule of track record of similar projects completed in Annexure A from R61 million - R80 million per project, and contactable reference letter completed in Annexure B 4 points Bidder has submitted a schedule of track record of similar projects completed in Annexure A from R41 million to R60 million per project, and contactable reference letter completed in Annexure B 3 points Bidder has submitted a schedule of track record of similar projects completed in Annexure A from R21 million to R40 million per project, and contactable reference letter completed in Annexure B. 2 points	20

	Bidder has submitted a schedule of track record of similar projects completed in Annexure A from R11m to R20m per project, and contactable references letter completed in Annexure B 1 point Bidder has submitted a schedule of track record of similar projects completed less than R10m per project, 0 point	
	2. Project development team leader, qualifications, professional registration and experience PDT leader must submit a comprehensive CV, minimum NQF level 7 or higher qualification and professional registration in one of the following: Architecture, Construction Management, Quantity Surveying, Civil Engineering, Mechanical Engineering, Electrical Engineering. PDT leader with minimum NQF level 7 or higher, professional registration in one of the above mentioned fields, and more than 9 years of experience in Total Facilities Management 5 points PDT leader with minimum NQF level 7 or higher, professional registration in one of the above mentioned fields, and 8 years of experience in Total Facilities Management 4 points PDT leader with minimum with NQF level 7 or higher, professional registration in one of the above mentioned fields, and 7 years of experience in Total Facilities Management . 3 points PDT leader with minimum NQF level 7 or higher, professional registration in one of the above mentioned fields and 6 years of experience in Total Facilities Management 2 points Project leader with minimum NQF level 7 or higher, professional registration in one of the above mentioned fields, and 5 years of experience in Total Facilities Management. 1 points Project leader with minimum NQF level 7 or higher, professional registration in one of the above mentioned fields, and less than 5 years of experience in Total Facilities Management. 0 points	20
	3. Project Development Team (PDT) qualifications and experience. Each member must submit a comprehensive CV and minimum NQF Level 7 qualification or higher in one of the following: Architecture, Construction Management, Quantity Surveying, Civil Engineering, Mechanical Engineering, Electrical Engineering and Occupational Health and Safety	20

	NOTE: To be eligible for scoring, the Project Development Team must comprise of all the disciplines as mentioned above. Project Development Team total score will be an average of each team member experience PDT member with minimum NQF level 7 or higher in one of the above mentioned fields and 7 or more years of experience in Total Facilities Management 5 points PDT member with minimum NQF level 7 or higher in one of the above mentioned fields and 6 years of experience in Total Facilities Management. 4 points PDT member with minimum NQF level 7 or higher in one of the above mentioned fields and 5 years of experience in Total Facilities Management 3 points PDT member with minimum NQF level 7 or higher in one of the above mentioned fields and 4 years of experience in Total Facilities Management. 2 points PDT member with minimum NQF level 7 or higher in one of the above mentioned fields and 3 years of experience in Total Facilities Management 1 points PDT member with minimum NQF level 7 or higher in one of the above mentioned fields and less than 3 years of experience in Total Facilities Management. 0 points	
	4. . Bank ratings (failure to submit proof of bank rating from the relevant bank will result in the bidder getting zero points. • "A" 5 points • "B" 4 points • "C" 3 points • "D" 2 points • "E" 1 point NB: Bidders will only be scored based on the banking rating submitted of (A,B,C,D or E) NB: If a stamped bank letter with no ratings (A,B,C,D or E) is provided, the bidder will receive 0 points NB: In the case of JV, both bidders will need to submit their bank ratings letters and the JV will score the average points from the 2 scores	20

