

## Quotation Advert

Opening Date:	07 December 2022
Closing Date:	14 December 2022
Closing Time:	11H00
<b>INSTITUTION DETAILS</b>	
Institution Name:	Northdale Hospital
Province:	
Department or Entity:	Department of Health
Division or section:	Central Supply Chain Management
Place where goods / services is required	Northdale Hospital
Date Submitted	
<b>ITEM CATEGORY AND DETAILS</b>	
Quotation Number:	NDH 731/2022-23
Item Category:	
Item Description:	Provide a Cleaning Service

### COMPULSORY BRIEFING SESSION / SITE VISIT


Select Type:	Compulsory site meeting will be held
Date AND Time :	12 December 2022 @ 14H00
Venue:	Siphuthando Stepdown clinic Next to umgeni Hopsital, Main Road Howick
QUOTES CAN BE COLLECTED FROM:	n/a
QUOTES SHOULD BE DELIVERED TO:	Northdale Hospital Chota Motala Road Pietermaritzburg 3201

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

Name:	Mr. F. Miya
Email:	Fana.miya@kznhealth.gov.za
Contact Number:	033 387 9051

Finance Manager Name:

Finance Manager Signature:

  
No late quotes will be considered

**STANDARD QUOTE DOCUMENTATION OVER R30 000.00**

YOU ARE HEREBY INVITED TO QUOTE FOR REQUIREMENTS AT: NORTHDALE HOSPITAL

DATE ADVERTISED: 07 DECEMBER 2022 CLOSING DATE: 14 DECEMBER 2022 CLOSING TIME: 11:00

FACSIMILE NUMBER: N/A E-MAIL ADDRESS: ONLY ACCEPTING DROP OFFS AT THIS TIME

PHYSICAL ADDRESS: NORTHDALE HOSPITAL, 1389 CHOTA MOTALA ROAD PIETERMARITZBURG 3201

QUOTE NUMBER: ZNQ / NDH / 731 / 2022 - 23

DESCRIPTION: PROVIDE A CLEANING AND TRANSPORTATION SERVICE

CONTRACT PERIOD: 6 MONTHS VALIDITY PERIOD 60 Days SARS PIN.....

*(if applicable)*

CENTRAL SUPPLIER DATABASE REGISTRATION (CSD) NO. 

M	A	A	A							
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UNIQUE REGISTRATION REFERENCE 

								-												
--	--	--	--	--	--	--	--	---	--	--	--	--	--	--	--	--	--	--	--	--

DEPOSITED IN THE QUOTE BOX SITUATED AT (STREET ADDRESS)

NORTHDALE HOSPITAL MAIN-ENTRANCE

1389 CHOTA MOTALA ROAD PIETERMARITZBURG 3201

**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.

QUOTATIONS MUST BE SUBMITTED ON THE OFFICIAL FORMS – (NOT TO BE RETYPED)

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

DESCRIPTION: PROVIDE A CLEANING AND TRANSPORTATION SERVICE

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
	06	PROVIDE A CLEANING AND TRANSPORT SERVICE				
	MONTHS	AT SIPHUTHANDO STEPDOWN CLINIC				
		AS PER ATTACHED SPECIFICATION				
		FOR SIX MONTHS				
		1. PLEASE SUBMIT PROOF THAT YOU ARE				
		FINANCIALLY ABLE TO PAY THE FIRST MONTH'S				
		WAGES AS WE PAY IN ARREARS				
		2. DUE TO NETWORK CHALLENGES				
		NO FAX OR EMAIL QUOTATIONS WILL BE				
		ACCEPTED AT THIS TIME				
		PLEASE DROP OFF QUOTES IN BOX				
VALUE ADDED TAX @ 15% (Only if VAT Vendor)						
TOTAL QUOTATION PRICE (VALIDITY PERIOD 60 Days)						

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., 1day, 1week

<p><b>Enquiries regarding the quote may be directed to:</b></p> <p>Contact Person: MR. F. MIYA Tel: 033 387 9051</p> <p>E-Mail Address: .....</p>	<p><b>Enquiries regarding technical information may be directed to:</b></p> <p>Contact Person: MR. W. MALEVU Tel: 033 387 9020</p>
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## GENERAL CONDITIONS OF CONTRACT

