







Quotation Advert

Opening Date: 2020-09-25 
Closing Date: 2020-10-05 
Closing Time: 11:00

INSTITUTION DETAILS

Institution Name: Itshelejuba hospital 
Province: KwaZulu-Natal
Department or Entity: Department of Health
Division or section: Central Supply Chain Management
Place where goods / services is required ITSHELEJUBA HOSPITAL
Date Submitted 2020-09-23 



ITEM CATEGORY AND DETAILS

Quotation Number: ZNQ
 206 / 20 / 21
Item Category: Services 
Item Description: POTTERING SERVICE TO ITSHELEJUBA HOSPITAL - SPEC ATTACHED

NB. DOCUMENT ATTACHED ON THE ADVERT

Quantity (if supplies)

COMPULSORY BRIEFING SESSION / SITE VISIT

Select Type: Compulsory Briefing Session 
Date : 2020-09-05 
Time: 09H00
Venue: ITSHELEJUBA HOSPITAL - OPPOSITE TRANSPORT DEPT

QUOTES CAN BE COLLECTED FROM: ITSHELEJUBA HOSPITAL

QUOTES SHOULD BE DELIVERED TO: ITSHELEJUBA HOSPITAL AT THE MAIN GATE (TENDER BOX)

ENQUIRIES REGARDING THE ADVERT MAY BE DIRECTED TO:

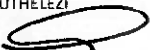
Name: BONISILE OLUDLU
Email: michael.sikosana@kznhealth.gov.za
Contact Number:

034 413 4052

Finance Manager Name:

MR S M BUTHELEZI

Finance Manager Signature:



No late quotes will be considered

 Submit  Save  Save As...  Close  Print Preview

Print this page

DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state¹, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to quote (includes a price quotation, advertised competitive quote, limited quote or proposal). In view of possible allegations of favouritism, should the resulting quote, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-
 - the bidder is employed by the state; and/or
 - the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the quote(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the quote.
2. In order to give effect to the above, the following questionnaire must be completed and submitted with the quote.

- | | |
|---|---|
| 2.1. Full Name of bidder/representative..... | 2.4. Company Registration Number: |
| 2.2. Identity Number: | 2.5. Tax Reference Number: |
| 2.3. Position occupied in the Company (director, trustee, shareholder ²): | 2.6. VAT Registration Number: |

2.7. The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / persal numbers must be indicated in paragraph 3 below. [TICK APPLICABLE]

2.8. Are you or any person connected with the bidder presently employed by the state? YES NO

2.8.1. If so, furnish the following particulars:
 Name of person / director / trustee / shareholder/ member:
 Name of state institution at which you or the person connected to the bidder is employed:.....
 Position occupied in the state institution: Any other particulars:.....

2.8.2. If you are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? YES NO

2.8.2.1. If yes, did you attach proof of such authority to the quote document?

(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the quote.)

2.8.2.2. If no, furnish reasons for non-submission of such proof:

2.9. Did you or your spouse, or any of the company's directors / trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months? YES NO

2.9.1. If so, furnish particulars:.....

2.10. Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this quote? YES NO

2.10.1. If so, furnish particulars:.....

2.11. Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between any other bidder and any person employed by the state who may be involved with the evaluation and or adjudication of this quote? YES NO

2.11.1. If so, furnish particulars:.....

2.12. Do you or any of the directors / trustees / shareholders / members of the company have any interest in any other related companies whether or not they are bidding for this contract? YES NO

2.12.1. If so, furnish particulars:.....

3. Full details of directors / trustees / members / shareholders.

NB: The Department Of Health will validate details of directors / trustees / members / shareholders on CSD. It is the suppliers' responsibility to ensure that their details are up-to-date and verified on CSD. If the Department cannot validate the information on CSD, the quote will not be considered and passed over as non-compliant according to National Treasury Instruction Note 4 (a) 2016/17.

4 DECLARATION

I, THE UNDERSIGNED (NAME).....CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2.

I ACCEPT THAT THE STATE MAY REJECT THE QUOTE OR ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Name of bidder	Signature	Position	Date

¹"State" means -

- | | |
|---|---|
| a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999); | c) provincial legislature; |
| b) any municipality or municipal entity; | d) national Assembly or the national Council of provinces; or |
| | e) Parliament. |

²"Shareholder" means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

SPECIAL CONTRACT CONDITIONS OF QUOTATIONS

1. AMENDMENT OF CONTRACT

- 1.1. Any amendment to or renunciation of the provisions of the contract shall at all times be done in writing and shall be signed by both parties.

2. CHANGE OF ADDRESS

- 2.1. Bidders must advise the Department of Health (institution where the offer was submitted) should their address (*domicilium citandi et executandi*) details change from the time of bidding to the expiry of the contract.

3. GENERAL CONDITIONS ATTACHED TO THIS QUOTATION

- 3.1. The institution is under no obligation to accept the lowest or any quote.
- 3.2. The price quoted must include VAT (if VAT vendor). However, it must be noted that the department reserves the right to evaluate all quotations excluding VAT as some bidders may not be VAT vendors.
- 3.3. The bidder must ensure the correctness & validity of quote:
(i) *that the price(s), rate(s) & preference quoted cover all for the work/item (s) & accept that any mistakes regarding the price (s) & calculations will be at the bidder's risk*
- 3.4. The bidder must accept full responsibility for the proper execution & fulfilment of all obligations conditions devolving on under this agreement, as the Principal (s) liable for the due fulfilment of this contract.
- 3.5. This quotation will be evaluated based on the 80/20 points system, specification & correctness of information. All required documentation must be completed in full and submitted.
- 3.6. Offers must comply strictly with the specification.
- 3.7. Only offers that meet or are greater than the specification will be considered.
- 3.8. Late quotes will not be considered.
- 3.9. Expired product/s will not be accepted. All products supplied must be valid for a minimum period of six months.
- 3.10. A bidder not registered on the Central Suppliers Database or verification has failed will not be considered.
- 3.11. All delivery costs must be included in the quote price, for delivery at the prescribed destination.
- 3.12. Only firm prices will be accepted. Such prices must remain firm for the contract period. Non-firm prices (including rates of exchange variations) will not be considered.
- 3.13. In cases where different delivery points influence the pricing, a separate pricing schedule must be submitted for each delivery point.
- 3.14. In the event of a bidder having multiple quotes, only the cheapest according to specification will be considered. Furthermore a verification will be done to identify if bidders have multiple companies and are quoting (cover-quoting) for this bid. In such instances only the cheapest bid according to specification will be considered.

