




Opening Date: 2020-09-09   
Closing Date: 2020-09-16   
Closing Time: 11:00

### INSTITUTION DETAILS


Institution Name: Ngwelezane hospital   
Province: KwaZulu-Natal  
Department or Entity: Department of Health  
Division or section: Central Supply Chain Management  
Place where goods / services is required: NGWELEZANA HOSPITAL, THANDUYSISE RD, EPMANGENI  
Date Submitted: 2020-09-08 

### ITEM CATEGORY AND DETAILS

Quotation Number: ZNQ:  
A246/20-21  
Item Category: Goods   
Item Description: 05 MONTHS CONTRACT FOR CLEANING CONTRACTOR TO CLEAN OPD, EYE CLINIC, ONCOLOGY, THUTHUZELA, FMD, TB CLINIC, THEMBALETHU CLINIC AND PASSAGES

Quantity (if supplies) 10 UNITS

### COMPULSORY BRIEFING SESSION / SITE VISIT

Select Type: Not Applicable   
Date :   
Time:  
Venue:

QUOTES CAN BE COLLECTED FROM: NGWELEZANA HOSPITAL SCM DEPARTMENT

QUOTES SHOULD BE DELIVERED TO: NGWELEZANA HOSPITAL SCM TENDER BOX NEXT TO OPD

### ENQUIRIES REGARDING THE ADVERT MAY BE DIRECTED TO:

Name: R.T. GUMEDE/N.S. MNGOMEZULU  
Email: tholakele.mkhumbuzi@kznhealth.gov.za  
Contact Number: 031 901 7228/7180  
Finance Manager Name: M.F.V. NXUMALO

Finance Manager Signature: 

No late quotes will be considered



health

Department:  
Health  
PROVINCE OF KWAZULU-NATAL

## NGWELEZANA HOSPITAL

ZNQ – A : 246/20-21

ITEM: 05 MONTHS FOR CLEANING CONTRACTOR TO CLEAN  
OPD, EYE CLINIC, ONCOLOGY, THUTHUZELA, FMD, TB CLINIC,  
THEMBALETHU CLINIC AND PASSAGES

Closing Date & Time : 16 SEPTEMBER 2020 @ 11 A.M  
Contract Period : 05 MONTHS  
Validity Period : 60 DAYS  
Contact Person : R.T. GUMEDE/ N.S MNGOMEZULU  
Telephone no. : 035 901 7228/7180

DOCUMENTS MUST BE DEPOSITED IN THE QUOTATION BOX SITUATED IN:

THANDUYISE ROAD, NGWELEZANA TOWN SHIP  
EMPANGENI, 3880

THE QUOTATION BOX IS AVAILABLE ON THE  
FOLLOWING DAYS AND TIMES: MONDAYS TO  
FRIDAYS 07:30 - 16:00

**COMPULSORY DOCUMENTS TO BE ATTACHED. (INDICATE WITH A TICK) FAILURE TO ATTACH  
DOCUMENTS WILL LEAD TO DISQUALIFICATION AND NO BEE PREFERENCE POINTS WILL BE  
ALLOCATED WHERE AN ORIGINAL OR CERTIFIED BEE CERTIFICATE IS NOT ATTACHED:**

ORIGINAL AND VALID TAX CLEARANCE CERTIFICATE

CERTIFIED COPY OF A VALID B-BBEE CERTIFICATE

**NB: ORIGINAL TAX CLEARANCE AND BBEE CERTIFICATE MAY BE ATTACHED TO ONE ZNQ  
DOCUMENT WHICH IS CLOSING ON THE SAME DATE AND COPIES OF TAX CLEARANCE & CERTIFIED  
B-BBEE CERTIFICATE MAY BE ATTACHED TO THE OTHER DOCUMENTS. PLEASE INDICATE THIS ZNQ  
NO: WHERE ORIGINALS ARE ATTACHED. ZNQ-A: .....**

**NAME OF TENDERER:** \_\_\_\_\_

**CENTRAL SUPPLIERS DATABASE REGISTRATION (CSD)  
NO.:** \_\_\_\_\_

**STANDARD QUOTE DOCUMENTATION SUPPLY CHAIN MANAGEMENT OVER R30 000.00**

YOU ARE HEREBY INVITED TO QUOTE FOR REQUIREMENTS AT: NGWELEZANA HOSPITAL	
DATE ADVERTISED: <b>09/09/2020</b>	CLOSING DATE: <b>16/09/2020</b> CLOSING TIME: 11:00
FACSIMILE NUMBER: <b>035 794 1905/1015</b>	E-MAIL ADDRESS: <b>nomathandazo.mngomezulu@kznhealth.gov.za</b>
PHYSICAL ADDRESS: <b>THANDUYISE ROAD, NGWELEZANA TOWNSHIP, EMPANGENI 3880</b>	

ZNQ NUMBER: **A246/20-21**  
 DESCRIPTION: **05 MONTHS FOR CLEANING CONTRACTOR TO CLEAN OPD, EYE CLINIC, ONCOLOGY**  
 CONTRACT PERIOD: **05 MONTHS** VALIDITY PERIOD 60 Days SARS PIN.....  
 (if applicable)

CENTRAL SUPPLIER DATABASE REGISTRATION (CSD) NO.

