



REQUEST FOR PROPOSAL/QUOTE (RFP/Q)

RFP/Q NUMBER	: EWM/2026/16
DESCRIPTION OF SERVICE	: PROVISION OF GENERAL MAINTENANCE SERVICES TO ENVIROSERV WASTE MANAGEMENT (EASTERN CAPE & KWA-ZULU NATAL DEPOTS)
RFP/Q SUBMISSION DETAILS	: Via e-mail (NO HAND DELIVERIES WILL BE ACCEPTED)
CLOSING DATE	: 15 September 2026
TIME	: 16H00 (Late applications will not be accepted)
WEBSITE	: www.enviroserv.co.za
E-MAIL	: sboniso.mangele@enviroserv.co.za / Omphemetse.Mabe@enviroserv.co.za

Company Name: _____

Representative Name: _____

Representative Signature: _____

Date: _____

TABLE OF CONTENTS

1.	<u>SECTION A – GENERAL INFORMATION</u>	<u>Page No.</u>
1.1.	ABBREVIATIONS	3
1.2.	DEFINITIONS	3
1.3.	SCOPE OF WORK	3
1.4.	RFP PROCESS	4
1.5.	SUBMISSION REQUIREMENTS	4
1.6.	GENERAL REQUIREMENTS	4
1.7.	MEDICAL REQUIREMENTS	4
1.8.	ADDITIONAL COMPLIANCE REQUIREMENT	4
1.9.	RULES AND REGULATIONS	5-6
1.10.	EQUIPMENT ORIGIN, SPECIFICATIONS AND DRAWINGS	6
1.11.	GENERAL TERMS AND CONDITION OF CONTRACTS	7-8
a.	APPLICATION	7
b.	STANDARDS	7
c.	USE OF CONTRACT DOCUMENTS AND INFORMATION	7
d.	PATENT RIGHTS	7
e.	INSPECTION AND TESTS	7
f.	DELIVERY AND DOCUMENTS	7
g.	PRICING AND PAYMENT	7
h.	TERMINATION FOR DEFAULT	8
i.	TERMINATION FOR CONVENIENCE	8
j.	DELIVERY TERMS	8
k.	COMMISSIONING	8
l.	WARRANTY	8
m.	TECHNICAL SUPPORT	8
n.	AGENCY	8
1.12.	GENERAL ENQUIRIES	9
1.13.	TECHNICAL ENQUIRIES	9
2.	<u>SECTION 2 – SUPPLIER INFORMATION</u>	<u>Page No.</u>
2.1.	ELIGIBILITY OF SUPPLIERS	9
2.2.	SUPPLIER DETAILS	10
2.3.	DECLARATION	10
3.	<u>SECTION C – OFFER/QUOTE INFORMATION</u>	<u>Page No.</u>
3.1.	ANNEXURE A – SUPPLIER CHECKLIST	
3.2.	ANNEXURE B – PRICING SCHEDULE	11
3.3.	ANNEXURE C – TENDER SUBMISSION FORM	12
3.4.	ANNEXURE D – TERMS & CONDITIONS OF TRADE	13
3.5.	ANNEXURE E – EVALUATION CRITERIA	14
3.6.	ANNEXURE F – CODE OF CONDUCT	15
3.7.	ANNEXURE G – SCOPE OF WORK	15

SECTION 1

1.1 ABBREVIATIONS

- | | | | |
|----|-------|---|---|
| a. | RFP/Q | - | Request for Proposal or Quote |
| b. | BBBEE | - | Broad Based Black Economic Empowerment |
| c. | EWM | - | Enviroserv Waste Management (Ltd) |
| d. | CPA | - | Consumer Protection Act 68 of 2008 |
| e. | OSHA | - | Occupational Health and Safety Act 85 of 1993 |
| f. | SLA | - | Service Level Agreement |
| g. | FML | - | Full Maintenance Lease |

1.2 DEFINITIONS

- a. "The Contract" means the agreement entered into between the EnviroServ and the awarded Supplier, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein. A contract will stem from this RFP/Q.
- b. "The Contract Price" means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations.
- c. "The Goods" means all of the equipment, services, works and/or other materials, which the Supplier is required to supply to the Procuring entity under the Contract.
- d. "EnviroServ" means the organization or procuring entity purchasing the goods under this Contract i.e ENVIROSERV WASTE MANAGEMENT (PTY) LIMITED.
- e. "The Supplier" means the individual or firm supplying the goods under this Contract.
- f. "Ex-Stock" means a product or service can supplied immediately without any delay manufacturing lead time.

