

## Quotation Advert

Opening Date:

Closing Date:

Closing Time: 11:00

### INSTITUTION DETAILS

Institution Name:

Province:

Department or Entity: Department of Health

Division or section: Central Supply Chain Management

Place where goods / services is required

Date Submitted

### ITEM CATEGORY AND DETAILS

Quotation Number:

Item Category:

Item Description:

### COMPULSORY BRIEFING SESSION / SITE VISIT

Select Type:

Date:

Time:

Venue:

QUOTES CAN BE COLLECTED FROM:

QUOTES SHOULD BE DELIVERED TO:

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

Name:

Email:

Contact Number:

Finance Manager Name:

Finance Manager Name:

MP Msomi

Finance Manager Signature:

No late quotes will be considered



DESCRIPTION: Cleaning of buildings & offices at Newcastle clinic - 7 months contract

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	01	Cleaning of buildings & offices at Newcastle clinic - 7 months contract				
		VALID BCCI				
		PRICE PER MONTH				
		NB: PREFERENCE WILL BE GIVEN TO PEOPLE RESIDING AT AMAJUBA DISTRICT PLEASE ATTACH PROOF THEREOF				
		NB: ONLY SWORN AFFIDAVIT ARE <del>TAKE</del> <sup>TAKEN</sup> FOR THE ALLOCATION OF POINTS NOT THE SIPRO GENERATED BEE CERTIFICATE				
		TOTAL PRICE FOR 07 MONTHS				
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: <u>NTC Mdluli</u> ..... Tel: <u>034-328 8201</u> .....</p> <p>E-Mail Address: <u>Nhlakanipho.Mdluli@kznhealth.gov.za</u> .....</p>	<p><b>Enquiries regarding technical information may be directed to:</b></p> <p>Contact Person: <u>S Mtyawazo</u> ..... Tel: <u>034-328 8014</u> .....</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 [redacted] take place
- (ii) Date [redacted] / [redacted] / [redacted] Time [redacted]:[redacted] Place [redacted]

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. 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:

	POINTS
PRICE	80
B-BBEE STATUS LEVEL OF CONTRIBUTOR	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:

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

- 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 applicable box**

(Tick

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

9. **DECLARATION WITH REGARD TO COMPANY/FIRM**

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

9.2 VAT registration number:.....

9.3 Company registration number:.....

9.4 **TYPE OF COMPANY/ FIRM [TICK APPLICABLE BOX]**

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

9.5 **DESCRIBE PRINCIPAL BUSINESS ACTIVITIES**

.....  
.....

9.6 **COMPANY CLASSIFICATION [TICK APPLICABLE BOX]**

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

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

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

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

<p><b>WITNESSES</b></p> <p>1. ....</p> <p>2. ....</p>
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<p>..... <b>SIGNATURE(S) OF BIDDERS(S)</b></p> <p><b>DATE:</b> .....</p> <p><b>ADDRESS</b>..... ..... .....</p>
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## SPECIFICATION

### SECTION 1: SERVICE: CLEANING OF BUILDING AND OFFICES: PERIOD OF CONTRACT – 7 Months

#### A. CLEANING OF HOSPITAL BUILDINGS AND OFFICES SPECIFICATION: NEWCASTLE CLINIC

**HOURS OF ATTENDANCE MUST BE MONDAY TO SUNDAY INCLUSIVE OF PUBLIC HOLIDAYS AND MONDAY TO FRIDAY EXCLUSIVE OF PUBLIC HOLIDAYS IN OFFICES AND AS AND WHEN SPECIFIED BY THE INSTITUTION.**

Monday to Sunday (Day shift) :07h00 to18h00 (Subject to be review with management of each institution)

Monday to Sunday (Night shift) :18h00 to 6h00 (Subject to be review with management of each institution)

Monday to Friday (Day shift) :07h00 to16h00 (Subject to be review with management of each institution)

**Total number of personnel required : (Monday to Sunday – Day shift) = 2**

**Total number of personnel required : (Monday to Sunday - Night shift) = 1**

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**Grand total required per each day = 3**

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

**Note: The allocation of staff will form part of the service level agreement and will be signed off by the service provider prior the commencement date of the contract.**

#### 1. CLEANING OF BUILDING/S AND ITS CONTENTS

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

##### 1.1. BUILDINGS

1.1.1. 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.

1.1.2. All floors must be swept, vacuumed and/or mopped and the surfaces of all furniture and equipment, chalkboard/whiteboard rails and low window ledges damp dusted.

1.1.3. Internal walls must be cleaned immediately when visible soiled and quarterly deep damp dusted down using a cleaning detergent and dried, in line with the current infection control (IPC) practices, Health and safety regulations and National Core Standards prescripts as mentioned below:

- a) **High level damp 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. Cleaning of all high windows above 2 metres with water or cleaning chemical once every two weeks.