UNIQUE REGISTRATION REFERENCE

DEPOSITED IN THE QUOTE BOX SITUATED AT (STREET ADDRESS)  
**THANDUYISE ROAD, NGWELEZANA TOWNSHIP, EMPANGENI 3880**  
 (NEXT TO PATIENT ADMITTING PASSAGE)

**Bidders should ensure that quotes are delivered timeously to the correct address. If the quote is late, it will not be accepted for consideration.**

The quote box is open from 08:00 to 15:30.

ALL QUOTES MUST BE SUBMITTED ON THE OFFICIAL FORMS – (NOT TO BE RE-TYPED)

THIS QUOTE IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2011, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

THE FOLLOWING PARTICULARS MUST BE FURNISHED  
 (FAILURE TO DO SO WILL RESULT IN YOUR QUOTE BEING DISQUALIFIED)

NAME OF BIDDER .....  
 POSTAL ADDRESS .....  
 STREET ADDRESS .....  
 TELEPHONE NUMBER CODE.....NUMBER..... FACSIMILE NUMBER CODE.....NUMBER.....  
 CELLPHONE NUMBER .....  
 E-MAIL ADDRESS .....  
 VAT REGISTRATION NUMBER (If VAT vendor) .....

HAS A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE BEEN SUBMITTED? (SBD 6.1)  YES  NO

**[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/SWORN AFFIDAVIT (FOR EMEs& QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]**

**OFFICIAL PRICE PAGE FOR QUOTATIONS**

ZNQ NUMBER: **A246/20-21**

DESCRIPTION: **05 MONTHS FOR CLEANING CONTRACTOR TO CLEAN OPD, EYE CLINIC, ONCOLOGY**

SIGNATURE OF BIDDER ..... DATE.....

[By signing this document I hereby agree to all terms and conditions]

CAPACITY UNDER WHICH THIS QUOTE IS SIGNED.....

Item No	Quantity	Description	Brand & model	Country of manufacture	Price	
					R	c
1.	10	05 MONTHS FOR CLEANING CONTRACTOR TO CLEAN OPD,				
	EMPLOYEES	EYE CLINIC, ONCOLOGY, THUTHUZELA, FMD,				
		TB CLINIC, THEMBALETHU CLINIC AND PASSAGES				
		NB: SUPPLIER TO PROVIDE CLEANING MATERIAL				
		AND EQUIPMENT				
		REGISTRATION WITH BARGAINING COUNCIL AND				
		COMPLIANCE WITH ALL LABOUR LAW				
		(LETTER OF GOOD STANDING FOR COMPENSATION				
		FUND AND UIF COMPLIANCE CERTIFICATE)				
		IS A REQUIREMENT. FAILURE TO SUBMIT				
		WILL RESULT TO QUOTE BEING DISQUALIFIED				
		SPECIFICATION ATTACHED				
		WORKING HOURS FOR STAFF				
		06:00 TO 18:00 MONDAY TO FRIDAY				
		REFER TO STAFF ESTABLISHMENT ON SPECIFICATION				
		ATTACHED				
		TOTAL AMOUNT FOR 05 MONTHS				
<b>VALUE ADDED TAX @ 15% (Only if VAT Vendor)</b>						
<b>TOTAL QUOTATION PRICE (VALIDITY PERIOD 60 Days)</b>						

Does This Offer Comply With The Specification?	Does The Article Conform To The S.A.N.S. / S.A.B.S. Specification?
Is The Price Firm?	State Delivery Period E.G. <i>E.G. 1day, 1week</i>

<p><b>Enquiries regarding the quote may be directed to:</b></p> <p>Contact Person: <b>N.S MNGOMEZH</b> Tel: <b>0359017228</b></p> <p>E-Mail Address: <b>tholakele.mkhumbuzi@kznhelath</b></p>	<p><b>Enquiries regarding technical information may be directed to:</b></p> <p>Contact Person: ..... Tel:.....</p>
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**DECLARATION OF INTEREST**