1.3 SCOPE OF WORK

a. Purpose

EnviroServ invites suitably qualified and experienced service providers to submit proposals for the provision of General Maintenance Services on an as-and-when-required basis at designated EnviroServ landfill and depot sites.

The purpose of this Request for Proposal (RFP) is to establish a service arrangement with a suitably capable service provider(s) to undertake general building and facility maintenance, repairs and minor maintenance works as required by EnviroServ. Services will be requested based on operational requirements, and no minimum volume or value of work is guaranteed under the contract.

The detailed Scope of Work, service requirements and applicable sites are provided in **Annexure G**, which forms an integral part of this RFP. Tenderers shall review Annexure G and submit their proposal, pricing and all supporting information in accordance with the requirements contained therein.

1.4 RFP PROCESS

The following timeline table outlines the envisaged milestones and respective due dates:

Milestone	Date
Advertisement of RFP	21 August 2026
Site Briefing	02 September 2026
RFP questions and answers Deadline	07 September 2026
RFP Closing date	15 September 2026 @ 16h00
Evaluation	21 September 2026 – 25 September 2026
Extend offer/s and sign Contract/s / SLA	TBA
New Contract effective date	TBA

1.5 SUBMISSION REQUIREMENTS

All Suppliers shall include the following information and documentation with their offer and where copies are attached they are to be certified:

- a. Completed RFP/Q document
- b. Supplier Checklist (As attached in Annexure A)
- c. Written Power of Attorney of the signatory of the offer to commit the Supplier
- d. Proof of business address
- e. Accredited BBBEE status documentation
- f. Tax clearance certificate
- g. Price Schedule (As attached in Annexure B)
- h. Terms and Conditions of Trade (As attached in Annexure D)
- i. Company Registration Documents
- j. Tender Submission Form (As attached in Annexure C)
- k. Code of Good Practice – Suppliers (As attached in Annexure F)
- l. COID Letter of good standing

Non-compliance to the requirements will result in an automatic disqualification as a bidder.

Submission of fraudulent documentation will also result in disqualification.

1.6 RULES AND REGULATIONS

- a. All documents relating to the offer will be in the English Language;
- b. The Supplier is expected to examine all instructions, forms, terms, and specifications in the tender documents. Failure to furnish all information required by the RFP/Q documents or to submit an offer not substantially responsive to the RFP/Q documents in every respect will be at the Bidder's risk and may result in the rejection of its offer;

- c. The Bidder shall prepare one (1) original set of documents and clearly mark these as "ORIGINAL". **If Applicable.**
- d. **This ORIGINAL documentation shall be typed/written in indelible ink (black) and shall be signed by a person (or persons) duly authorised to sign on behalf of the Supplier. All pages of the tender where entries or amendments have been made shall be initialed by the person (or persons) signing it.**
- e. This ORIGINAL bid documentation shall be sealed in an envelope.**(If Applicable)**
- f. This sealed envelope will be addressed to EnviroServ's address provided in this document with the Bidder's name and RFP/Q reference number reflected. The envelope must also be marked with a clear warning NOT TO OPEN before the specified date and time;**(If Applicable)**
- g. The tender shall contain no alterations or additions, except those who comply with instructions by EnviroServ, or as necessary to correct errors by the bidder in which case such corrections shall be initialed by the person (or persons) signing the tender;
- h. EnviroServ may extend the deadline of submission of offers by issuing an amendment in which case all rights and obligations of EnviroServ and the bidders previously subject to the original deadline, will then be subject to the new deadline;
- i. NO LATE submissions will be accepted;
- j. Suppliers may modify or withdraw their submission by giving notice in writing before the deadline;
- k. Offers shall remain valid for 30 days or more after date of opening; Offers valid for a shorter period will be rejected and considered non responsive.
- l. No information shall be disclosed to Suppliers or any other persons prior to official adjudication process. Any effort by a bidder to influence EnviroServ's process of bid-awarding decisions may result in the rejection of his bid;
- m. The Supplier shall bear all costs associated with the preparation and submission of its offer, and the procuring entity, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the RFP/Q process;
- n. EnviroServ will determine the substantial responsiveness of each offer to the RFP/Q documents, substantially responsive tender is one, which conforms to all the terms and conditions of the RFP/Q documents without material deviations. There is no recourse should an offer be disqualified.
- o. EnviroServ will determine to its satisfaction whether a Supplier is qualified to perform the work satisfactorily. The determination will take into account the Supplier's financial, technical, and contractual capabilities. It will be based upon an examination of the documentary evidence submitted.
- p. EnviroServ reserves the right to accept or reject any offer, lowest quote or otherwise, and to annul the RFP/Q process and reject all offers at any time prior to contract award, without thereby incurring any liability to the affected Supplier on the grounds for the procuring entity's action. EnviroServ reserves it right to annul the procurement process anytime.
- q. The bidder must reveal it's national foot print in South Africa by naming each branch/depot in every province and/or other national representation agencies, etc.;
- r. EnviroServ will notify the successful Supplier in writing that it's offer has been accepted. The notification of award will signify the formation of the Contract but will have to wait until the contract is finally signed by both parties. Simultaneously other Suppliers shall be notified that their offers have not been successful.
- s. There is NO APPEAL process and EnviroServ's decision will be final.
- t. This RFP/Q trading terms and conditions supercedes the Suppliers trading terms and conditions.