	5. Presentations Bidders which have a total score of 50 points or higher (50 out of a possible 80) from the functionality criteria stated above, they will further be evaluated through the presentations supported by live demonstration of the CAFMS and Help Desk focusing on the items mentioned below as described in Annexure C - terms of reference documents under item 7 1. Mobilisation: Resources, IT Infrastructure & Call centre/ Help Desk, Computer Aided Facilities Management Systems (CAFMS) 2. TFM Planning: Facility Condition Assessment/Audit, Componentised Asset Register, Development of Maintenance and life cycle plans, 3. Hard Services (Technical Maintenance): Minor repairs, preventative maintenance and emergency breakdowns 4. Soft Services: Cleaning, hygiene, waste management, Horticulture/landscaping, pest control & wild life services Presentation proving how all 4 aspects indicated above were executed on previous completed and/or current projects in Total Facilities Maintenance. All presentation will be scored from 0 - 5 <table style="width: 100%;"> <tr> <td>Excellent</td> <td>5 points</td> </tr> <tr> <td>Very good</td> <td>4 points</td> </tr> <tr> <td>Good</td> <td>3 points</td> </tr> <tr> <td>Poor</td> <td>2 points</td> </tr> <tr> <td>Unacceptable</td> <td>0 point</td> </tr> </table>	Excellent	5 points	Very good	4 points	Good	3 points	Poor	2 points	Unacceptable	0 point	20
Excellent	5 points											
Very good	4 points											
Good	3 points											
Poor	2 points											
Unacceptable	0 point											
	Total	100 Points										
<i>(Weightings will be multiplied by the scores allocated during the evaluation process to arrive at the total functionality points)</i>												
	Minimum functionality score to qualify for further evaluation:	65										

☐

D. METHOD TO BE USED TO CALCULATE POINTS FOR SPECIFIC GOALS

D1. For procurement transaction with rand value greater than R2 000,00 and up to R1 Million (Inclusive of all applicable taxes) the specific goals listed below are applicable.

Table 1

Serial No	Specific Goals	Preference Points Allocated out of 20	Documentation to be submitted by bidders to validate their claim
1.	An EME or QSE which is at least 51% owned by black people (Mandatory)	10	SANAS Accredited BBBEE Certificate or Sworn Affidavit where applicable.
2.	Located in a specific Local Municipality or District Municipality or Metro or Province area for work to be done or services to be	2	Official Municipal Rates Statement which is in the name of the bidder. Or

		rendered in that area (Mandatory)		- Any account or statement which is in the name of the bidder. Or - Permission to Occupy from local chief in case of rural areas (PTO) which is in the name of the bidder. Or - Lease Agreement which is in the name of the bidder.
3.	An EME or QSE which is at least 51% owned by black women (Mandatory)	4	SANAS Accredited BBBEE Certificate or Sworn Affidavit where applicable.	
4.	An EME or QSE which is at least 51% owned by black people with disability (Mandatory)	2	- SANAS Accredited BBBEE Certificate or Sworn Affidavit where applicable. and - Medical Certificate indicating that the disability is permanent. Or - South African Social Security Agency (SASSA) Registration indicating that the disability is permanent. Or - National Council for Persons with Physical Disability in South Africa registration (NCPDPSA).	
5.	An EME or QSE which is at least 51% owned by black youth (Mandatory)	2	ID Copy and SANAS Accredited BBBEE Certificate or Sworn Affidavit where applicable.	

D2. For procurement transaction with rand value greater than R1 Million and up to R50 Million (Inclusive of all applicable taxes) the specific goals listed in table 1 below are applicable.

Table 2

Serial No	Specific Goals	Preference Points Allocated out of 20	Documentation to be submitted by bidders to validate their claim
1.	An EME or QSE or any entity which is at least 51% owned by black people (Mandatory)	10	SANAS Accredited BBBEE Certificate or Sworn Affidavit where applicable.
2.	Located in a specific Local Municipality or District	2	Official Municipal Rates Statement which is in the name of the bidder

		Municipality or Metro or Province area for work to be done or services to be rendered in that area (Mandatory)		Or - Any account or statement which is in the name of the bidder. Or - Permission to Occupy from local chief in case of rural areas (PTO) which is in the name of the bidder. Or - Lease Agreement which is in the name of the bidder.
3.	An EME or QSE or any entity which is at least 51% owned by black women (Mandatory)	4	SANAS Accredited BBBEE Certificate or Sworn Affidavit where applicable.	
4.	An EME or QSE or any entity which is at least 51% owned by black people with disability (Mandatory)	2	- SANAS Accredited BBBEE Certificate or Sworn Affidavit where applicable. and - Medical Certificate indicating that the disability is permanent. Or - South African Social Security Agency (SASSA) Registration indicating that the disability is permanent. Or National Council for Persons with Physical Disability in South Africa registration (NCPDPSA).	
5.	An EME or QSE or any entity which is at least 51% owned by black youth (Mandatory)	2	ID Copy and SANAS Accredited BBBEE Certificate or Sworn Affidavit where applicable.	