1. Any legal person, including persons employed by the state<sup>1</sup>, 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?); | 2.6. 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
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<sup>1</sup>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);<br>b) any municipality or municipal entity; | c) provincial legislature;<br>d) national Assembly or the national Council of provinces; or<br>e) Parliament. |
|---|---|

<sup>2</sup>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;
  - (iv) a description and quantity or volume of the goods or services supplied;
  - (ii) the name and address of the recipient;
  - (v) the official department order number issued to the supplier;
  - (iii) an individual serialized number and the date upon which the tax invoice is issued;
  - (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
<b>PRICE</b>	80
<b>B-BBEE STATUS LEVEL OF CONTRIBUTOR</b>	20
<b>Total points for Price and B-BBEE must not exceed</b>	<b>100</b>

- 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:

$$Ps = 80 \left( 1 - \frac{Pt - P \text{ min}}{P \text{ min}} \right) \text{ Where}$$

- Ps = Points scored for price of bid under consideration
- Pt = Price of bid under consideration
- Pmin = 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"/>
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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"/>
-----	--------------------------	----	--------------------------

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.

<b>WITNESSES</b>
1. ....
2. ....

..... <b>SIGNATURE(S) OF BIDDERS(S)</b>
<b>DATE:</b> .....
<b>ADDRESS</b> ..... ..... .....

# **NGWELEZANA HOSPITAL**



## **CLEANING AND DOMESTIC OUTPUT SPECIFICATION**

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## **CLEANING AND DOMESTIC SPECIFICATION**

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### **Appendices:-**

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- Appendix 2 - Staffing**

## NGWELEZANA HOSPITAL – CLEANING AND DOMESTIC OUTPUT SPECIFICATION

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### 1.0 DEFINITIONS AND INTERPRETATION

- 1.1 Any reference to “**this Service Level Specification**” shall be reference to this Cleaning and Domestic Service Level Specification (including the Appendices hereto) only.
- 1.2 Where any capitalized term is used in this Service Level Specification without being defined below, such term shall bear the meaning assigned to such term in Schedule 1 to the Project Agreement;
- 1.3 In this Service Level Specification the following words and phrases shall have the following meanings unless the context otherwise requires:

“ <b>Areas</b> ”	means for the purpose of paragraph 3.1(i) of this Service Level Specification all or any of the waiting areas, consulting rooms, ward areas, public areas ( i.e. toilets, passages, entrances, verandas, patios , stair way ) at the Cleaning Site;
“ <b>Access Times</b> ”	means times as set out in paragraph 3.1(i) of this Service level Specification during which Project Company shall be required to undertake the Cleaning Service;
“ <b>Cleaning Services</b> ”	means the cleaning and domestic service to be provided by Project Company pursuant to this Service level Specification;
“ <b>Clinical Areas</b> ”	means those areas at the Cleaning Site used to deliver clinical care to Patients where the need for high standards of hygiene is paramount on a day to day basis;
“ <b>Control of Consumables</b> ”	means the control of consumable materials in accordance with the provision of section 9 of this Service Level Specification;
“ <b>Control of Materials and Equipment</b> ”	means the control of materials and equipment in accordance with the provisions of section 10 of this Service Level Specification;
“ <b>Cleaning Site</b> ”	means the Ngwelezana clinic Premises;
“ <b>Fouled and Infected Linen</b> ”	shall have the meaning ascribed to it in the Linen and Sluice Room Service Level Specification;
“ <b>General Services</b> ”	means the general and ad hoc services to be provided by Project Company pursuant to section 5 of this Service Level Specification;
“ <b>Ngwelezana hospital’s Employees</b> ”	Means employees employed by the Department, or the Ngwelezana hospital (as the case may be) to provide the Clinical Services at the clinic Premises.
“ <b>Materials</b> ”	means those products necessary for the provision of the Cleaning Services;
“ <b>Non-Clinical Areas</b> ”	mean all areas at the Cleaning Site not included under the category of Clinical Areas;