1.7 EQUIPMENT ORIGIN, SPECIFICATIONS AND DRAWINGS (IF APPLICABLE)

- a. All equipment to be supplied and installed under the contract shall have their origin in eligible source countries.
- b. For purposes of this clause, “origin” means the place where the equipment(s) are produced. Goods are produced when, through manufacturing, processing, or substantial and major assembly of components, a commercially-recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.
- c. The origin of equipment is distinct from the nationality of the Supplier and shall be treated thus in the evaluation of the RFP/Q.
- d. Suppliers are requested to submit with their offers the detailed specifications, drawings, catalogues, etc for the products they intend to supply.
- e. Suppliers must indicate on the specifications sheets whether the equipment offered comply with each specific requirement.
- f. A clause-by-clause commentary on EnviroServ’s Technical Specifications demonstrating substantial responsiveness of the goods and service to those specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications and an explanation of how any such deviation from provided specifications will still satisfy the requirements as set.
- g. All the dimensions and capacities of the equipment to be supplied shall not be less than those required in these specifications. Deviations from the basic requirements, if any, shall be explained in detail in writing with the offer, with supporting data such as calculation sheets, etc. and an explanation whether the equipment can meet stated requirements even with such deviations. EnviroServ reserves the right to reject the equipment, if such deviations shall be found critical to the use and operation of the equipment and hence making the equipment to not meet requirements.

1.8 GENERAL TERMS AND CONDITIONS OF CONTRACT

a. Application

These General Conditions shall apply in all Contracts made by EnviroServ.

b. Standards

The Goods supplied under this RFP/Q shall conform to the standards mentioned in the Technical Specifications as per Annexure.

c. Use of Documents and Information

The Supplier shall not, without EnviroServ’s prior written consent, make use or distribute any document or information in this RFP/Q. All documents, other than the Supplier Questionnaire itself, shall remain the property of EnviroServ.

d. Patent Rights

The Supplier shall indemnify EnviroServ against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or services supplied.

e. Inspection and Tests

EnviroServ or its representative shall have the right to inspect and/or to test the equipment to confirm their conformity to the technical specifications. EnviroServ shall notify the Supplier in writing in a timely manner, of the identity of any representatives retained for these purposes.

The inspections and tests may be conducted on the premises of the Supplier or even at EnviroServ’s premises.

Should any inspected or tested equipment fail to conform to the specifications, the EnviroServ may reject the equipment, and the Supplier shall either replace the rejected equipment or make alterations necessary to make specification requirements free of costs to EnviroServ. This rejection may happen any time before expiry of the warranty offered by the Supplier of the goods.

EnviroServ's right to inspect, test and where necessary, reject the equipment after the equipment arrival and installation shall in no way be limited or waived by reason of the equipment having previously been inspected, tested and passed by EnviroServ or its representative prior to or after the equipment delivery.

f. Delivery and Documents

Delivery of the equipment, documents, installation and maintenance of the same shall be made by the Supplier in accordance with the terms specified by EnviroServ.