4. SPECIAL INSTRUCTIONS AND NOTICES TO BIDDERS REGARDING THE COMPLETION OF THIS QUOTATION.

- 4.1. Unless inconsistent with or expressly indicated otherwise by the context, the singular shall include the plural and vice versa and with words importing the masculine gender shall include the feminine and the neuter.
- 4.2. Under no circumstances whatsoever may the quotation/bid forms be retyped or redrafted. Photocopies of the original bid documentation may be used, but an original signature must appear on such photocopies.
- 4.3. The bidder is advised to check the number of pages and to satisfy himself that none are missing or duplicated.
- 4.4. Quotation submitted must be complete in all respects.
- 4.5. Any alteration made by the bidder must be initialled.
- 4.6. Use of correcting fluid is prohibited
- 4.7. Quotation will be opened in public as soon as practicable after the closing time of quotation.
- 4.8. Where practical, prices are made public at the time of opening quotations.
- 4.9. If it is desired to make more than one offer against any individual item, such offers should be given on a photocopy of the page in question. Clear indication thereof must be stated on the schedules attached.

5. SPECIAL INSTRUCTIONS REGARDING HAND DELIVERED QUOTATIONS

- 5.1. Quotation shall be lodged at the address indicated not later than the closing time specified for their receipt, and in accordance with the directives in the quotation documents.
- 5.2. Each quotation shall be addressed in accordance with the directives in the quotation documents and shall be lodged in a separate sealed envelope, with the name and address of the bidder, the quotation number and closing date indicated on the envelope. The envelope shall not contain documents relating to any quotation other than that shown on the envelope. If this provision is not complied with, such quotations/bids may be rejected as being invalid.
- 5.3. All quotations received in sealed envelopes with the relevant quotation numbers on the envelopes are kept unopened in safe custody until the closing time of the quotation/bids. Where, however, a quotation is received open, it shall be sealed. If it is received without a quotation/bid number on the envelope, it shall be opened, the quotation number ascertained, the envelope sealed and the quotation number written on the envelope.
- 5.4. A specific box is provided for the receipt of quotations, and no quotation found in any other box or elsewhere subsequent to the closing date and time of quotation will be considered.

- 5.5. No quotation/bid sent through the post will be considered if it is received after the closing date and time stipulated in the quotation documentation, and proof of posting will not be accepted as proof of delivery.
- 5.6. Quotation documents must not be included in packages containing samples. Such quotations may be rejected as being invalid.

6. SAMPLES

- 6.1. In the case of the quote document stipulating that samples are required, the supplier will be informed in due course when samples should be provided to the institution. (This decreases the time of safety and storage risk that may be incurred by the respective institution). The bidders sample will be retained if such bidder wins the contract.
 - (i) If a company/s who has not won the quote requires their samples, they must advise the institution in writing of such.
 - (ii) If samples are not collected within three months of close of quote the institution reserves the right to dispose of them at their discretion.
- 6.2. **Samples must be made available when requested in writing or if stipulated on the document.**
 - (i) If a Bidder fails to provide a sample of their product on offer for scrutiny against the set specification when requested, their offer will be rejected. All testing will be for the account of the bidder.

7. COMPULSORY SITE INSPECTION / BRIEFING SESSION

7.1. Bidders who fail to attend the compulsory meeting will be disqualified from the evaluation process.

- (i) The institution has determined that a compulsory site meeting take place
- (ii) Date ____/____/____ Time ____:____ Place _____

Institution Stamp:	Institution Site Inspection / briefing session Official Full Name: Signature: Date:
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8. STATEMENT OF SUPPLIES AND SERVICES

8.1. The contractor shall, when requested to do so, furnish particulars of supplies delivered or services executed. If he/she fails to do so, the Department may, without prejudice to any other rights which it may have, institute inquiries at the expense of the contractor to obtain the required particulars.

9. SUBMISSION AND COMPLETION OF SBD 6.1

9.1. Should a bidder wish to qualify for preference points they must complete a SBD 6.1 document. Failure by a bidder to provide all relevant information required, will result in such a bidder not being considered for preference point's allocation. The preferences applicable on the closing date will be utilized. Any changes after the closing date will not be considered for that particular quote.

10. TAX COMPLIANCE REQUIREMENTS

- 10.1. In the event that the tax compliance status has failed on CSD, **it is the suppliers' responsibility to provide a SARS pin in order for the institution to validate the tax compliance status of the supplier.**
- 10.2. In the event that the institution cannot validate the suppliers' tax clearance on SARS as well as the Central Suppliers Database, **the quote will not be considered and passed over as non-compliant according to National Treasury Instruction Note 4 (a) 2016/17.**

11. TAX INVOICE

11.1. A tax invoice shall be in the currency of the Republic of South Africa and shall contain the following particulars:

- (i) the name, address and registration number of the supplier;
- (ii) the name and address of the recipient;
- (iii) an individual serialized number and the date upon which the tax invoice is issued;
- (iv) a description and quantity or volume of the goods or services supplied;
- (v) the official department order number issued to the supplier;
- (vi) the value of the supply, the amount of tax charged;
- (vii) the words tax invoice in a prominent place.