## NGWELEZANA HOSPITAL – CLEANING AND DOMESTIC OUTPUT SPECIFICATION

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<b>“Service Standards”</b>	means the standards set out at Appendix 1;
<b>“Scheduled Times”</b>	Means those times specified by the Ngwelezana clinics and agreed with the Project Company. as being appropriate to ensure that specified Service Standards are achieved at all times;
<b>“Specialist Cleaning Services”</b>	means the periodic cleaning of wall and ceiling surfaces in , consulting rooms, ward and kitchen excluding the routine day to day cleaning of sanitary fittings and floors, and spot wiping of walls and doors in such areas;
<b>“Staff”</b>	means those persons engaged or employed from time to time by Project Company to carry out the Cleaning Services;
<b>“Clinic Duties”</b>	means the clinic duties to be carried out by Project Company in accordance with section 4 of this Service Level Specification;
<b>“Waste Removal”</b>	means the removal of Confidential Waste, Non Clinical (Household) Waste, Redundant Furniture and Equipment Clinical Waste, Recyclable Waste, and Special/Hazardous Waste each as defined in the Waste Management Service Level Specification, in accordance with the provisions of section 6 of this Service Level Specification;
<b>“Window Cleaning”</b>	Shall mean the Window Cleaning Services in accordance with the provision of section 7 of this Service Level Specification.
<b>“Security guard house”</b>	means a building used to house personnel and security Equipment.

## NGWELEZANA HOSPITAL – CLEANING AND DOMESTIC OUTPUT SPECIFICATION

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### 2.0 SCOPE OF SERVICES

2.1 Project Company shall provide the Cleaning Services on the Cleaning Site in accordance with the provisions of this Service Level Specification and the Service Standard, which shall include but not be limited to:

- (a) Cleaning Service;
- (b) Clinic duties;
- (c) Cleaning of general areas
- (d) General Services
- (e) Waste Removal
- (f) Window Cleaning
- (g) Control of Consumables and
- (h) Control of materials and Equipment
- (i) Bed making of unoccupied beds and daily sluicing of dirty linen
- (j) Management of Hygiene Consumables and Equipment

2.2 Hours of Duty are as follows:

**Monday to Friday** : 06h00 to 18h00

Lunch /meals/tea breaks will be negotiated with the hospital Management. Hours of attendants stipulated above may change as a result thereof but will have to ensure twenty four (24) hour coverage.

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

- (a) This Service Level Specification;
- (b) The Service Standards.



**NGWELEZANA HOSPITAL - CLEANING AND DOMESTIC AND OUTPUT SPECIFICATION**

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**3.0 CLEANING SERVICES**

**3.1 Cleaning Company shall:**

- (a) provide a scheduled and reactive Cleaning Service on a day to day basis in all Areas of the Cleaning Site – Ngwelezana clinic in accordance with this section 3 of this Service Level Specification and the Service Standards;
- (b) ensure that routines and Ngwelezana hospital processes in all Areas are not adversely affected by the Cleaning Services;
- (c) Ensure that all staff is acquiring hepatitis B immunization prior commencement of the contract.
- (d) comply with the standards laid down by Ngwelezana Hospital in the cleaning of aseptic areas;
- (e) Comply with National Core Standards and ideal hospital requirements.
- (f) ensure staff working in Clinical Areas receive training for working in such Clinical Areas; Proof of training to be provided at all times
- (g) ensure safe working practices are followed in public areas, clinical areas and corridors;
- (h) ensure that meeting rooms are cleared of all function equipment as necessary and all waste promptly and efficiently and in any event prior to the commencement of the next meeting
- (i) Provide the routine Cleaning Service to the Areas during the Access Times set out below provided that the Ngwelezana hospital may require more detailed access times in writing prior to the commencement date of the Cleaning Services.
- (j) All staff must have signed working schedule displayed in sluice rooms and behind toilet doors.
- (k) When cleaning the Project Company must move furniture to clean underneath and behind once a week.
- (l) Colour coded mops, cloths, plastic aprons and buckets must be utilized. The colour coding will be established by Ngwelezana hospital.
- (m) Staff shall be in full clean uniform and wear name badge at all times. Name badges may be issued by Ngwelezana hospital as per request at a cost to the cleaning Company
- (n) Only trained staff shall be used to carry out cleaning services. Staff shall be trained on Infection control procedures, cleaning procedures, use of equipment and chemicals.
- (o) Comply with medical surveillance programme pre placement medical

