



APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF AD-HOC PLUMBING SERVICES AT THE MINING QUALIFICATIONS AUTHORITY HEAD OFFICE FOR A PERIOD OF 36 MONTHS.

SCOPE OF WORK

The appointed plumbing service provider shall deliver the following services, but not limited to, for all internal plumbing needs. External plumbing remains the responsibility of the Body Corporate unless otherwise agreed.

1. Coverage

- General plumbing for: 5x kitchens, 31x toilet cubicles and 5x showers.
- All internal plumbing works

2. Maintenance and repairs

(a) Preventative Maintenance

- Routine inspection and servicing of all fixtures, fittings and pipework.
- Descaling of aerators, shower heads and cistern jets.
- Pressure-testing and leak-detection on hot- and cold-water lines.

(b) Reactive (unplanned/emergency) Maintenance

- Unblocking drains, toilets, basins and showers.
- Repair or replacement of leaking or burst pipes, fittings, valves, pumps, geysers and tanks.
- Restoration of plumbing services to full operational condition.
- Emergency response within the agreed Service Level Agreement

3. Response times and availability

- 24 × 7 Emergency Call-out service, with a dedicated telephone number.
- Emergency response: within 2 hours of notification.
- Non-emergency (ad-hoc) response: within 4 hours of notification.
- Reactive maintenance requests will be prioritised and addressed according to agreed service levels and pricing schedule.

4. Personnel and Equipment

- Provide trained and qualified plumbers to execute all tasks with skill, care and diligence.
- Supply and maintain reliable tools, machinery and transport adequate for 24/7 coverage.

5. Invoicing and reporting

- Invoice format: Clearly separate labour (hourly rates) from parts (cost + markup as per contract).
- Job cards: issued for every visit, detailing work carried out, materials used and, where applicable, before/after photographs.

6. Ad-hoc services

Undertake any additional plumbing tasks as requested, beyond the items explicitly listed above, at agreed rates and response times.

Mandatory Requirement

The prospective service provider must be registered with CIDB 2SO or Higher (Water supply and drainage for buildings - wet services, plumbing) class of works.

Pricing Schedule

Type of priority	Priority description	Agreed response time after notification	Rate per hour
Priority 1 (P1)	Emergency	Within 2 hours	
Priority 2 (P2)	Urgent	Urgent within 4 hours	
Priority 3 (P3)	Non- urgent	24 Hours	
	Labour Rate Technician		R - /HR
	Labour Rate Assistant Technician		R - /HR
	Mark Up on Material & Spares %		