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D3. For procurement transaction with rand value greater than R50 Million (Inclusive of all applicable taxes) the specific goals listed in table 2 below are applicable.

NB. The use of one of goal numbers' 4 or 5 is mandatory. The BSC must select either one of the two, but not both.

Table 3

Serial No	Specific Goals	Preference Points Allocated out of 10	Documentation to be submitted by bidders to validate their claim
1.	An EME or QSE or any entity which is at least 51% owned by black people (Mandatory)	4	SANAS Accredited BBBEE Certificate or Sworn Affidavit where applicable.

	2.	Located in a specific Local Municipality or District Municipality or Metro or Province area for work to be done or services to be rendered in that area (Mandatory)	2	- Official Municipal Rates Statement which is in the name of the bidder. Or - Any account or statement which is in the name of the bidder. Or - Permission to Occupy from local chief in case of rural areas (PTO) which is in the name of the bidder. Or - Lease Agreement which is in the name of the bidder.	
	3.	An EME or QSE or any entity which is at least 51% owned by black women (mandatory)	2	SANAS Accredited BBBEE Certificate or Sworn Affidavit where applicable.	
	4. ☐	An EME or QSE or any entity which is at least 51% owned by black people with disability (Mandatory)	2	- SANAS Accredited BBBEE Certificate or Sworn Affidavit where applicable. and - Medical Certificate indicating that the disability is permanent. Or - South African Social Security Agency (SASSA) Registration indicating that the disability is permanent. Or National Council for Persons with Physical Disability in South Africa registration (NCPDSA).	
	OR				
	5. ☐	An EME or QSE or any entity which is at least 51% owned by black youth (Mandatory)	2	ID Copy and SANAS Accredited BBBEE Certificate or Sworn Affidavit where applicable.	

Black people mean Africans, Coloureds and Indians, who - (a) are citizens of the Republic of South Africa by birth or descent; or (b) became citizens of the Republic of South Africa by naturalisation - (i) before 27 April 1994; or (ii) on or after 27 April 1994 and who would have been entitled to acquire citizenship by naturalisation prior to that date. (BROAD-BASED BLACK ECONOMIC EMPOWERMENT ACT No 25899, 2003 of 9 JANUARY 2004).

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E. ELIGIBILITY IN RESPECT OF RISK TO EMPLOYER:

Standard risk management assessment criteria in respect of tenders received for routine projects in the engineering and construction works environments:

Tender offers will be evaluated by an Evaluation Committee based on the technical and commercial risk criteria listed hereunder. Each criterion carries the same weight / importance and will be evaluated individually based on reports presented to the Bid Evaluation Committee by the Professional Team appointed on the project. A tender offer will be declared non-responsive and removed from any further evaluation if any one criterion is found to present an unacceptable risk to the Employer.

In order for the evaluation reports to be prepared by the Professional Team, the Tenderer is obliged to provide comprehensive information on form DPW-09 (EC). Failure to complete the said form will cause the tender to be declared non-responsive and removed from any further consideration. The Employer reserves the right to request additional information over and above that which is provided by the Tenderer on said form. The information must be provided by the Tenderer within the stipulated time as determined by the Bid Evaluation Committee, failing which the tender offer will *mutatis mutandis* be declared non-responsive.

E.1 Technical risks:

Criterion 1: Experience on comparable projects during the past 10 years.

The tendering Service Provider's experience on comparable projects during the past 10 years. The number of current and previous comparable projects performed by the Tenderer as per the evaluation report prepared by the Consultant Team, based on its research and inspection of a representative sample of the Tenderer's current and previous work as reflected on form DPW-09 (EC), as well as, if necessary, of any additional work executed by the Tenderer, not reflected on form DPW-09 (EC). Failing to provide contactable references will result in the tender offer will be *mutatis mutandis* declared non-responsive.