### 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 Department is under no obligation to accept the lowest or any quote.
- 3.2. The Department reserves the right to communicate in writing with vendors in cases where information is incomplete or where there are obscurities regarding technical aspects of the offer, to obtain confirmation of prices or preference claims in cases where it is evident that a typing, written, transfer or unit error has been made, to investigate the vendor's standing and ability to complete the supply/service satisfactorily.
- 3.3. **ALL DECISIONS TAKEN BY THE DEPARTMENT ARE FINAL, INCLUDING THE AWARD OR CANCELLATION OF THIS QUOTATION.**
- 3.4. The price quoted must include VAT (if VAT vendor).
- 3.5. Should a bidder become a VAT vendor after award or during the implementation of a contract, they may not request the VAT percentage from the Department as the service provider made an offer during the period they were not registered as a VAT vendor. The Department is only liable for any VAT from registered VAT vendors as originally stated on the quotation document.
- 3.6. The bidder must ensure the correctness & validity of the quotation:  
 (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*  
 (ii) *it is the responsibility of the bidder to confirm receipt of their quotation and to keep proof thereof.*
- 3.7. 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.
- 3.8. This quotation will be evaluated based on the 80/20 points system, specification, correctness of information and/or functionality criteria. All required documentation must be completed in full and submitted.
- 3.9. Offers must comply strictly with the specification.
- 3.10. Only offers that meet or are greater than the specification will be considered.
- 3.11. Late offers will not be considered.
- 3.12. Expired product/s will not be accepted. All products supplied must be valid for a minimum period of six months.
- 3.13. Used/ second-hand products will not be accepted.
- 3.14. A bidder not registered on the Central Suppliers Database or whose verification has failed will not be considered.
- 3.15. All delivery costs must be included in the quoted price for delivery at the prescribed destination.
- 3.16. 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.
- 3.17. In cases where different delivery points influence the pricing, a separate pricing schedule must be submitted for each delivery point.
- 3.18. In the event of a bidder having multiple quotes, only the cheapest according to specification will be considered.
- 3.19. Verification will be conducted to identify if bidders have multiple companies and are cover-quoting for this bid.
- 3.20. In such instances, the Department reserves the right to immediately disqualify such bidders as cover-quoting is an offence that represents both corruption and acquisition fraud.

### 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. Quotations submitted must be complete in all respects. However, where it is identified that information in a bidder's response, which does not affect the preference points or price, is incomplete in any respect, the said supplier meets all specification requirements and scores the highest points in terms of preference points and price, the Department reserves the right to request the bidder to complete/submit such information.
- 4.5. Any alteration made by the bidder must be initialled; failure to do so may render the response invalid.
- 4.6. Use of correcting fluid is prohibited and may render the response invalid.
- 4.7. Quotations 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.

4.10. The Department is under no obligation to pay suppliers in part for work done if the supplier can no longer for fulfil their obligation.

**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  YES take place
- (ii) Date: 12 / 12 / 2022 Time: 14 : 00 Place: SIPHUTHANDO STEPDOWN CLINIC

Institution Stamp:	Institution Site Inspection / briefing session Official
	Full Name: .....
	Signature: .....
	Date: .....

**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. THE DEPARTMENT RESERVES THE RIGHT TO PASS OVER ANY QUOTATION WHICH FAILS TO COMPLY WITH THE ABOVE.

**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:

	<b>POINTS</b>
<b>PRICE</b>	<b>80</b>
<b>B-BBEE STATUS LEVEL OF CONTRIBUTOR</b>	<b>20</b>
<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:

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

- P<sub>s</sub> = Points scored for price of bid under consideration
- P<sub>t</sub> = Price of bid under consideration
- P<sub>min</sub> = 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 applicable box**

(Tick

YES	NO	
-----	----	--

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

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	NO	
-----	----	--

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.