12. PATENT RIGHTS

The supplier shall indemnify the **KZN Department of Health** (hereafter known as the purchaser) against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

13. PENALTIES

- 13.1. If at any time during the contract period, the service provider is unable to perform in a timely manner, the service provider must notify the institution in writing/email of the cause of and the duration of the delay. Upon receipt of the notification, the institution should evaluate the circumstances and, if deemed necessary, the institution may extend the service provider's time for performance.
- 13.2. In the event of delayed performance that extends beyond the delivery period, the institution is entitled to purchase commodities of a similar quantity and quality as a substitution for the outstanding commodities, without terminating the contract, as well as return commodities delivered at a later stage at the service provider's expense.
- 13.3. Alternatively, the institution may elect to terminate the contract and procure the necessary commodities in order to complete the contract. In the event that the contract is terminated the institution may claim damages from the service provider in the form of a penalty. The service provider's performance should be captured on the service provider database in order to determine whether or not the service provider should be awarded any contracts in the future.
- 13.4. If the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance.

14. TERMINATION FOR DEFAULT

- 14.1. The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:
 - (i) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract,
 - (ii) if the supplier fails to perform any other obligation(s) under the contract; or
 - (iii) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 14.2. In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services.
- 14.3. Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

15. FAILURE TO COMPLY WITH ABOVE WILL RESULT IN YOUR QUOTE BEING PASSED OVER.

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017

This preference form must form part of all quotes invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to all quotes:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and

1.2 The value of this quote is estimated to not exceed R50 000 000 (all applicable taxes included) and therefore the 80/20 preference point system shall be applicable.

1.3 Points for this quote shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contributor.

1.4 The maximum points for this quote is allocated as follows:

	POINTS
PRICE	80
B-BBEE STATUS LEVEL OF CONTRIBUTOR	20
Total points for Price and B-BBEE must not exceed	100

1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the quote, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

1.6 The purchaser reserves the right to require of a bidder, either before a quote is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

2. DEFINITIONS

- (a) **"B-BBEE"** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **"B-BBEE status level of contributor"** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (c) **"bid"** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
- (d) **"Broad-Based Black Economic Empowerment Act"** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) **"EME"** means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (f) **"functionality"** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) **"prices"** includes all applicable taxes less all unconditional discounts;
- (h) **"proof of B-BBEE status level of contributor"** means:
 - 1) B-BBEE Status level certificate issued by an authorized body or person;
 - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
 - 3) Any other requirement prescribed in terms of the B-BBEE Act;
- (i) **"QSE"** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

3. POINTS AWARDED FOR PRICE

3.1 THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis:

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right) \text{ Where}$$

- P_s = Points scored for price of bid under consideration
- P_t = Price of bid under consideration
- P_{min} = Price of lowest acceptable bid

4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

5. BID DECLARATION

5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

6.1 B-BBEE Status Level of Contributor: =(maximum of 20 points)

(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

7. SUB-CONTRACTING

(Tick applicable box)

7.1 Will any portion of the contract be sub-contracted?

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

7.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted.....%
- ii) The name of the sub-contractor.....
- iii) The B-BBEE status level of the sub-contractor.....

8. Whether the sub-contractor is an EME or QSE

(Tick applicable box)

iv) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations, 2017:

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
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Designated Group: An EME or QSE which is at least 51% owned by:	EME	QSE
Black people	√	√
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
OR		
Any EME		
Any QSE		

9. DECLARATION WITH REGARD TO COMPANY/FIRM

9.1 Name of company/firm:.....

9.2 VAT registration number:.....

9.3 Company registration number:.....

9.4 TYPE OF COMPANY/ FIRM [TICK APPLICABLE BOX]

- Partnership/Joint Venture / Consortium
- One person business/sole propriety
- Close corporation
- Company
- (Pty) Limited

9.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....
.....

9.6 COMPANY CLASSIFICATION [TICK APPLICABLE BOX]

- Manufacturer
- Supplier
- Professional service provider
- Other service providers, e.g. transporter, etc.

9.7 Total number of years the company/firm has been in business:.....

9.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –
 - (a) disqualify the person from the bidding process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution.

WITNESSES

1.

2.

.....
SIGNATURE(S) OF BIDDERS(S)

DATE:

ADDRESS.....
.....
.....

ITSHELEJUBA HOSPITAL

SPECIFICATION: - POTTERING SERVICE

POTTERING SPECIFICATION FOR PROTERING SERVICE

Period **06 Months CONTRACT**

Name of bidder.....	Bid number: ZNQ 206 / 20 /21
Closing Time 11:00	Closing Date:

OFFER TO BE VALID FOR **120** DAYS FROM THE CLOSING DATE OF BID.

DESCRIPTION: Pottering Service for ITSHELEJUBA HOSPITAL

- Monday to Sunday (Day shift) (11) :07h00 to18h00 - Cost Per shift R.....
- Monday to Sunday (Night shift) (5) :18h00 to 7h00 - Cost Per shift R.....
- Monday to Friday (Day shift) (2) :07h00 to 16h00 - Cost Per shift R.....

NUMBER OF PERSONNELS REQUIRED= 18

1. Cost of Labour in respect of wages remuneration for staff:

Total Cost of Labour per month R.....per month

2. Overheads and other cost R.....per month

VAT R.....

TOTAL BID PRICE FOR 1 and 2 INCL. VAT R.....**PER MONTH**

.....
(Signature of Bidder) Date (Signature of Witness) Date

ITSHELEJUBA HOSPITAL

SPECIFICATION: - POTTERING SERVICE

NB: Total cost must include direct costs and indirect costs. Service providers to comply with bargaining council rate as prescribed by bargaining council. Failure to comply will result in your bid being disqualified.

SPECIAL TERMS AND CONDITIONS

The bid is issued in accordance with the provisions of the Public Finance Management Act (PFMA), Chapter 16 A of the Treasury Regulations and shall be subject to the provisions of the General Conditions of Contract. The special terms and conditions are supplementary to that of the General Conditions of Contract. Where, however, the special terms and conditions are in conflict with the General Conditions of Contract, the Special Terms and Conditions prevail.