Aspects to be regarded as "comparable" includes (but may be extended according to circumstances): size of projects (measured against monetary value or other project quantifying parameters), nature of projects (building, engineering, high/low rise, etc.), locality/area of execution (site-specific influences, knowledge of local conditions, etc.), complexity of project, projects for similar client department irrespective of end purpose of buildings/facilities created or in progress of being created and time scales of projects (normal, fast track, etc.) and stage of its/their development.

Criterion 2: Contractual commitment and quality of performance on comparable projects during the past 10 years.

Adherence to contractual commitments and quality of performance of comparable current and previous projects performed by the Tenderer on comparable projects during the past 10 years as per the evaluation report prepared by the Consultant Team, based on its research and inspection of a representative sample of the Tenderer's current and previous work as reflected on form DPW-09 (EC), as well as, if necessary, of any additional work executed by the Tenderer, not reflected on form DPW-09 (EC). Failing to provide contactable references will result in the tender offer be *mutatis mutandis* declared non-responsive.

Aspects to be considered include, but are not limited to the following:

1. The level of progress on current projects in relation to the project programme or, if such is not available/applicable, to the contractual construction period in general;
2. The degree to which previous projects have been completed within the contractual completion periods and/or extensions thereto, and the extend of penalties imposed;

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	3. Project performance: time management & programming of works, timeous ordering of materials and appointment of subcontractors; 4. Financial management: payment to suppliers and cash flow problems; 5. Quality of workmanship: extent of reworks and timeous attention to remedial works; 6. Personnel resources: suitably qualified and experienced, turnover in site staff and labour force, specifically site manager and foreman; 7. Personnel management: extent of labour disputes and ability to resolving labour disputes amicably; 8. Sub-contractors: extent of turnover in subcontractors, general liaison and payment problems experienced; 9. Contract administration: contractual aspects such as complying to laws and regulations, insurances, security, submission of required documentation timeously, reaction to written contract instructions, appointments of subcontractors, etc. as can generally be expected in standard/normal conditions of contract. 10. Health & Safety: adherence to regulations and compliance, and number of transgressions & serious incidents. 11. Plant & equipment: sufficient resources on site and in time. 12. Delays: extent of causing delays, submission of claims timeously, and abuse of or exaggerated delay claims. 13. Final account: extent to which the contractor assisted in finalising the final account. Criterion 3: Suitably qualified and appropriately experienced human resources Allocation of suitably qualified and appropriately experienced human resources, both in respect of principals and/or other staff (contract manager, site agent, site foreman including other professional, technical and/or administrative) of the tendering Service Provider to the project, as proof that the tendering Service Provider will be able to react/respond appropriately to the Services required herein. The Company Organogram with CV's and certified ID's of all principals and employed workforce as well as proof of Professional Registration will be verified. Current and future workload of the tenderer in relation to capacity and capability will also be considered. The tenderer should demonstrate that he or she possesses the necessary professional and technical qualifications and -competence in relation to the scope of work and work to be undertaken. Criterion 4: Attendance of compulsory bid clarification meeting, if applicable If applicable, submission of confirmation of DPW-16.1 (PSB) attendance of compulsory bid clarification meeting or proof of attending the compulsory virtual meeting by a suitably qualified and experienced representative of the tenderer in terms of PA-04 (EC): Notice and Invitation to Tender. E.2 Commercial risks: The financial viability assessment evaluates the risk over the life of the construction period, as to whether the tenderer will be able to deliver the goods and services which are specified in the contract and / or be able to fulfil guarantees or warranties provided for in the contract in order to complete the project successfully for the amount tendered. Aspects to be considered include but are not limited to, the respective rates tendered, bank rating, financial capability and capacity whether the tenderer has or has access to sufficient financial resources to deliver the goods or services described in the tender documentation (including fulfilling any guarantees or warranty claims), whether the tenderer is not subject to any current or impending legal action (either formal proceedings or notification of legal action) which could impact on the financial standing of the tenderer or the delivery of the goods or services, financial report from auditors as proof of current liquidity, and company or any parent company or investor guarantee/s and financial statements.
C.2.7	For particulars regarding a pre-tender site inspection meeting, see Notice and Invitation to Tender T1.1

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C.2.12	If a tenderer wishes to submit an alternative tender offer, the only criteria permitted for such alternative tender offer is that it demonstrably satisfies the Employer's standards and requirements. A tenderer may submit alternative tender offers only if a main tender offer, strictly in accordance with all the requirements of the tender documents, is also submitted. Provided that the tenderer's main tender offer is according to specification and would under normal circumstances be recommended for acceptance, his alternative tender offer may also be considered for the purpose of the award of the contract. Calculations, drawings and all other pertinent technical information and characteristics as well as modified or proposed Pricing Data must be submitted with the alternative tender offer to enable the Employer to evaluate the efficacy of the alternative and its principal elements, to take a view on the degree to which the alternative complies with the Employer's standards and requirements and to evaluate the acceptability of the pricing proposals. Calculations must be set out in a clear and logical sequence and must clearly reflect all design assumptions. Pricing Data must reflect all assumptions in the development of the pricing proposal. Acceptance of an alternative tender offer will mean acceptance in principle of the offer. It will be an obligation of the contract for the tenderer, in the event that the alternative is accepted, to accept full responsibility and liability that the alternative offer complies in all respects with the Employer's standards and requirements. The modified Pricing Data must include an amount equal to 5% of the amount tendered for the alternative offer to cover the Employer's costs of confirming the acceptability of the detailed design before it is constructed. Alternative tender offer permitted: Yes ☐ No ☒
C.2.13.2	The list of Returnable Documents identifies which of the documents a tenderer must complete when submitting a tender offer. The tenderer must submit his tender offer by completing the Returnable Documents, signing the "Offer" section in the "Form of Offer and Acceptance" and delivering the Returnable Documents back to the Department.
C.2.13.5	The Employer's address for delivery of tender offers and identification details to be shown on each tender offer package are as per Notice and Invitation to Tender T1.1.
C.2.13.6 C.3.5	A two-envelope procedure will not be followed.
C.2.15	The closing time for submission of tender offers is as per Notice and Invitation to Tender T1.1.
C.2.16	The tender offer validity period is as per Notice and Invitation to Tender T1.1.
C2.16.3	Omit the wording of the last sentence for those projects which are subject to CPAP
C.2.18	The tenderer will be required to submit his fully priced Bills of Quantities / Lump Sum Document (complete document inclusive of all parts): ☐ Together with his tender; or ☐ The tenderer shall submit his fully priced and completed sectional summary- and final summary pages with the tender and thereafter submit the fully completed Bills of Quantities within fourteen (14) calendar days of the date requested to do so prior to the award of the contract.
C.2.19	Access shall be provided for inspections, tests and analysis as may be required by the Employer.
C.3.4.1 C.3.4.2	The location for opening of the tender offers, immediately after the closing time thereof shall be at: Tender Box DPWI CGO Building, corner of Bosman and Madiba Street Pretoria 0001
C.3.8	The words "responsive tender" and "acceptable tender" shall be construed to have the same meaning.

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C.3.9.3	Omit the wording and replace with the following: "Notify the tenderer of all errors, omissions and/or rate imbalances that are identified in the tender offer and request the tenderer to, within a stipulated time, accept the total of prices as corrected in accordance with C.3.9.4."
C.3.9.4	Omit the wording of the first sentence and replace with the following: "In cases where tender offers contain errors, omissions and/or rate imbalances, these are to be corrected as follows:"
C.3.9.4	Add sub paragraph c) to C.3.9.4, as follows: "c) If the tenderer does not accept the corrected tender offer, or cannot reach consensus with the Employer on a corrected tender offer, the tender is to be classified as not acceptable/non responsive and removed from further contention."
C.3.11.1	The procedure for the evaluation of responsive tenders is Method 2: Financial Offer and Preference.
C.3.13	Add the following to sub paragraph a), as follows: The tenderer or any of its directors is not listed on the Register of Tender Defaulters in terms of the Prevention and Combating of Corrupt Activities Act, 2004 (Act No. 12 of 2004) as a person prohibited from doing business with the public sector;
C.3.17	Provide to the successful tenderer one copy of the signed contract document.