**NGWELEZANA HOSPITAL - CLEANING AND DOMESTIC AND OUTPUT SPECIFICATION**

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- 3.2 In the event that any of the Areas are in use during the Access Times or the access times agreed pursuant to paragraph 3.1(i) of this Service Level Specification, Service provider shall liaise with the clinic to agree alternative Access Times so as to ensure Service provider is able to comply with the terms of this Service Level Specification.
- 3.3 Service provider shall ensure that the reactive Cleaning Service shall include, but not be limited to:
- (a) cleaning of spillage of bodily fluids in Non Clinical Areas and Service provider shall respond within 10 minutes of being notified and rectify as soon as practicable;
  - (b) cleaning of non-hazardous spillage and Service provider shall respond within 20 minutes of being notified and rectify as soon as practicable; and
  - (c) Cleaning of areas in accordance with the clinic's Control of Infection Policy and/or as directed by the clinic from time to time and Service provider shall respond as soon as practicable.
- 3.4 The Cleaning Service shall also include:
- (a) the cleaning of computer and medical equipment; and
  - (b) telephone instruments
- 3.5 Service provider shall ensure that all Staff is adequately trained for the proper fulfillment of their duties in respect of the Cleaning Services. Proof of training must be available at all times
- 3.6 The Ngwelezana clinics shall provide the Service provider with sufficient and separate Staff facilities as agreed between the Parties as at the Commencement Date within the Cleaning Site, including the wards and consulting room to enable Service provider to provide the Cleaning Services.

## NGWELEZANA HOSPITAL - CLEANING AND DOMESTIC AND OUTPUT SPECIFICATION

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### 4.0 CLEANING DUTIES

#### 4.1 Service provider shall ensure:

- (a) that Staff are assigned to all consulting rooms, wards and such other specific departments within the clinic Site as the clinic shall determine and agree with Service provider and shall ensure continuity in the deployment of such Staff is maintained;
- (b) that the clinic-based Staff shall become regarded by the clinic Employees, health care users as being part of the ward team together with the clinic Employees, and the Staff provide a safe and visually pleasing environment in the clinic for health care users, visitors and the clinic Employees.

#### 4.2 Notwithstanding anything to the contrary contained in this Service Level Specification, the clinic shall be responsible for the making of beds occupied by health care users in accordance with procedures agreed with the Service provider relating to the issue of clean linen and the return of dirty or soiled linen.

- 4.2.1 Floors must be swept three times a day or as and when necessary using a soft mop or cloth sweeper.
- 4.2.2 Floors to be kept clean and shiny without scarf marks, dust and litter at all times.
- 4.2.3 fixtures and furniture, partitions, telephones, computers, table tops, TVs, beds, walls, window seals, curtain rails, bed lights, fans, wall mounted air conditioners, unit heaters, lamps, lights, light switches, mirrors, picture frames, power skirts, radiators, shelves to be damp dusted on daily basis.
- 4.2.4 High dusting to be done two times a week or as when necessary. High dusting shall mean dusting surfaces above two meters from the floor and includes lights and fittings, blinds high window ledges, burglar guards, cupboard tops walls, ceilings, air vents and beams
- 4.2.5 Name plates, window handles, window regulators, chrome plated and aluminum /copper/brass door handles/door knobs must be cleaned and kept shining free of smudges and dust daily. Door finger marks on glass and push plates in doors must be removed daily.
- 4.2.6 All inside and outside facing window panes must be kept clean and free of dust on daily basis.

## NGWELEZANA HOSPITAL - CLEANING AND DOMESTIC OUTPUT SPECIFICATION

- 4.3.7 all bins to be emptied and cleaned with water and detergent daily. They shall free of water marks, rust and dust. They shall be disinfected once a week.
- 4.3.8 cloth upholstered chairs must be vacuumed fortnightly and sport cleaned as required.
- 4.3.9 vinyl, leather upholstered and other chairs must be dusted daily and damp wiped at least once a week
- 4.3.10 curtains must be taken down for washing twice a year or if visible soiled.
- 4.3.11 banister/hand rails shall be wet wiped daily
- 4.3.12 all waste must be collected and placed at temporary waste storage areas.
- 4.3.13 medical waste must be cable tied, labeled and recorded before its placed on the temporary storage
- 4.3.14 all waste storage areas shall be cleaned, kept tidy, waste segregated correctly and locked at all times

### 4.3.9 Toilets

Check list of the cleaning of toilets baths and urinals must done on daily basis. When cleaning toilet check that there is sufficient consumables and refill when necessary

#### I. Basins and sinks

Daily wet wipe basins with hard surface cleaner and rinse. Keep it free from mineral deposits, body fats and other foreign bodies.

#### II. Baths

Wet wipe baths with hard surface cleaner four times a day and rinse

#### III. Lavatories and urinals

Remove spoilage from the bowl, under flush rim with hard surface cleaner and a brush on daily basis and when necessary. Remove mineral deposits using a recognized disinfectant, wet wipe seat and lid, cistern, pipes twice daily or as when necessary.