- (a) Bidder/s must ensure that they are fully aware of all the conditions contained in this bid document.**
- (b) Only bidders that fully meet the specifications and all conditions will be considered.**

1. CONDITIONS OF BID

The bid is issued in accordance with the following conditions:

1.1 ACCEPTANCE OF A BID

- 1.1.1. Bidders must submit their offers in line with the bid specifications. Failure to comply shall invalidate the bid.
- 1.1.2. The short listed bidders shall be subjected to the security clearance process. Only successful service provider(s) who are cleared during security clearance process shall be considered for appointment.
- 1.1.3 Bidders shall be notified of the decision of the Quotation Awarding Committee.
- 1.1.4 The contract shall be concluded between Health Department and the successful service provider(s).
- 1.1.5 The Department reserves the right to award the bids: - to one or more service providers; in whole or partially or not to award the bid at all.
- 1.1.6. Bidders must note that the Department is committed to ensuring compliance with the government's principles of, *inter alia*; promoting employment and advance the social and economic welfare of all South Africans and promoting equitable participation of small and medium-sized enterprises in government projects/contracts. Therefore bidders are advised that the Department shall uphold these principles and strive to promote

ITSHELEJUBA HOSPITAL

SPECIFICATION: - POTTERING SERVICE

equitable distribution of opportunities in the Department's projects. The Department shall where appropriate strive to avoid creating a monopoly by any service provider over the projects to be undertaken on the Department's behalf by prospective service providers by ensuring equitable distribution of projects to all qualifying bidders.

- 1.1.7 Department of Health will enter into Service Level Agreement(s) with the successful bidder(s).
- 1.1.8 Bidders must comply with safety regulations at all times during operations.
- 1.1.9 75 % of the workforce must be recruited from the local communities
- 1.1.1 **Due to the high volume of bids normally received at the closing date and time, it is not possible for the institution to perform the public opening of bids and reading out prices offered at the closing of the bid. However, the bid opening register will be published on the Department of Health's website.**
- 1.1.2 The Department reserves the right to increase or decrease the number of cleaners as reflected on the price pages, per Institution.

1.2. AWARD OF BID (S)

- 1.2.1. Notification of the intention to award of bid shall be in the same media that the bid was advertised.
- 1.2.2. A bidder who feels aggrieved by a decision of the Institutional awarding Committee may appeal to the Bid Appeals Tribunal in the prescribed manner. Bidders are to note that if they feel aggrieved, appeals must be lodged in respect of that specific institution.
- 1.2.3. After all appeals, should they be lodged, have been dealt with by the Bid Appeals Tribunal, the successful bidder (s) shall be notified in writing by a duly authorised official of the Department of Health, Central Supply Chain Management Unit. A formal contract will then be entered into by both parties.

1.3. BARGAINING COUNCIL AND CERTIFICATE OF COMPLIANCE

- 1.3.1. As the Pottering industry is regulated, the bidder must be a member of the Bargaining Council for the Contract Cleaning Industry (KwaZulu-Natal). A **valid** Bargaining Council for the Contract Cleaning Industry (KwaZulu-Natal) certificate of registration must be submitted with a bid. The Department will verify whether the certificate is valid, **if the certificate is non-compliant with the Bargaining Council this will result in the bid being disqualified.**
- 1.3.2. A certificate of compliance must be submitted **with the quotation document** on the closing date, failure to do so may result in the quotation being not considered.

ITSHELEJUBA HOSPITAL

SPECIFICATION: - POTTERING SERVICE

1.4. B-BBEE STATUS LEVEL

- 1.4.1. A status level verification certificate or sworn affidavit (for Exempt Micro Enterprises (EMEs) and Qualifying Small Enterprises (QSEs) must be submitted in order to qualify for preference points.

1.5. CERTIFICATE OF COMPLIANCE

- 1.5.1. If the bidder submits offers for items that make reference to South African National Standards (SANS) or South African Bureau of Standards (SABS) specifications, a Certificate of Compliance (SANS) must be submitted with the bid document at the time of closing of the bid. SABS/SANS can be contacted for testing and conformity services at Tel: 031 203 2900/ Fax: 031 203 2907. SANS, SABS AND CKS specifications will be for the account of the prospective bidder.
- 1.5.2. Failure to submit the certificate, where applicable, will result in the bid being disqualified. The Department reserves its rights to contact SABS/SANS/CKS for testing and conformity services.
- 1.5.3. The South African National Accreditation System (SANAS) is recognized by the South African Government as the single National Accreditation Body that gives formal recognition that Laboratory, Certification Bodies, Inspection Bodies, Proficiency Testing Scheme Providers and Good Laboratory Practice (GLP) test facilities are competent to carry out specific tasks. This organization can be contacted as follows: Tel: 012 3943760: Fax: 012 3940526.
- 1.5.4. Prior to an award of the bid being made and/or during the evaluation process, the Department of Health reserves the right to conduct inspections of the premises of the most acceptable bidder. Therefore, premises of the bidder shall be open, at reasonable hours, for inspection by a representative of the Department of Health or organization acting on its behalf.
- 1.5.5. Any specification/s and conformity testing will be for the account of the prospective bidder.
- 1.5.6. In the event of the bidder not being the actual manufacturer and will be sourcing the product(s) from the manufacturer, a letter from the manufacturer confirming firm supply arrangement(s) including lead times in this regard, must accompany the bid at closing date and time.

1.6. COMPLIANCE WITH SPECIFICATION

- 1.6.1. Offers must comply strictly with the specification.
- 1.6.2. Offers exceeding specification requirements will be deemed to comply with the specification.
- 1.6.3. The quality of services/ supply must not be less than what is specified.

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1.7. DETAILS OF CURRENT CONTRACTS HELD BY THE BIDDER

Complete applicable returnable schedule (Annexure A), hereunder.

- 1.7.1. Details of current contracts held by the bidder relating to the nature of goods and services mentioned in this bid.
- 1.7.2. The bidder must provide client reference letters on a client letterhead furnishing the following details of the contracts.
 - i. Date of commencement of contract/s;
 - ii. Expiry date/s;
 - iii. Value per contract;
 - iv. Contract details such as with whom held, details of the contract, phone number, facsimile number, email address and physical and postal address/es of the entity; and
 - v. A summary of the functions/activities that were performed as part of the contract.