<p>WITNESSES</p> <p>1. ....</p> <p>2. ....</p>
--

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



Institution name:

**COMPLAINTS PROCESS FOR QUOTATIONS R2 000.00 TO R500 000.00 INCLUDING V.A.T**

**1. Supplier Submits Written Complaint / Objection**

- Bidders aggrieved by decisions or actions taken by the Department or Institution during the SCM procurement process, must lodge a written complaint **immediately**.
- Complaints lodged two (2) or more days after the award will not be entertained.
- Complaints must be directed to the Responsibility Manager of the institution (Hospital or CHC) and District Finance Manager for District Offices.
- **It must be noted that this is not an appeals process and as such will not halt the procurement process.**

**2. Institution Prepares Written Response to Complaint**

- The Responsibility Manager, or his appointee, must prepare a response letter to the complainant.
- The complaint must be resolved within **60 days**.
- Should the complainant not be satisfied with the response, the matter will be referred to the District Finance Manager (applicable to all Hospitals and CHC) or District Manager (Applicable to all District Offices) for a final verdict.
- Should the complainant still not be satisfied with the response received, they may then seek legal recourse at their own expense.

**Complaints or objections should be directed to:**

**Responsibility Manager:**

**Email Address:**



NDH 731

**KWAZULU-NATAL PROVINCE**

HEALTH  
REPUBLIC OF SOUTH AFRICA

**NORTHDALÉ HOSPITAL**

**SYSTEMS DIRECTORATE**

Physical Address: 1389 Chota Motala Road, Pietermaritzburg, 3201  
Postal Address: Private Bag x 9006, Pietermaritzburg, 3200  
Tel: 033 387 9578 Fax 033 387 1990 Email: [Thandeka.Zondi@kznhealth.gov.za](mailto:Thandeka.Zondi@kznhealth.gov.za)  
[www.kznhealth.gov.za](http://www.kznhealth.gov.za)

**CLEANING OF BUILDINGS AND OFFICES SPECIFICATION: SIPHUTHANDO-STEPDOWN CLINIC**

**SERVICE: CLEANING OF BUILDING AND OFFICES: PERIOD OF CONTRACT – 06 months**

**PART ONE**

**04 STAFF: DAY SHIFT AND 01 STAFF FOR NIGHT SHIFT: CLEANING OF CLINIC BUILDINGS**

**HOURS OF ATTENDANCE (7 DAYS A WEEK, MONDAY TO SUNDAY INCLUSIVE OF PUBLIC HOLIDAYS: 6H00-18H00 DAY SHIFT AND 18H00-6H00 NIGHT SHIFT)**

Please refer to the Price Page for institution based hours of attendance which are subject to be reviewed with the institution concerned should such need arise.

***Lunch/ meals/ teas breaks will be negotiated with the Institutional Management. Hours of attendance may change as a result thereof.***

The service providers must ensure that they comply with Bargaining Council requirements.

The contractors or service provider must also provide the Bargaining Council Certificate to the Institutional Management.

**1.1 BUILDINGS**

Includes all structures, tarmac, paved and/or gravel areas, defined ungrassed pathways, walkways or roadways within the confines of the institution.

**1.2. CLEANING OF BUILDING/S AND ITS CONTENTS**

1.2.1 Buildings/areas as defined at the Compulsory Site Inspection meeting/in this bid must be cleaned daily, high traffic areas to be cleaned hourly and as when necessary. All floors must be swept, vacuumed and/or mopped and the surfaces of all furniture and equipment, chalkboard/whiteboard rails and low window ledges dusted. Internal walls must be spot cleaned weekly and quarterly deep damp dusted down using a cleaning detergent and dried, in line with the current infection control practices.

1.2.1.1 High level dusting must be undertaken once weekly and when necessary and shall mean the dusting of surfaces above 2 meters from the floor and includes light fittings, blinds, high window ledges, burglar guards, ceiling fan and desk top fan. The cupboard tops and beams must be damp dusted daily. Where walls are bagged or the surface is prone to collecting dust, such walls, within the building, must be dusted daily and when necessary.

1.2.1.2 Name plates, window handles, window regulators, chrome plated and aluminum/copper/brass door handles must be damp dusted once a week and when necessary and polished with a cleaning detergent once a month.