Suppliers must ensure the shortest possible delivery period of the equipment. Delivery period will be an important evaluation criterion and the responsive firm offering shortest delivery period will gain an advantage.

g. Pricing and Payment

Prices quoted by the Supplier shall remain fixed during the Supplier's performance of the contract. An offer submitted with an adjustable price quotation will be treated as non-responsive and will be rejected unless otherwise agreed by the parties. Prices indicated on the Price Schedule shall be the cost of the goods and any incidental works/services including all duties, VAT and other taxes. Payment of goods and services will be 45 or 60 days from statement.

h. Termination for Default

EnviroServ may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Supplier, terminate the contract in whole or in part:

- if the Supplier fails to deliver any or all of the equipment within the period specified in the Contract, or within any extension thereof granted by EnviroServ
- if the Supplier fails to perform any other obligation(s)
- if the Supplier, in the judgment of the EnviroServ has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

In the event that EnviroServ terminates the Contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, equipment, works and services similar to those undelivered, and the Supplier shall be liable for any excess costs for such similar equipment.

i. Termination for convenience

EnviroServ by way of written notice may terminate the contract in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for the EnviroServ convenience, the extent to which performance of the Supplier of the contract is terminated and the date on which such termination becomes effective. No compensation will be payable for termination of contract.

j. Delivery terms

Goods and services must be delivered or performed at EnviroServ sites. EnviroServ prefers Suppliers to supply all regions. EnviroServ may elect to split the contract to satisfy its needs. (If Applicable)

k. Commissioning

Test runs and eventual equipment commissioning (if applicable) will be done by the Supplier and a commissioning certificate signed by both parties on agreement between the two parties that the equipment has performed to expectations

l. Warranty

A warranty declaration of at least 1 year must be included **(if applicable)**

m. Technical support

Suppliers must include the after sales service arrangement, including technical support services, availability of spare parts, etc.

n. Agency

The Supplier shall attach documentary proof of appointment as an agent of the original equipment manufacturer through the manufacturer's authorization form duly signed by the manufacturer and on manufacturer's letterhead. The Supplier shall also elect its own agent however, they shall remain liable for all duties and obligations according to the contract.

1.9 GENERAL ENQUIRIES

ANY ENQUIRIES REGARDING THE BIDDING PROCEDURE MAY BE DIRECTED TO:

DEPARTMENT	PROCUREMENT
DESIGNATION	PURCHASING MANAGER / BUYER
CONTACT PERSON	SBONISO MANQELE / OMPHEMETSE MABE
EMAIL ADDRESS	sboniso.mangele@enviroserv.co.za / Omphemetse.Mabe@enviroserv.co.za
TELEPHONE	011 456 5400

1.10 TECHNICAL ENQUIRIES

ANY ENQUIRIES REGARDING THE BIDDING PROCEDURE MAY BE DIRECTED TO:

DEPARTMENT	OPERATIONS
DESIGNATION	FACILITIES MANAGER (NATIONAL)
CONTACT PERSON	HENTIE TALJAARD
EMAIL ADDRESS	Htaljaard@enviroserv.co.za
TELEPHONE	011 456 5400
DESIGNATION	DEPOT SUPERVISOR & MANAGER (KZN)
CONTACT PERSON	VUSUMZI KIEVETS & MARK LYONS
EMAIL ADDRESS	vusumzi.kievets@enviroserv.co.za markl@enviroserv.co.za
TELEPHONE	011 456 5400
DESIGNATION	DEPOT MANAGER
CONTACT PERSON	GRACE MPETE
EMAIL ADDRESS	grace.mpete@enviroserv.co.za
TELEPHONE	011 456 5400

SECTION 2

2.1. ELIGIBILITY OF SUPPLIERS

- a. All eligible Suppliers are requested to sign the DECLARATION OF INTEREST and CODE OF CONDUCT attached in Annexure A stating any relationships with EnviroServ employees, or members of consortiums, or joint ventures and/or sub-Suppliers, either in the past or currently. Should this Declaration be proven to be false, the Supplier's offer will be rejected.
- b. Suppliers shall not be under administration.
- c. Suppliers shall not be under a declaration of ineligibility for corruption and fraudulent practices.
- d. EnviroServ's employees, committee members, board members and their relatives (spouse and children) are not eligible to participate in this RFP/Q.
- e. Suppliers must be in good standing with the South African Revenue Service.
- f. Suppliers must have a proven track record in the supply of the service on offer.
- g. Suppliers must have the ability to supply good and services on time and in full.
- h. A Suppliers poor service deliver record will adversely affect a Suppliers ability to be awarded this RFP/Q.
- i. Community suppliers will be given first preference.