1.8. EMPLOYMENT OF MEMBERS OF THE LOCAL COMMUNITY

- 1.8.1. In its evaluation process, the Quotation awarding committee shall take into consideration whether the bidder will employ members of the local community. Bidders must state in their bid whether members of the Local community will be employed to carry out the services at the Institution. Employees of the Contractor, for the purposes of the contract, must be South African citizens.

SPECIAL CONDITIONS OF CONTRACT

2.1. AMENDMENT OF CONTRACT

- 2.1.1. Any amendment to or renunciation of the provisions of the contract shall at all times be done in writing and shall be signed by both parties subject to the Department of Health's Bid Adjudication Committee approval.

2.2. BREACH

- 2.2.2. If the Contractor and/or any member of his personnel contravenes or fails to comply with, any part of the conditions of this agreement, which includes the sub clauses hereunder or any other part thereof, it shall be deemed to be a breach of contract.
 - a) To report for duty at the time and place as agreed upon from time to time by the parties (remedial).
 - b) To continue with his/her duties until the time agreed upon.
 - c) To comply with the regulations, rules, operating methods and procedures of the Department.
 - d) Not signing on and off duty.
 - e) To wear on duty in terms of this agreement, unless the client should decide otherwise the standard uniform clothing including footwear, in a reasonable state of cleanliness and repair.
 - f) To have available when reporting for duty equipment in good working order.

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- g) To work shifts or overtime as from time to time agreed to by the parties.
- h) To carry out instructions issued by the Department in pursuance of the regulations, rules, operating methods and procedures.
- i) To report for duty in a sober and alert manner, without being under the influence of alcohol or drugs, or to remain in such sober and alert condition while on duty.
- j) To timeously report incidents or to submit reports as provided for in this agreement.

2.2.3 Any of the above shall be immediately reported to the Department by telephone, and as soon as practically possible by facsimile or email and the Contractor shall take remedial action without delay to the satisfaction of the Department. If any one or more of the failures referred to above are of such a frequency that the cleaning service provided to the employer in terms of this agreement is adversely affected, it shall be dealt with by the Department.

2.2.4 Should the Contractor act in conflict with or fail to comply with any statutory provisions, regulations, by-laws, rules or program contemplated in Clause 6.1, which have a bearing on the service provided in terms of this agreement, such action or failure shall be deemed as an immediate breach of agreement.

2.2.5 Notwithstanding anything contained to the contrary in this agreement, should the Contractor commit any act of insolvency, assign, surrender or attempt to assign or surrender his estate or allow any default judgment against it to remain unsatisfied for seven (7) days or if the said judgment is not rescinded within fourteen (14) days of the date of the default judgment, or be liquidated or placed under judicial management or be wound up, whether provisionally or finally or make any material incorrect or untrue statement of representation in connection with any information furnished by it in respect of this

2.3. CANCELLATION

2.3.1. The Contractor may cancel the Agreement by giving notice in writing to the Department not less than 90 (ninety) days prior to the intended date of cancellation of the Agreement.

2.4. CESSION OR DELEGATION

2.4.1. Neither party shall not cede or delegate any of its right or obligation under this Agreement.

2.4.2. The Service Provider shall not be allowed to proceed with any of the following matters before the prior written consent of the Department:

2.4.3. Any transfer of any amount of shares of the Service Provider;

2.4.4. Any change in the composition of the Service Provider;

2.4.5. Any change in the ownership of the company of the Service Provider; or

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- 2.4.6. Any material change in the constitution, memorandum, articles of association, or similar document providing for the establishment or incorporation of the business or company of the Service Provider.

2.5. CHANGE OF ADDRESS

- 2.5.1. Bidders must advise the Department of Health's Central Supply Chain Management Unit, Contract Administration Section, should their ownership or address (domicilium citandi et executandi) details change from the time of bidding to the expiry of the contract.

2.6. CHECKING OF SERVICE

- 2.6.1 Inspection of the service must be conducted on a weekly basis by Systems Manager of the Institution/ a nominated supervisory staff at the Centre, Infection Prevention Control, Quality Assurance and the Managing Director of the Company.
- 2.6.2 Institution must arrange monthly meetings with the service provider to discuss the contract performance. Only Managing Director or Delegated Personnel of the company should attend the meeting. Minutes, attendance register and monthly performance reports must be submitted to contract management by the 10th of each month.
- 2.6.3 The responsible personnel in the institution, shall be entitled at any time to inspect the service rendered by the Contractor, in order to ensure that the service rendered is in accordance with the contractual agreement.

2.7. CODE OF CONDUCT

- 2.8.1 The hospital may delegate to any deputy or other person, any of his powers or functions in terms of this agreement and on receiving notice in writing of such delegation the Contractor shall recognize and obey the delegated person to whom any such powers or functions have been delegated as if he/she were the Department.
- 2.8.2 The Contractor shall exercise adequate supervision over the service at each premise, or shall be represented by a representative having full power and authority on behalf of the Contract Manager. Such representative shall be competent and responsible, and shall have adequate experience in carrying out work of a similar nature to the cleaning service provided in terms of this agreement and shall exercise personal supervision. Supervisor must have at least 3 years supervision experience in cleaning service.
- 2.8.3 The Contractor shall at all times be responsible and liable for the acts and omissions of his employees providing services to the Department in terms of this agreement while they are acting within the course and scope of their duties and employment even when not on the premises of the Department.

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2.8. CONFIDENTIALITY

- 2.9.1 The Contractor must ensure that the Department's interests are served at all times during the contract period. Recommendations must be based on impartial observations, responsible opinions and pertinent facts. Any information gained by the Contractor during the course of the contract must be kept in strict confidence and may not be used without the written permission of the Department.
- 2.9.2 Training shall be provided to the Contractor's personnel before the commencement date to ensure that the personnel will immediately be qualified to perform their services to the level of professional efficiency required by the Department.

2.9. DAMAGE

- 2.9.1. Any damage caused, whether wilfully, accidentally or by negligence by the Contractor or his/her staff to private or Department's property must be repaired or replaced at the Contractor's expense. Any property found damaged by others which could implicate the Contractor in any way must be reported to the Centre Manager and Head Office Security Services within 24 hours.