1.2.1.3 All inside facing window panes and where possible out-facing windowpanes must be cleaned using a cleaning detergent monthly. The contractor must adhere to Health and Safety Regulations.

1.2.1.4 Door mats must be dusted out daily and when necessary, depending on traffic of the mat material. Carpets must be vacuumed daily and when necessary. Spots and stains must be removed as necessary or when so directed by Institutional Management. Deep and restorative cleaning of carpets by shampooing/steam cleaning/dry cleaning must be undertaken every six months.

1.2.1.5 Ground level concrete brick surfaces and paving of entrances, foyers and passage ways must be swept daily and litter removed daily and when necessary and as directed by institution's management.

1.2.1.6 Blocked waste pipes, catch pits, traps, washbasins, urinals and toilet bowls must be immediately reported to the Maintenance Engineer of the Institution in writing and verbal. Leaking taps, urinals and cisterns must also be ungently reported to the attention of the Maintenance Division at the Institution in writing and verbal.

### **1.3. VERANDAHS**

Verandahs must be swept and moped daily and when necessary, polished monthly or as when necessary and buffed daily, stripping must be whenever necessary.

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## **1.4. FLOOR SURFACES**

### **1.4.1 RESILIENT FLOORS (P.V.C. TILES, VINYL, LINOLEUM, SEALED WOOD ETC.)**

a) All resilient floors in traffic areas must be treated by removing dust with a control maslin mop on a daily basis and when necessary. Mopping must occur daily. Apply non-slip maintenance coat and buff floor weekly. Maintain the floor by spray clean liquid polish and buff the floor daily. Light scrub, Strip clean, reseal with non-slip polish and buff every six months.

b) Hard floors (ceramic, marble, granite, brick, concrete etc.) in high and low traffic areas must be treated by removing dust with a maslin mop on a daily basis and when necessary. Damp mopping using a cleaning detergent must occur daily. Concrete brick tiled flooring must be scrubbed weekly.

### **1.4.2 WARDS.**

a) Floor must be swept using damp mop daily and when necessary. The floor must be mopped using correct colour mop and janitor trolley.

b) Stripping and seal of floor must be done monthly and when necessary using floor stripper without ammonia (SABS approved products).

c) Damp dust furniture daily using disposable colour coded wiping cloth with water and soap.

### **1.4.3 OPD WARD**

a) Mop floors twice a day and after when it is necessary using soap and water or other approved ammonia free detergent.

b) Scrubbing entire ward on daily basis or when necessary, walls, windows, window surfaces, drip stands, ceiling, ceiling fan, wall mounted fan, desktop fan, lights, handles and door handles.

c) Furniture must be damp dusted using disinfectant chemicals once a day and when necessary.

## **1.5. TOILETS, BATHROOMS, SLUICE ROOM AND CHANGEROOMS**

### **1.5.1 Basins/Hand basins**

a) Daily, clean with hard surface cleaner without ammonia (SABS approved) and rinse using a green disposable colour coded cloth.

b) On daily basis and when necessary remove mineral deposits and other foreign bodies and all the drains must be flushed down according to Infection Control protocol.

c) Sluice all patients' linen and proper disinfectant of sluice room

### 1.5.2 Baths

- a) Clean with a (SABS) approved bath cleaner without ammonia daily and when necessary using a green disposable cloth.
- b) Bathroom must be cleaned using soap and water daily and when necessary.

### 1.5.3 Lavatories including urinals

#### 1.5.3.1 Toilets

- a) Day time clean the toilet pan and under flush rim with hard surface cleaner chlorine base without ammonia (SABS approved) and a brush on a two hourly basis and when necessary. Clean seat and lid using SABS approved cleaning product.
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b) Damp dust the toilet pipes daily

c) Toilet brushes must be washed for every cleaning episode daily. Brushes must be kept in the toilet brush holder and it must be kept dry.

d) Steam clean the toilet surface; dip cleaning must be done during night duty under supervision.

#### 1.5.3.2 Urinals

a) Remove any visible blockage in urinal/s twice daily and when necessary. Damp dusts wipes and dry pipes and flushing mechanisms. Wet mop step of floor at urinal with recognised disinfectant twice daily or as when necessary. Remove mineral deposits from gullies and drains weekly using a recognised disinfectant. Mop daily using soap and water. Wet wipe seat and lid, cistern, pipes twice daily and when necessary.