2.2. SUPPLIER DETAILS

Company name _____

Physical Address _____

Postal Address _____

Landline Number _____

E-mail Address _____

2.3. DECLARATION

I.....confirm that the information given this day of 2026 is correct, accurate and I understand that any false information will lead to automatic disqualification without any further notice. I also understand that EnviroServ Waste Management (Pty) Limited will confirm with my previous clients that my company has dealt with if need be. We also declare that we have not engaged in any fraudulent practice or offered inducement to any member of procuring entity for purpose of this RFP.

Authorized signature..... Date.....

Name of signatory.....

3.2 ANNEXURE A – SUPPLIER CHECKLIST

SUPPLIER NAME		
CONTACT PERSON		
CELLPHONE / LANDLINE		
RFP/Q DESCRIPTION	EWM2026/16- General Maintenance Services	
	NB: please tick appropriate box	
Technical		
Does your services meet EnviroServ's specification?	Yes	No
Price		
Is your price fixed for the contract period?	Yes	No
Are your prices VAT exclusive?	Yes	No
Payment	From Statement:	
What payment terms do you offer? (Please tick)	45 Days	60 Days
General		
Do you agree to the terms and condition of the RFP/Q?	Yes	No
Do you agree that this RFP/Q falls under the Consumer Protection Act?	Yes	No
Which business forum do you come from?		
Which community ward are you from?		
Documentation		
Have you submitted the following documents?		
• Completed RFP/Q document	Yes	No
• Supplier Checklist (As attached in Annexure A)	Yes	No
• Written Power of Attorney of the signatory of the offer to commit the Supplier	Yes	No
• Proof of business address	Yes	No
• Accredited BBBEE status documentation	Yes	No
• Tax clearance certificate	Yes	No
• Price Schedule in Excel and PDF (As attached in Annexure B)	Yes	No
• Tender submission Form AS attached in Annexure C)	Yes	No
• Terms and Conditions of Trade (As attached in Annexure D)	Yes	No
• Pictures, technical specifications, performance and relevant data of goods and services supplied (if applicable)	Yes	No
• Company Registration Documents	Yes	No
• Certificate of attendance (if applicable)	Yes	No
• COID Letter of Good Standing	Yes	No
• Code of Good Practice – Suppliers (As attached in Annexure F)	Yes	No

3.4 ANNEXURE B – PRICING SCHEDULE VAT EXCLUSIVE

Bidders are required to prepare and submit their detailed Pricing Schedule in accordance with the pricing requirements. The Pricing Schedule must be submitted in both Microsoft Excel (.xlsx) and PDF formats as part of the RFP submission.

#	Description	UOM	Rate ex VAT
1	Call out fee	Per Hour	
2	Travel rate	Per KM	
3	General labour (worker)	Per Hour	
4	Skilled labour	Per Hour	
5	Artisan	Per Hour	
6	Assistant	Per Hour	
7	Goods mark-up (%) on materials used	%	

3.4 ANNEXURE C – TENDER SUBMISSION FORM

TENDER SUBMISSION FORM

DESCRIPTION OF SERVICE : PROVISION OF GENERAL MAINTENANCE
SERVICES TO ENVIROSERV WASTE
MANAGEMENT

TENDER NUMBER : EWM2026/16

TENDER CLOSING DATE : 15 September 2026 @ 16H00

BIDDER INFORMATION	
COMPANY NAME	
NAME OF REPRESENTATIVE	
DESIGNATION OF REPRESENTATIVE	
SIGNATURE	
DATE OF SUBMISSION	
METHOD OF SUBMISSION (PLEASE TICK UNDERNEATH METHOD OF DELIVERY)	
EMAIL	WEBSITE
RECEIVED BY (NAME & SURNAME)	
DATE RECEIVED	
SIGNATURE	
DESIGNATION	

3.5. ANNEXURE D – TERMS AND CONDITIONS OF TRADE

TERMS AND CONDITIONS OF TRADE
Between
ENVIROSERV WASTE MANAGEMENT (PTY) LTD
(Reg. No: 2008/021152/07) / (VAT No: 4300251123)
("EnviroServ")
And

.....
(The Supplier ")
Company registration no.: VAT no:
Physical address: Postal address:
.....
.....
.....
Tel no: Fax no: Email:

1. Payment

Payment to the Supplier shall be effective within _____ from date of statement being emailed to EnviroServ.