#### IV. Showers

Daily remove fats and grease from walls, doors using a hard surface cleaner. Once a week disinfect showers using a recognized disinfectant

## **NGWELEZANA HOSPITAL - CLEANING AND DOMESTIC OUTPUT SPECIFICATION**

### **5.0 CLEANING OF GENERAL AREAS**

- 5.1 Building/ areas as defined at the compulsory site inspection meeting/in this bid must be cleaned daily. All floors shall be swept, vacuumed and or mopped and the surfaces of all furniture and equipment and window ledges dusted. Internal and external walls shall be cleaned when visible soiled and wet wiped down using a cleaning agent and dried
- 5.2 High level dusting and cleaning shall be undertaken once visible soiled and shall mean dusting and cleaning of surfaces above two meters from the floor and include light fittings, blinds, high window ledges, burglar guards, cupboard tops, and beams. Where walls are bagged or the surface is prone to collecting dust, such walls shall be dusted when visible soiled.
- 5.3 Name plates, window handles, window regulator, chrome plated and aluminum/copper/brass door handles shall be damp wiped daily or when visible soiled and polished once fortnightly
- 5.4 All inside facing and where possible out facing window panes shall be cleaned when visibly soiled.
- 5.5 Door mats shall be dusted/vacuumed daily. Spots and stained shall be removed as necessary or when so directed by Hospital Operational Manager.
- 5.6 All faults e.g. blocked pipes, traps, wash basins urinals toilet bowls, broken doors and windows etc shall be immediately reported to the Operations Manager in the clinic.

### **6.0 GENERAL SERVICES**

- 6.1 Service provider shall provide general and ad hoc services relating to the Cleaning Services on a day to day basis to meet the requirements of the clinic.
- 6.2 Service provider shall provide general and ad hoc service relating to the Cleaning Services contemplated in sections 3, 4 and 6 to 10 of this Output Specification to all areas of the Cleaning Site including but not limited to:
  - (a) periodic cleaning duties such as deep cleaned on a periodic basis but at least once a year
  - (b) removal, bagging for laundering and re-hanging of all window curtains and bed curtains and, where fitted, the cleaning of window blinds;
  - (c) ad hoc washing of isolation rooms following the discharge of patients including all surfaces fixtures, fittings and non medical equipment; and
  - (d) Specialist Cleaning Services in accordance with the Service Standards.
  - (e) Daily sluicing of linen

## **NGWELEZANA HOSPITAL - CLEANING AND DOMESTIC OUTPUT SPECIFICATION**

- (f) Daily counting and recording of dirty and clean linen
- (g) Daily tidying of linen rooms and packing linen in the linen rooms
- (h) Daily cleaning of beds and bed making of unoccupied beds

### **7.0 WASTE REMOVAL**

- 7.1 Service provider shall devise and carry out procedures for the removal of all Waste from the Cleaning Site in accordance with the Waste Management Service Level Specification.

### **8.0 WINDOW CLEANING**

- 8.1 Service provider shall ensure all external and internal windows; interior glass partitions, mirrors and door viewing panels at the Cleaning Site are cleaned.
- 8.2 Access to internal windows in the buildings at the Cleaning Site shall be scheduled by Service provider and agreed with the clinic to avoid unnecessary disruption and invasion of privacy in functional areas at the Cleaning Site.

### **9.0 CONTROL OF MATERIALS AND EQUIPMENT**

**NB: Service provider must provide its own cleaning materials and protective clothing and equipment**

- 9.1 Service provider shall:
  - (a) all cleaning equipment is properly cleaned and stored;
  - (b) all cleaning equipment to be used in a particular area only is clearly designated for such area and under no circumstances used elsewhere;

### **10.0 STAFF ARE PROPERLY TRAINED IN THE USE OF CLEANING MATERIALS AND EQUIPMENT MANAGEMENT OF HYGIENE EQUIPMENT AND CONSUMABLES**

- a) the clinic shall be liable for all costs associated with the acquisition of such consumables.
- 10.1 It is recorded that there shall be no obligation on Service provider to fund the acquisition of any of the hygiene consumables or the acquisition, refreshment or replacement of the hygiene equipment. To the extent that the clinic fails to timeously provide Service provider with the hygiene consumables or equipment, or the requisite funds to acquire, replace, refresh such consumables or equipment (as the

## **NGWELEZANA HOSPITAL - CLEANING AND DOMESTIC OUTPUT SPECIFICATION**

case may be) and such failure results in the Unavailability of any areas within the Cleaning Site, or results in a failure to comply with any response time or quality standard, Service provider shall not be held responsible for such Unavailability or failure to comply with the response time or quality standard, it being specifically recorded that Service provider shall not incur any penalties in respect of such Unavailability or failure.