2.10. DEPARTMENT OF HEALTH KWAZULU-NATAL EQUIPMENT AND PROPERTY

The Contractor may not use any of the above parties' equipment, aids and/or property, for purposes of compliance with the contract which equipment, aids and/or property includes inter alia; vehicles, stationery, rooms/halls, furniture unless so authorised in writing to do so by the Institution

2.11. DISCIPLINARY MEASURES

- 2.12.1 Cleaning service personnel provided by the Contractor shall in addition to this contract be subject to the Department's Code of Conduct.
- 2.12.2 A breach of discipline or any negligence of duty on the part of a member of the cleaning personnel provided by the security Contractor in terms of this agreement shall be dealt with immediately by the Contractor's management.
- 2.12.3 The Contractor shall notify the Department, in writing, of any such breach, failure or negligence that takes place by any personnel of the contractor.
- 2.12.4 The Contractor shall notify the Department in writing of the outcome of any such disciplinary proceedings.
- 2.12.5 Should the Contractor decide not to take disciplinary steps against a member of his personnel, the reason therefore shall forthwith be conveyed in writing to the Department.
- 2.12.6 In the event of the Department not being satisfied by the performance of any member of the Contractor's personnel in terms of this agreement the Department shall notify the Contractor in writing thereof. The Contractor shall forthwith remove the abovementioned personnel from any duties related to this contract and replace such officer with a suitably trained security officer.

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2.12.7 The personnel of the Contractor who are replaced at the Departments request shall thereafter not be used at any other site of the Department without the prior written consent of the employer.

2.12.8 Cleaning personnel must be in full uniform with identification and in possession of serviceable equipment when posted for duty.

2.12.9 The Contractor shall at his/her cost procure, acquire, install, and maintain in good and safe working order all services equipment and shall have no claim based on enrichment or for compensation, or reimbursement or of any other nature whatsoever, against the Department.

2.12. DUTIES AND RESPONSIBILITIES OF THE CONTRACTOR

2.13.1 It is the duty and responsibility of the Contractor to ensure that his/her staff:

2.13.1.1 Presents a presentable image/appearance in full uniform.

2.13.1.2 At all times presents a dedicated approach to their duties.

2.13.1.3 Shall not argue with visitors/staff/patients or be discourteous to them.

2.13.1.4. Do not read office documents or rummage through office/kitchen waste/medical waste.

2.13.1.5 On award of the contract the Contractor shall sign an undertaking in which he/she declares that his/her staff will refrain from any action which might be to the detriment of the institution where the service is rendered and such undertaking must be handed to the Centre on commencement of the contract.

2.13.1.6 No information concerning the institution's activities may be furnished to the public or news media by the Contractor or his/her employees without the express written permission of the Head of Department of Health.

2.13. DUTY LIST

2.13.1. Duty list serves to identify/clarify areas that need to be cleaned by the service provider. It specifies number of staff that is required by the institution per shift as well as number of hours per shift. Service provider and the Chief Executive Officer must sign a duty list prior the commencement date of the contract. It will form part of the contract agreement.

2.14.1.1 PURPOSE

The purpose of the duty list is to serve as proof, at all reasonable times, that all staff who should be on duty per shift, are indeed on duty.

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2.14.1.2 DRAWING UP OF A DUTY LIST

Daily, weekly or monthly duty lists of all staff to perform duty, as purported in the contract, must be drawn up by the Contractor and handed to Centre Management where such service is rendered.

2.14.1.3 CHANGES TO THE DUTY LIST

Any change to the duty list shall be crossed out by a single line, initialled and dated.

2.14. DUTY SHEET

2.15.1 PURPOSE

The purpose of a duty sheet is to ensure that all staff on duty is familiar with the duties as required in the contract.

2.15.1.1 The Contractor shall make available at the Centre, a fully expounded duty sheet per duty point.

2.15.1.2 A roster of the staff on duty and hourly cleaning of toilets must be attached at the back of each toilet door.

Note: Training shall be provided to the Contractor's personnel before the commencement date to ensure that the personnel will immediately be qualified to perform their services to the level of professional efficiency required by the Department.

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SPECIFICATION: - POTTERING SERVICE

1. **Definitions and Interpretations**
2. **Scope of Services**
3. **Pottering Services**
4. **General Ad Hoc Services**
5. **Materials and Equipment**
6. **Liaison**

APPENDICES:-

Appendix 1 – Service Standards

Appendix 2 – Response Times

DEFINITIONS AND INTERPRETATIONS

Any reference to "this Service Level Specification" shall be a reference to this pottering Service Level Specification (including the Appendices hereto).

In this Service level Specification the following words and phrases shall have the following meanings unless the context otherwise requires:

"Areas"	means for the purposes of this Service Level Specification all or any of the office areas, outpatient areas, theatres ward areas and public areas at the Pottering Service Site;
"Pottering Services User"	means the Hospital Employees, Hospital patients and visitors to the Hospital who are the users of the Pottering Service;
"Pottering Service Site"	means the Hospital Premises
"General and Ad Hoc Services"	means the general and ad hoc services to be provided by Pottering Company pursuant to paragraph 4 of this Service Level Specification;
"Materials"	means those products as may be reasonably necessary for the provision of the Pottering Services;
"Moves, Additions and Changes"	means movement of any equipment, furniture or any other assets consequent from alterations to the Hospital buildings, or any changes to floor plan allocations applicable at the Pottering Service Site;
"Non-Clinical Areas"	mean all Areas at the Pottering Service Site not included under the category of Clinical Areas;
"Pottering Services"	means the Pottering service to be provided by Project Company pursuant to this Service Level Specification;
"Scheduled Times"	means those times detailed by the Hospital and agreed with Project Company as being appropriate to ensure that the

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SPECIFICATION: - POTTERING SERVICE

"Service Standards"	Service Standards are achieved at all times; mean the standards set out at Appendix 1;
"Staff"	means persons engaged or employed from time to time to carry out the Pottering Services;
"Clinical Areas"	means those areas used to deliver clinical care to Hospital patients where the need for high standards of hygiene is paramount on a day to day basis.

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FM OUTPUT SPECIFICATIONS:- POTTERING

SECTION 2 – SCOPE OF SERVICES

SCOPE OF SERVICES

pottering Company shall provide the pottering Services to meet the needs of the Hospital in all areas of the pottering Service Site in accordance with Service Standards and the duties contained in this Service Level Specification.

In addition to the pottering Services, pottering Company shall provide all such other services as may be ancillary to or reasonably necessary for Project Company to provide the pottering Services in accordance with:

- (a) this Service Level Specification;
- (b) the Service Quality Standards.

All services shall be carried out in accordance with the Hospital Whole site policies.

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FM OUTPUT SPECIFICATIONS:- POTTERING

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SECTION 3 – POTTERING SERVICES

POTTERING SERVICES

The pottering Services carried out within the pottering Service Site shall comprise:

- (a) the movement of Hospital patients by Pottering Company:
 - (i) Transport patients in wheel chairs, bed and stretchers as scheduled or requested by the Hospital's clinical staff from wards and other department and from other departments to ward.
 - (ii) as scheduled or requested by the Hospital's ambulance staff in the movement of patients to and from ambulances;
 - (iii) as scheduled or requested by the Hospital's clinical staff via wheelchair and trolley transport in accordance with defined hospital practice;
 - (iv) as scheduled or requested by the Hospital's clinical staff to escort Hospital patients from wards to other departments and visitors around the Hospital ;
- (b) the immediate movement of deceased patients from the wards and departments to the mortuary when requested to do so by Hospital's Employees;
- (c) the next day transfer of deceased patient's belongings and notes to the Hospital's mortuary;
- (d) the movement and delivery of portable equipment, materials and consumables within the Pottering Service Site to the extent not dealt with in the Receipt and Distribution Output Specifications
 - the collection and delivery of specimens between wards and departments;
- (e) the collection of and delivery of bottled medical gases between wards and departments;
- (f) mortuary duties comprising loading corpses on the stretcher and the transport of deceased patients from the wards and departments to the onsite mortuary 24 hours per day;
- (g) the movement of medical records (OPD charts, x-rays pharmacy scripts, files from one department to the other, medication, stores supplies etc.) between the hours of 6 a.m. and 7p.m OR as required;
- (h) any other reasonable request of the Hospital relating to the Pottering Services contemplated in this specification..e.g. movement of circulars and notices.
- (i) the movement of furniture from one department to the other when required.
- (j) movement of patient clothing from laundry/ mortuary to the social work department

3.2 pottering Company shall only be responsible for losses of any personal belongings of deceased Hospital patients whilst such patients are under the direct control of the Project Company.

FM OUTPUT SPECIFICATIONS:- POTTERING

SECTION 4 – GENERAL AD HOC SERVICES

GENERAL AND AD HOC SERVICES

Project Company shall:

- (a) provide ad hoc services related to the Pottering Services contemplated in this Service Level Specification on a day to day basis to meet the Pottering requirements of the Hospital

Pottering Company shall ensure that: -

- (a) Procedures are in place to medically screen all candidates to the extent permitted by law before employment as Staff to carry out the Pottering Services; **THIS IS COMPULSORY. THE CONTRACTOR WILL NOT START WORK IF STAFF IS NOT MEDICALLY SCREENED**
- (b) procedures are in place to provide Staff with immunisation against infectious diseases where necessary, which immunisation shall be performed at the Contractor's cost; **THIS IS COMPULSORY**
- (c) **STAFF TO BE PAID NOT LESS THAN THE MINIMUM WAGE AS DETERMINED BY LAW. PROOF OF PAYMENT OF WAGES FOR STAFF TO BE SUBMITTED ON MONTHLY BASIS**
- (d) procedures are in place to ensure Staff are suitably dressed (are in full uniform with the company logo) and maintain the requisite standard of personal hygiene and appearance;
- (e) all equipment required for the Pottering Services is provided and maintained;
- (f) all equipment used in the Pottering Service is cleaned to the requisite standard; as per infection control guidelines
- (g) All equipment is returned to respective department after use/transportation of patients.
- (h) Notify and sign at the register at reception when leaving the Pottering desk.
- (i) procedures are in place for timely collection and delivery of dirty linen throughout the Pottering Service Site to the onsite laundry and return of dirty linen trolleys;
- (j) Procedure is in place for the collection and delivery of clean linen from the laundry to the ward and different departments within the hospital.
- (k) Procedure is in place for handing over of clean linen to the clinical staff and packing of linen in the linen rooms
- (l) Staff are trained on the transportation of patients and such staff have the appropriate attitude towards all patients on the Pottering Service Site;
- (m) Staff are trained on Infection Control measures in handling of clean/dirty linen

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SECTION 4 – GENERAL AD HOC SERVICES

- (n) Staff are available to carry out routine and urgent requests for movement of patients;
- (o) Staff are properly trained in the lifting, and handling of patients;
- (p) records are kept of all requests for movement of patients;
- (q) Staff are trained in the Hospital; operational policy on the collection and handling of specimens and implement such policies when transferring specimens, blood, blood products and empty specimen containers within the Pottering Service Site.
- (r) The Pottering company must comply with the Department's NCS, IPC and Health and Safety guidelines.

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SECTION 6 – LIAISON

LIAISON

In connection with the provision of the pottering Services, and without prejudice to any other obligations to liaise with appropriate personnel and contact points, pottering Company shall regularly liaise with:

- (a) the Infection Control Officers and Hospital's departmental heads on the application of the Hospital's Control of Infection Policy ;
- (b) the Hospital's health and safety advisors on the application of the Hospital's Health and Safety Policy; and
- (c) the Senior Systems Management Officer , in respect of all Site operational issues.

**APPENDIX 1
SERVICE STANDARDS**

This Appendix details the Service Standards applicable to this Service Level Specification. The Service Standards must be read in conjunction with SLA..

It is recorded that, as at the date of signature of this Agreement, the criteria for measuring compliance and the method of measurement have not yet been agreed. It is further recorded that the parties are aware that the measurement of quality standards is often a subjective measurement. Accordingly the parties shall, in accordance with the provisions of the SLA, develop appropriate objective measurement criteria and methods (processes) to measure compliance with the Service Standards. To the extent that criteria and methods are not agreed, or until such time as such criteria and methods are agreed, Project Company shall, to the extent reasonably possible, monitor its performance in terms of this Service Level Specification, on an exception-reporting basis utilising the Help Desk operated by Project Company at the Hospital Premises.

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FM OUTPUT SPECIFICATIONS:- POTTERING

APPENDICES

1. Staffing

Item	Element
1.1.	All candidates are medically screened by the Hospital's Occupational Health department before employment in the Pottering Services which screening shall be performed at the Service Provider's cost.
1.2.	Staff employed to work in areas of exposure prone procedures. are provided with immunisation against infectious diseases including but not limited to anti-Tetanus, Hepatitis B which immunisation shall be performed at the Contractor's 's cost.
1.3.	Staff are suitably dressed in appropriate clean uniforms and/or protective items of clothing and identity badges.
1.4.	Staff maintain a high standard of personal hygiene and appearance.

2. Equipment and Cleaning

Item	Element
2.1.	All such equipment as may at any time is necessary for the provision of Pottering Services is provided and maintained.
2.2.	All equipment including but not limited to wheelchairs and mortuary trolleys are to be kept clean and are disinfected on daily basis.

4. Movement Duties

Item	Element
4.1.	Bags of used linen are collected from designated points at the Scheduled Times.
4.2.	Used linen is delivered to designated areas in a safe manner.
4.3.	Segregation of linen and all laundry collection and transportation methods and policies are complied with.
4.4.	Bags of used linen are collected from designated points at the Scheduled Times.
4.5.	Clean Linen Trolleys are collected from the linen despatch/delivery point and distributed to specified wards and departments.
4.6.	Staff adhere to distribution and delivery Schedule Times.
4.7.	Empty trolleys are returned to the despatch/collection point.
4.8.	Staff undertake <i>ad hoc</i> linen movements within the agreed response time.
	<i>Movement of patients</i>
4.9.	Patients are transported between wards and departments by fully trained Staff using appropriate transport e.g. chairs, trolleys, beds.
4.10.	Staff to adopt a pleasant manner and attitude when dealing with patients or Hospital Employees.
4.11.	Due care is exercised when moving patients and assisting with lifting patients.
4.12.	Staff carry out routine movement of patients and respond as required for urgent movement to/from wards/departments

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FM OUTPUT SPECIFICATIONS:- POTTERING

APPENDICES

Item	Element
	within agreed response time
4.13.	Staff are trained to and use the correct lifting techniques
4.14.	A procedure is in place to deal with <i>ad hoc</i> movement of patients (non-urgent) requests.
4.15.	A log book of <i>ad hoc</i> requests for patient movements undertaken is maintained.
	<i>Movement of Specimens</i>
4.16.	Specimens are collected from wards and delivered to the specified destination within the Hospital.
4.17.	Blood, blood products and empty specimen containers are delivered to wards within the agreed response time.
4.18.	Staff adhere to the Operational Policy on the Collection and Handling of Specimens.
	<i>Internal Distribution Supplies</i>
4.19.	All goods received are loaded onto suitable vehicles for distribution and delivered to all wards and departments at Scheduled Times.

5. Mortuary Duties

Item	Element
5.1.	Movement of files from the wards to the mortuary and from mortuary to different departments
5.2.	Bodies of deceased patients are collected from wards and departments and transported to Mortuary
5.3.	Staff behaves in a respectful manner at all times.

6. Ad Hoc Duties

Item	Element
6.1.	Equipment or any other items as contemplated within these specifications are collected and delivered to and from any part of the hospital site as requested.
6.2.	Furniture or equipment as contemplated within these specifications is moved or set out as requested within any part of the hospital site, provided that Moves, Additions and Changes shall not be included in this element.
6.3.	Medical records/ case notes are delivered upon request.

ITSHELEJUBA HOSPITAL**FM OUTPUT SPECIFICATIONS:- POTTERING****APPENDICES****APPENDIX 2****RESPONSE TIMES**

Description	Response Time
EMERGENCY	
Cardiac Arrest	5 min
Fire Calls	5 min
Major Incidents	5 min
Patient Movements that are classified a time critical clinical emergency	5 min
Emergency movement of specimens/blood required for emergency clinical care	5 min
URGENT	
Urgent patient transfers requiring clinical treatment/assessment within the hospital or to and from the Ambulance service	15 min
Collection/delivery of medical records/x-rays out of hours for emergency procedures	15 min
Urgent collection/delivery medical equipment for a patient's urgent clinical care	15 min
Urgent delivery of medical gases	15 min
Urgent movement specimens/blood required for urgent patient care	15 min
Urgent delivery of Linen and Laundry	15 min
ROUTINE AD HOC	
Patient movement inter-departmentally or to and from external transport	30 min
Removal of bodies to the Mortuary	30 min
Movement of medical records/x-rays out of hours	30 min

ITSHELEJUBA HOSPITAL**FM OUTPUT SPECIFICATIONS:- POTTERING**

APPENDICES

Description	Response
Movement Goods/supplies	30 min
Movement specimens and bloods	30 min
Movement Laboratory goods	30 min
Movement of Linen and Laundry	30 min
PREBOOKED MOVEMENTS	
Patient movement for scheduled appointments for clinical assessments or episodes (12 hour prior notice required)	15 min
Minor office moves (48 hours prior written notice required – Excluding Moves, Additions and Changes)	As agreed
Disposal redundant portable equipment and furniture (48 hours prior written notice required – Excluding Moves, Additions and Changes)	As agreed
Planned movement ward or department portable equipment (14 days prior written notice required – Excluding Moves, Additions and Changes)	As agreed
ROUTINE SCHEDULED MOVEMENTS	
Delivery/collection Linen and Laundry	As agreed
Delivery/collection Pharmacy goods	As agreed
Delivery/collection of circulars and notices to different departments	As agreed
Medical gas check/delivery	As agreed