**NB: Use adjustable window squeegee to avoid Injury On Duty (IOD) by unsafe climbing.**

- b) 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.
- c) Name plates, window handles, window regulators, chrome plated and aluminium/copper/brass door handles must be damp dusted **DAILY** and when necessary and polished with a cleaning detergent once a month.
- d) All inside facing windows and window panes and where possible outfacing windows and window panes must be cleaned using a cleaning detergent on a monthly basis. The contractor must adhere to Health and Safety Regulations.
- e) All curtains must be taken down and delivered to laundry for washing and hung back to their rails after washing when necessary and must form part of the service level agreement.
- f) Door mats must be dusted out daily and when necessary.
- g) Carpets must be vacuumed daily and when necessary. Spots and stains must be removed as necessary. Deep and restorative cleaning of carpets by shampooing/steam cleaning/dry cleaning must be undertaken every six months.
- h) Ground level concrete brick surfaces and paving of entrances, foyers and passage ways must be swept daily using maslin mop, double bucket system and litter must be removed daily and immediately and when necessary.
- i) Blocked waste pipes, manholes, catch pits, traps, washbasins, urinals, cisterns, leaking taps and toilet bowls must be immediately reported to the Maintenance Engineer of the Institution in writing and verbal and follow up must be made.
- j) All rain water gutters, open drains and manholes, adjoining the building must be kept free of soil, debris, refuse and other obstructions by checking daily, clearing weekly and when necessary and cleaning weekly.

**Note: Cleaning Company must adhere to Health and safety regulations and current IPC Practices and National Core Standards prescripts.**

## **1.2. VERANDAS**

Verandas must be swept and moped daily and when necessary, polished monthly or as when necessary and buffed daily stripping must be done twice a year (6 months).

## **1.3. FLOOR SURFACES**

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

1.3.1.1. 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 or when necessary.

1.3.1.2. 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 and mopped daily.

### **1.4. WARDS.**

1.4.1. Floor must be swept using maslin mop daily and when necessary. The floor must be mopped using equipment approved by the IPC guidelines.

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

1.4.3. Damp dust furniture daily using disposable colour coded wiping cloth with water and detergent.

### **STRICT ADHERENCE TO IPC STANDARDS AS PER IPC GUIDELINES**

### **1.5. HIGH CARE AND THEATRE**

1.5.1. Mop floor twice a day and after each case using detergent and water or other approved ammonia free detergent.

1.5.2. Scrubbing entire theatre on weekly basis, walls, windows, window surfaces, drip stands, ceiling, lights, handles, door handles including all and when necessary.

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

### **1.6. ISOLATION WARD OR UNIT**

1.6.1. Mop floors twice daily and after each operation/termination using detergent and water or other approved ammonia free detergent.

1.6.2. Scrubbing entire ward on daily basis or as when necessary, walls, windows, window surfaces, drip stands, ceiling, lights, handles and door handles.

1.6.3. Terminal cleaning using disinfectant chemical and when necessary.

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

### **1.7. OPD WARD**

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

- 1.7.2. 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 and etc.
- 1.7.3. Furniture must be damp dusted using disinfectant chemicals once a day and when necessary.
- 1.7.4. Furniture must be damp dusted using disinfectant chemicals once a day and when necessary.

## **1.8. TOILETS, BATHROOMS AND CHANGEROOMS**

### **1.11.1. Basins/Hand basins**

- 1.8.1.1. Daily, clean with hard surface cleaner without ammonia (SABS approved) and rinse using a green disposable colour coded cloth.
- 1.8.1.2. On a weekly basis and when necessary remove mineral deposits and other foreign bodies and all the drains must be flushed down according to Infection Control protocol.
- 1.8.1.3. Regular checking and reporting on functionality of basins.

### **1.8.2. Baths**

- 1.8.2.1. Clean with a (SABS) approved bath cleaner without ammonia daily and when necessary using IPC guideline.
- 1.8.2.2. Bathroom must be cleaned using detergent and water daily and when necessary.
- 1.8.2.3. The inside of the cistern is scrubbed using a brush then water is flushed to allow entry of clean, rust free water into the cistern.

### **1.11.3. Lavatories including urinals**

#### **1.11.3.1. Toilets**

- 1.11.3.1.1. 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.
- 1.11.3.1.2. Damp dust the toilet pipes daily.
- 1.11.3.1.3. 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.
- 1.11.3.1.4. Toilet surface must be steam clean. Deep cleaning must be done during night duty under supervision.
- 1.11.3.1.5. Each toilet should have a dedicated toilet brush.

#### **1.11.4. Urinals**

1.11.4.1. Remove any visible blockage in urinal/s twice daily and when necessary. Damp dusts wipes and dry pipes and flushing mechanisms.

1.10.4.2. Maslin mop step of floor at urinal with recognised disinfectant twice daily or as when necessary.

1.10.4.3. