

NYANDENI LOCAL MUNICIPALITY

PHYSICAL ADDRESS:
Municipality Building
B.N. Nomandela Drive
LIBODE
POSTAL ADDRESS:
Private Bag X 504
5160



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“Deciding with the people, not for the people”

NLM 16/2018 - TERMS OF REFERENCE

TERMS OF REFERENCE FOR PROVISION OF PLUMBING SERVICES

Scope:

- ✓ Site inspection is compulsory

- ✓ Nyandeni Local Municipality is seeking an experience service provider to plumbing services to our Libode and Ngqeleni offices. The contract shall include all the plumbing need for the period of 12 months.

To be supplied by service provider:

The service provider shall supply the necessary equipment, tools and labour materials, personnel, protecting clothing and transport required for the proper completion of the project.

Information to be obtained onsite

The service provider shall visit all municipal sites of the proposed work and familiarize themselves with the nature of work, the condition under which the work is to be performed, the means of access to the site, any limitations or other authorities and in general with all matters that may influence or affect the contract and shall be deemed to have allowed in this tender for any additional cost involved due to the foregoing as no claims for any extras in connection with the position or nature of work will be entertained.

Special requirement

Special attention and compliance to General Safety Regulations as promulgated in terms of the OSH Act (Act 85 of 1993) and compliance to Nyandeni Local Municipality's health and safety policies.

Work specification

1. The service provider shall provide a monthly service of grounds for all Nyandeni Local Municipality offices.
2. The service provider shall provide ad-hoc services as and when required.
3. The service provider shall be granted access onto the premises to conduct inspections and ad-hoc services when required.
4. The service provider shall provide trained personnel to conduct all operations in a safe manner
5. The service provider shall provide a good reliable machinery and equipment for the execution of operations.
6. The service provider shall provide reliable and appropriate transport to and from municipality offices/ buildings.

The service provider shall provide the following services amongst others:

1. General Plumbing
 - a. Provision of general plumbing maintenance, services and repairs/replacement (blocked or leaking toilets, toilet seats/covers, drains, taps, sewers, sewerage plant, piping, tanks, burst geysers, leaks, blockages, pipe locations, water tanks, urinals, cisterns, pans, valves, pump, etc.)
 - b. New installations, alterations/renovations, upgrades, extensions, design of new and/or upgrading of existing plumbing reticulation, leak detection, etc.

- c. Plumbing works shall be carried out with skill, care and diligence in terms of the provisions of the contract, stipulations and specifications and to observe any applicable laws, regulations and instructions.
 - d. All plumbing works and parts supplied shall be of such a nature that it will contribute to minimising water usage.
 - e. Respond to emergencies within the agreed response time.
 - f. Appointed service provider will nominate Key Account Manager to act as the key point of contact.
 - g. The Key Account Manager will attend to scheduled meetings, assist with the monitoring and review of the SLA.
 - h. Where required, the safe removal and disposal of asbestos plumbing materials as per regulations.
 - i. Invoice should clearly indicate labour portion and supplied parts.
 - j. Breakdowns will be charged on an hourly rate as per the Contract and spare parts will be charged on cost plus mark-up as per Contract.
2. Reactive Maintenance
- a. Appointed service provider will carry out reactive maintenance, i.e. unplanned repairs required to restore the plumbing services back to operational condition.
 - b. Provide emergency callout number and cover for 24 hours per day, 7 days a week and 365 days per year.
 - c. Reactive maintenance requests will be prioritized and achieved according to the following defined:

Pricing:

Type of priority	Priority description	Agreed response time after notification	Rate
Priority 1 (P1)	Emergency	Within 2 hours	R
Priority 2 (P2)	Urgent	Within 4 hours	R
Priority 3 (P3)	Non- urgent	Within 24 hours	R
	Supplied part markup in %		
	Travelling cost per KM	N/A	R

Nyandeni Local Municipality buildings:

1. Main offices . Libode town
2. Traffic office- Libode town
3. Town hall- Libode offices
4. Ngqeleni offices- about 40km away from Libode