### 1.5.4 Sinks

a) Clean daily and when necessary using hard surface cleaner (SABS approved) without ammonia.

### 1.5.5 Showers

a) Clean daily, remove fats and grease from walls, doors and floors using hard surface cleaner. Once a week disinfect showers using a recognised disinfectant without ammonia SABS approved.

## 1.6. OTHER SERVICE

(a) Banisters/hand rails – damp dusted weekly using soap and water and dried.

(b) Ceilings to be cleaned and air vents to be wet wiped on monthly basis.

(c) Cloth upholstered chairs must be vacuumed fortnightly and spot cleaned as required.

(d) Vinyl, leather upholstered, plastic chairs and other chairs must be damp dusted daily. Using soap and water with a disposable colour coded cloth. All litter must be cleared from the unit to the intermediate storage area.

(e) Areas within the courtyards must be swept on a daily basis or when it is necessary and wash with disinfected daily. Litter must be removed daily and when it is necessary.

(f) Desks - natural/unsealed wood must be damp dusted daily and polished weekly.

(g) Door - finger marks on glass and push plates in doors must be removed daily.

(h) Door knobs and handles must be damp wiped with soap and water and dried daily.

- (i) Hand-rails on/in escalators/lifts must be damp dusted daily. The side panels must be damp dusted weekly using soap and water. All dust and litter in the treads must be mop out daily. Lift floors to be moped clean daily using soap and water.
  - (j) Garages/covered parking/parking areas - remove litter daily. Remove oil spillage with degreaser (machine scrub) as required, or when so directed by the Institutional Management.
  - (k) Desk top fan, ceiling fan and wall mounted air conditioner units and heaters must be dusted weekly using soap and water with a disposable colour coded cloth
  - (l) Lamps must be damp dusted daily and damp wiped weekly.
  - (m) Lights must be dusted monthly.
  - (n) Light switches must be damp wiped weekly.
  - (o) Mirrors must be polished with a glass cleaner daily and when necessary.
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- (p) Partitions must be spot cleaned as necessary. Clean washable surfaces monthly and clean glass with glass cleaner monthly.
  - (q) Picture frames must be dusted monthly and when necessary.
  - (r) Coded power skirting's must be dusted daily.
  - (s) Railings must be damp wiped weekly.
  - (t) All waste bins situated within the building must be emptied daily and washed weekly and where necessary using soap and water.
  - (u) Shelves that are empty must be damp dusted daily.
  - (v) Window sills must be damp dusted daily.
  - (w) When cleaning toilets check that sufficient toilet paper, hand soap and paper towels are available, if not report to the institutional management for replenishment.
  - (x) Toilet paper, sanitary towels holders for female toilets, hand soap, paper towel and waste disposable bin must be plastic bag lined accordingly.
  - (y) When so directed by the Institutional Management, the Contractor must move furniture and equipment for the purposes of cleaning and/re-location.
  - (z) The Service Provider must have a check list in consultation with the facility. This checklist must be completed and submitted to the Institutional Manager/Systems Manager on a daily basis.
  - (aa) Colour coded mops must be utilized. The colour coding is must be in line with the Institutional Infection Control guidelines.
  - (bb) Clean, damp dust patient lockers, beds, foot stool, drip stands, cardiac trolleys etc., daily and when discharging the patient.

**The Service provider shall be responsible for collecting and transport all health care risk, general waste and food waste to the facility storage area.**

**SERVICE PROVIDE SHALL BE RESPONSI**

### **MACHINERY AND MANNING REQUIREMENTS**

The bidder must itemise the machinery/other equipment that their company will utilise at the Facility to successfully execute the contract.