2. Invoices

Invoices for services rendered/good supplied shall reflect the correct order number(s) and VAT number of the Supplier and EnviroServ; invoices shall be signed off by the authorised representative of the Supplier and shall be approved and signed off by a duly authorised representative of EnviroServ and to be valid for payment to be affected thereon. Invoices are to be emailed to librariangauteng@EnviroServ.co.za.

3. Bank particulars

Confirmation of the Supplier's banking particulars shall be confirmed in writing by the Supplier's banker alternatively by producing a cancelled cheque of the Supplier's banking account.

4. Discount

Early settlement discount will only be permitted if so agreed.

5. Service delivery

The Supplier shall deliver goods/supply services at the designated address specified in the Purchase Order. The Supplier will advise EnviroServ timeously of early/delayed performance.

6. Revoking of Purchase Order

EnviroServ reserves the right to revoke or cancel any Purchase Order by giving notice by electronic email to the Supplier.

7. VAT Registration

The Supplier shall produce a copy of its VAT registration certificate to EnviroServ.

8. Supplier's contractual terms

Contractual terms of the Supplier will only be of force and effect if presented to EnviroServ and accepted by it in writing.

Signed at.....on this..... day of 2026.

.....
Full name of signatory Signature Position of signatory of the Supplier

Signed at.....on this..... day of2026

.....
Clifford Mavundza
Head of Procurement and Supply Chain

3.5 ANNEXURE E – EVALUATION CRITERIA

Evaluation Criteria		Weighted Score
		80/20
OPERATIONAL EFFECTIVENESS (SERVICE DELIVERY)		30
1	Technical Competence / Service: Company experience and Technical compliance with scope of work - Technical Proposal and Company Profile: - Ability to deliver required services - Expertise, Key Personnel profiles and relevant qualifications - Resourcing and staffing plan - Transition and mobilizing plan 3 contactable Client References to test contract history	25
2	Administrative Compliance to Tender requirements - All supporting documents have been submitted - Did not submit all the required documents but submitted minimum documents: Completed RFP Document, All Annexures, Valid BBEEE Certificate/Affidavit, Valid Tax Clearance, Company Document & Company Profile	5
FINANCIAL IMPACT (COST, FINANCE, WARRANTIES)		50
1	Fee structure	50
ECONOMIC EMPOWERMENT (B-BBEE & strategic partnership)		20
1	B-BBEE Level	10
2	% Black Ownership	5
3	% Black Woman Ownership	5

AGREED METHODOLOGY FOR TENDER EVALUATION CRITERIA (80/20 RULE)

- **80% CRITERIA**
 - **50% FOR PRICE (MAX)**
 - Lowest = 50%
 - 2nd Lowest = 25%
 - 3rd Lowest = 10%
 - Others – 0%
 - **20% FOR EXPERIENCE/TECHNICAL COMPETENCE (MAX)**
 - Technical proposal, references and company profile = 25%
 - Experience - ability to deliver required services - 10%
 - Expertise = 5%
 - National footprint and service capability = 5%
 - No company experience/profile = 0%
 - No references = 0%
 - **10% FOR ADMINISTRATIVE COMPLIANCE (MIN)**
 - Submitted all required documents = 10%
 - Did not submit required documents = 0%
- **20% BEE CRITERIA**
 - **10% BEE LEVEL**
 - Level 1 = 10%
 - Level 2 = 7.5%
 - Level 3 = 5%
 - Level 4 = 2.5%
 - Level 5,6,7,8 = 0%
 - **5% BO%**
 - BO ≥ 51 = 5%
 - BO < 51 = 0%
 - **5% BWO%**
 - BWO ≥ 30% = 5%
 - BWO < 30% = 0%

3.6. ANNEXURE F – CODE OF CONDUCT

Refer to Annexure F, issued as a separate document – This annexure forms part of the tender documentation and must be read in conjunction with this tender.

3.7. ANNEXURE G – SCOPE OF WORK

1. PURPOSE

EnviroServ requires suitably qualified and experienced service provider(s) to provide General Maintenance Services on an as-and-when-required basis at designated EnviroServ landfill and depot sites.

The service provider shall undertake general building, facility and minor infrastructure repairs required to maintain EnviroServ facilities in a safe, functional and serviceable condition.

The appointment shall not constitute a guarantee of any minimum quantity, frequency or value of work. Services will be requested based on operational requirements and subject to EnviroServ's internal approval processes.

2. SITES

General Maintenance Services may be required at the following locations:

1. Depot - Prospecton
2. Depot - Richards Bay
3. Depot - Port Elizabeth
4. Depot - East London

EnviroServ reserves the right to amend the list of sites during the contract period according to operational requirements.

3. SCOPE OF SERVICES

The appointed service provider shall provide General Maintenance Services as and when instructed by EnviroServ.

The scope may include, but is not limited to, the following:

3.1 General Building Repairs

- Minor repairs to buildings, offices, workshops, stores, guardhouses and other site facilities.
 - Repair of damaged walls and surfaces.
 - Minor brickwork and masonry repairs.
 - Plastering and patching of cracks, holes and damaged areas.
 - Minor concrete repairs.
 - Repairs to steps, walkways, ramps and similar building structures.
 - General building-related repair work.

3.2 Painting and Surface Maintenance

- Interior and exterior painting.
- Surface preparation prior to painting.
- Scraping, sanding, filling and patching.
- Touch-up painting.
- Painting of walls, ceilings, doors, frames, railings and related surfaces.
- Minor rust treatment and protective coatings.

3.3 Carpentry and Joinery

- Repair and replacement of doors and door frames.
- Repair or replacement of handles, locks, hinges, latches and door closers.

- Repairs to cupboards, shelving and cabinets.
- Installation and repair of shelving.
- Minor partitioning.
- General carpentry and joinery repairs.

3.4 Windows and Glazing

- Repair of damaged windows and window frames.
- Replacement of broken or damaged glass.
- Repair of window fittings.
- Sealing and weatherproofing around windows and doors.

3.5 Ceilings and Partitions

- Repair and replacement of damaged ceiling boards.
- Replacement of damaged ceiling tiles.
- Minor repair of suspended ceiling systems.
- Repair and installation of drywall or non-load-bearing partitions.
- Repair of wall panels, trims and related fittings.

3.6 Flooring

- Minor repairs to damaged flooring.
- Replacement of damaged floor tiles.
- Minor repairs to vinyl or similar floor coverings.
- Minor screening and surface repairs.
- Repair or replacement of damaged floor trims and edging.

3.7 Roofing and Weatherproofing

- Minor roof repairs.
- Repair or replacement of damaged roof sheeting.
- Repair of roof flashings.
- Sealing of minor roof leaks.
- Minor waterproofing.
- Repairs to fascia boards and related roof finishes.

Any major structural roofing requirement shall be separately assessed and approved by EnviroServ before work is undertaken.

3.8 Fencing, Gates and External Structures

- Minor repairs to fences.
- Minor repairs to gates.
- Replacement of gate hinges, locks and associated fittings.
- Minor repair of palisade and mesh fencing.
- Repairs to bollards and barriers.
- Repairs to signage structures.
- General minor repairs to external facility structures.

3.9 General Fixtures and Fittings

- Installation and repair of notice boards.
- Installation and repair of shelving.
- Repair and replacement of non-electrical fixtures and fittings.
- Installation of wall-mounted accessories.
- Minor repairs to general office and facility fittings.
- General handyman services falling within the General Maintenance category.

4. AS-AND-WHEN-REQUIRED SERVICE

All services shall be provided strictly on an as-and-when-required basis.

When a maintenance requirement arises, EnviroServ may request the service provider to attend the applicable site to inspect and assess the work required.

Where applicable, the service provider shall:

1. Attend the site and assess the requirement.
2. Determine the labour, materials, tools and equipment required.
3. Submit a detailed quotation to EnviroServ.
4. Await written approval and/or an authorised Purchase Order.
5. Mobilise and execute the approved work.
6. Complete and submit a job card or service report.
7. Obtain sign-off from the authorised EnviroServ representative.

No work shall commence without prior authorisation from EnviroServ, unless specific emergency authorisation has been provided.

5. QUOTATION REQUIREMENTS

Where a quotation is required, the service provider shall provide a clear and transparent cost breakdown, including where applicable:

1. Labour category and labour rate.
2. Estimated labour hours.
3. Materials required.
4. Material costs.
5. Equipment or plant required.
6. Call-out charges.
7. Travel or transport charges.
8. Any applicable material mark-up.
9. Other approved costs.

EnviroServ reserves the right to assess, negotiate, accept or reject quotations prior to issuing an instruction to proceed.

6. MATERIALS

Where materials are required to perform the work, the service provider shall:

- Provide materials suitable for the intended application.
- Ensure materials are of acceptable commercial or industrial quality.
- Obtain approval for alternative or substitute materials where applicable.
- Provide supporting documentation for material costs when requested.
- Clearly disclose any mark-up applied to materials.
- Ensure all materials comply with applicable standards and requirements.