### **11.0 LIAISON**

11.1 Service provider shall regularly liaise with:

- (a) the infection control officers and Ngwelezana hospital heads on:
  - (i) the application of the Ngwelezana hospital's Control of Infection Policy; and
  - (ii) the employment of the latest techniques, materials and equipment to ensure the highest quality of Cleaning Services;
- (b) the hospital health and safety committee (as notified to Service provider from time to time) on the application of the Ngwelezana Health and Safety SOPs
- c) The company should adhere to Occupational Health and Safety Act.
- d) Waste management Officer of Ngwelezana hospital to ensure proper training of staff on waste management.

## **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 Schedule 15 of the Project Agreement.

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 Schedule 15, 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, Service provider 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 Service provider at the clinics.

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**1. Management and Administration**

<b>Item</b>	<b>Element</b>
1.1	Access times to specific areas are adhered to within Scheduled Times.
1.2	<b>12.0 INDIVIDUAL STAFF ARE CONSISTENTLY ALLOCATED TO WORK ON A SPECIFIC WARD OR WITH A SPECIFIC DEPARTMENT WITH MINIMAL CHANGES, SAVE TO THE EXTENT REASONABLY REQUIRED TO MAIL LIAISON</b>
12.1	Service provider shall regularly liaise with: <ul style="list-style-type: none"> <li>(c) the infection control officers and Ngwelezana hospital departmental heads on: <ul style="list-style-type: none"> <li>(i) the application of the Ngwelezana hospital's Control of Infection Policy; and</li> <li>(ii) the employment of the latest techniques, materials and equipment to ensure the highest quality of Cleaning Services;</li> </ul> </li> <li>(d) the Ngwelezana hospital's health and safety committee (as notified to Service provider from time to time) on the application of the Ngwelezana hospital's Health and Safety Policy; and the Ngwelezana hospital Safety Officer.</li> </ul>
1.3	Appropriate signage is used for warnings of wet floors, etc.

**2. Equipment and Cleaning Procedures**

<b>Item</b>	<b>Element</b>
2.1.	All equipment as may at any time is necessary for the provision of the Cleaning Services is provided.
2.2.	Equipment complies with the relevant SABS Specifications and code of practice.
2.3.	All equipment and Materials are colour coded in line with Ngwelezana hospital colour coding, to indicate specific areas of use.
2.4.	Equipment used in emergency / labour ward, kitchen, sluice room and consulting rooms is kept exclusively for the use in that area and not transferred.
2.5.	Cleaning procedures and schedules are in place and up to date.



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2.6.	Discard procedures are in place and applied in respect of disposable cleaning equipment.
2.7.	Cleaning equipment and chemicals are clearly defined for specific usage.
2.8.	Cleaning equipment is clean and correctly stored.
	<b><i>Cleaning Materials</i></b>
2.9.	All cleaning material including dishwashing chemicals as may at any time be necessary for the provision of the Cleaning Services are supplied and issued to Staff.
2.10.	Cleaning materials used in a safe and proper manner, complying with Department of Health Regulations.
2.11.	Cleaning materials are selected so as not to cause any damage to surfaces.
2.12.	All cleaning materials conform to the Ngwelezana hospitals Control of Infection Policies.

**3. Performance Quality**

<b>Item</b>	<b>Quality Standards*</b>
3.1.	Hard floors are free from dust, debris, removable soil, stains and build-up, and have a uniform light-reflective, non-slip finish.
3.2.	Soft floors are free form debris, removable soil, stains and odour.
3.3.	Furniture, fixtures and fittings are free from dust, removable soil, stains, smears, spots and spillages.
3.4.	Paintwork, walls and doors are free from dust, removable stains, soil, grease, smears, spots and spillages.
3.5.	Sanitary ware is free of dust, removable soil and stains on inside and outside surfaces. Taps, shower heads, overflows, outlet, chain and plug are free from grease, scum, debris and deposits.
3.6.	High and low level surfaces are free from dust, cobwebs, removable soil, stains, grease, spots and splashes.
3.7.	All types of refuse holders are free from, soils, grease, spots and spillages on both inside and outside surfaces.
3.8.	Windows, internal glass, panels and partitions are free from dust, grease streaks, smears, spots, splashes, marks and sticky deposits.
3.9.	Venetian/vertical and roller blinds are free from dust, grease, streaks, smears, spots and splashes.
3.10.	Grilles and kick-plates are free from dust, grease, streaks, smears, spots and splashes.

**NGWELEZANA HOSPITAL - CLEANING AND DOMESTIC OUTPUT SPECIFICATION  
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3.11.	Ward kitchen equipment is free from dust, removable soil, food deposits, stains on inside and outside surfaces.
3.12.	Adequate supplies of disposables required for the provision of the Cleaning Services are maintained at all times.
3.13.	Curtains are correctly hung, in good state of repair and free from all stains.
3.14.	Telephones are free from dust, grease, smears and streaks.

**\*Notes to Quality Standards**

- The quality standards stipulated above are objective standards, and shall be measured utilising appropriate procedures and methods to ensure the objective measurement of such standards having due regard to the availability of areas within the clinic; the Scheduled Times, Access Times, actual cleaning times and the requirement that the Cleaning Services are to be provided with due regard to the operation of the Ngwelezana clinics.
- The compliance requirements shall take into account the fact that from a cost and practical perspective certain of the quality standards cannot be complied with 12 hours per day and the quality standards should be applied with due regard to such fact.

**4. Response Times**

Item	Element	Response Time	Time to Reactive
4.1	Cleaning of spillage of bodily fluids in Non Clinical Areas	10 minutes of being notified	As soon as reasonably possible after responding
4.2	Cleaning of non-hazardous spillage	15 minutes of being notified	As soon as reasonably possible after responding

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APPENDIX 2 EQUIPMENT AND MATERIALS

**NB: Cleaning material and equipment to be provided by the contractor**

	EQUIPMENT AND MATERIALS	QUANTITIES
1.	<b>Vacuum Leaner</b> Super silent Vac, complete with hose pipe, floor tool, crevice nozzle and dust brush, for dry use only. 1100Watt 220V Motor, height 320mm, 10L tank	
2.	<b>Floor scrubber and polisher</b> Complete with solution tank, disc drive and scrubbing brush	
3.	<b>High speed Burnishing machine</b> Type 1 corrosion resistance, acid and alkali proof, Motor 1100Kw, current 5Amps, speed 1450 rpm, cable length 12mtr, Net weight 46KG	
4.		
5.	Double Mop unit 30 litre double bucket made out of hard plastic and strong handles stainless steel handles (Buckets – blue and red in colour)	1 mopping system per cleaner on daily basis
6.	Steel wringers	1 per mopping system on daily basis
7.	Wet floor signs	2 per cleaner on daily basis
8.	Colour coded mop clips (	
9.	Colour coded metal mop sticks/grips	
10.	Spray bottles with triggers	
	<b>Materials</b>	
	Colour coded micro fiber cloths (yellow, red, white and blue)	1 set per cleaner on daily basis
	Colour coded plastic apron	2 set per cleaner on daily basis
	Colour coded mops	1 set per cleaner on daily basis
	Static mop	1 per cleaner on daily basis
	Hard broom	To be issued to each cleaner on daily basis

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	Protective clothing	
	Clear refuse bags 30 micron	
	Yellow household gloves	
	Scourers, hand pads, steel wool, machine pads, scrubbing brushes, surgical gloves	
	Heavy duty gloves	
	Dust masks	
	<b>Chemicals</b>	
	Floor stripper	
	Floor polish	
	Floor hardener	
	Floor buffer	
	detergents	
	disinfectants	
	Furniture polish	
	brasso	

**NB: The following material will be provided the Hospital**

1.	Plastic Bags	
2.	Toilet Paper	Red, Clear
3.	Hand Paper Towel	

**ANNEXURE A**

**PART A**

As a bidder my organization has never had past or current contract agreements.

**PRICING SCHEDULE**

**NUMBER OF PERSONNELS REQUIRED = 10**

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

**Total of 10 personnel per month** R \_\_\_\_\_

**2. Overheads and other cost (list breakdown of overheads) R \_\_\_\_\_ Per Month**

R \_\_\_\_\_

R \_\_\_\_\_

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**Total of 1 and 2** R \_\_\_\_\_ Per Month

**VAT** R \_\_\_\_\_

**TOTAL BID PRICE INCL.OF VAT FOR 1&2** R \_\_\_\_\_ Per Month

**Signed (bidder)** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signed (witness)** \_\_\_\_\_ **Date:** \_\_\_\_\_

**NB: Service Provider to comply with the wage rate as prescribed by the Department of Labour. Failure to comply will result in your bid being disqualified.**

**PART B**

The bidder must furnish the following details of all current/past contracts. If the bidder has had no contracts awarded to them then the bidder must complete Part A.

DATE OF COMMENCEMENT	EXPIRY DATE	VALUE OF CONTRACT	CONTRACT DETAILS That is, with whom held, phone number and address/s of the company.

**NGWELEZANA HOSPITAL - CLEANING AND DOMESTIC OUTPUT SPECIFICATION APPENDICES**


Signed (bidder) \_\_\_\_\_ Date \_\_\_\_\_

Signed (witness) \_\_\_\_\_ Date \_\_\_\_\_