#### **DESCRIPTION ITEMS REQUIRED**

1. Two-way bucket system with wringer x3
2. Infection Control compliant Janitor Trolley x3

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3. Maslin mop x3
4. Stepladders x1
5. Wet floor signs x3
6. Industrial Vacuum cleaners and Wet vacuum pick up x1
7. Colour coded mops with yellow, white, red and blue handle (steel/metal) with detachable mop heads x4
8. Scrubbing machines and brushes/pads x2
9. Stripping machines and brushes/pads x2
10. Polisher and brushes (
12. Colour coded dusting cloths (yellow, red, blue and green)

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13. Window squeegees x2
14. Adjustable telescopic poles x2



**All bidders must note that cleaning equipment must be supplied by the service provide as the above list approved by Infection Prevention Control Policy Guidelines. Items that are not listed above, the service provide must provide the institution to ensuring proper cleaning is done to the facility.**

**THE SERVICES PROVIDE WILL HAVE TO PROCURE ITS OWN EQUIPMENT AND CLEANING MATERIAL**

**Cleaning material DESCRIPTION**

- 
1. All-purpose cleaner without ammonia
  2. Stripper without ammonia
  3. Buff spray
  4. Floor polish –non slip self-shine without ammonia
  5. Steelwool –scrub floor corners
  6. Red pad – shine floor
  7. Black pad - strip floor
  8. Maslin cloth – sweep floor
  9. Hand service cleaner
  10. Hypochlorite disinfectant 6g
  11. Floor Sealer
  12. Window cleaner
  13. Deo-block
  14. Germ Gel 25ℓ
  15. Probuff 20ℓ
  16. Cleaning Clothes
  17. Furniture polish
  18. Clear refuse bag
- TOTAL**

**All bidders must note that cleaning equipment must be supplied by the service provide as the above list approved by Infection Prevention Control Policy Guidelines. Items that are not listed above, the service provide must provide the institution to ensuring proper cleaning is done to the facility.**

**NB: Bidders to note:-**

- **Quantities are determined by the size of the each institution and that all products must be SABS approved**
- **All chemicals must be accompanied by material safety data sheet and comply with ISO 9001 requirements**

**PROTECTIVE CLOTHING**

The service provider must provide staff with uniform embroidered with company name, name tags, safety boots, safety shoes, gloves, masks, goggles, shoulder elbow length gloves, long sleeve disposable aprons, and wet floor sign.

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**PART TWO**

**2. CLEANING OF CLINIC OFFICES**

**HOURS OF ATTENDANCE (MUST BE MONDAY TO SUNDAY INCLUSIVE OF PUBLIC HOLIDAYS)**

Please refer to the Price Page for institution based hours of attendance which are subject to be reviewed with the institution concerned should such need arise.

***Lunch/ meals/ teas breaks will be negotiated with the Institutional Management. Hours of attendance stipulated above may change as a result thereof.***

The Service provider must ensure that they comply with Bargaining Council requirements.

The contractors or service provider must also provide the Bargaining Council Certificate to the Institutional Management.

**2.1 OFFICES**

a) Floor must be swept using damp mop daily and when necessary using soap and water. The floor must be moped using blue mop and janitor trolley.

~~b) Stripping and seal of floor must be done twice a year and when necessary using floor stripper without ammonia (SABS approved products).~~

c) Damp dust furniture once a week using disposable colour coded wiping cloth and furniture polish once a weekly

**CONTRACTOR WILL ALSO BE RESPONSIBLE FOR THE FOLLOWING DUTIES:-**

- **SERVING MEALS TO PATIENTS, WASHING PATIENTS UTINSELS AND CLEANING KITCHES AS PER INFECTION CONTROL GUIDELINES**
- **SLUICING OF PATIENTS LINEN**
- **OFFLOADING ANF LOADING PATIENTS LINEN**
- **TRANSPORTING PATIENTS MEALS FROM UMNGENI PHSYICHIATRIC HOSPITAL TO SIPHUTHANDO CLINIC ON WEEKENDS AND PUBLIC HOLIDAYS**

**TOTAL CALCULATIONS**

DESCRIPTION	TOTAL AMOUNT FOR 03 MONTHS	
LABOUR		
EQUIPMENTS		
CLEANING MATERIAL		

BID TOTAL: \_\_\_\_\_



Mrs. T. Zondi-Hlongwane

Senior Systems Management Officer

Northdale hospital