EnviroServ reserves the right to procure or provide materials directly where deemed appropriate.

7. SERVICE RESPONSE

The service provider must have sufficient resources and capacity to respond to maintenance requirements across the designated sites.

Requests may be classified by EnviroServ according to operational priority, including:

Emergency: A maintenance issue presenting an immediate safety, security or significant operational risk.

Urgent: A maintenance issue significantly affecting the operation or use of a facility.

Routine: General maintenance that can be scheduled and completed within an agreed period.

Actual attendance and completion times shall be agreed based on the nature, complexity and urgency of each requirement.

8. TOOLS, EQUIPMENT AND LABOUR

Unless otherwise agreed, the service provider shall provide all labour, supervision, tools and equipment necessary to execute the approved work.

This may include:

- Hand tools.
- Power tools.
- Ladders and access equipment.
- Small plant and maintenance equipment.
- Safety equipment.
- Transportation.
- Appropriate qualified or competent personnel.

All equipment used on EnviroServ premises must be safe, maintained and fit for purpose.

9. HEALTH, SAFETY AND ENVIRONMENTAL REQUIREMENTS

The service provider shall comply with all applicable EnviroServ Health, Safety and Environmental requirements and applicable South African legislation.

The service provider shall, where applicable:

- Complete site induction requirements.
- Conduct task-specific risk assessments.
- Submit method statements.
- Provide appropriate Personal Protective Equipment.
- Comply with permit-to-work requirements.
- Barricade and secure work areas.
- Maintain good housekeeping.
- Safely operate and maintain tools and equipment.
- Remove waste and debris generated during maintenance activities.
- Immediately report incidents, hazards and unsafe conditions.
- Comply with all site-specific rules and procedures.

10. QUALITY AND WORKMANSHIP

All work undertaken shall:

- Be completed according to acceptable industry practice.
- Be neat and professionally executed.
- Be fit for the intended purpose.
- Comply with applicable legislation, standards and manufacturer specifications.
- Be subject to inspection and acceptance by EnviroServ.

Any defective or unacceptable workmanship attributable to the service provider shall be rectified by the service provider at its own cost.

11. COMPLETION AND SIGN-OFF

Following completion of each maintenance request, the service provider shall submit a job card or service report containing, where applicable:

1. Site name.
2. Date of attendance.
3. Description of the reported problem.
4. Description of work completed.
5. Labour hours.
6. Materials used.
7. Before-and-after photographs.
8. Date of completion.
9. Outstanding items, if any.
10. Recommendations for additional work, where applicable.
11. Confirmation/sign-off by the authorised EnviroServ representative.

The job card and supporting documentation may be required to support invoice verification and payment.

12. EXCLUSIONS

The following services are specifically excluded from the General Maintenance Scope of Work and will be managed under their respective service categories:

- Landscaping and gardening services.
- Plumbing services.
- Electrical services.
- Air-conditioning and HVAC services.
- Major structural engineering work.
- Specialist fire-protection system maintenance.
- Specialist security-system maintenance.
- Any specialist work requiring statutory certification outside the service provider's approved competency.

Where the General Maintenance service provider identifies work falling under an excluded category, the requirement shall be reported to EnviroServ for further instruction.

13. GENERAL REQUIREMENTS

The appointed service provider shall:

- a. Provide services only when instructed by an authorised EnviroServ representative.
- b. Maintain suitably competent personnel.
- c. Maintain adequate capacity to respond to requests.
- d. Provide all necessary tools and equipment unless otherwise agreed.
- e. Maintain competitive and transparent pricing.
- f. Protect EnviroServ property during the execution of work.
- g. Minimise disruption to EnviroServ operations.
- h. Keep work areas clean and safe.
- i. Rectify any damage caused by the service provider.
- j. Comply with EnviroServ contractor, procurement and site requirements.
- k. Coordinate all work with the relevant EnviroServ site representative.

14. NO GUARANTEED VOLUME OF WORK

Appointment under this tender shall not guarantee the service provider any minimum volume, quantity, frequency or monetary value of work.

EnviroServ shall issue maintenance requests as and when operationally required, subject to budget availability, quotation approval where applicable and the issuing of the necessary authorised instruction or Purchase Order.

EnviroServ reserves the right not to issue any work where no operational requirement exists.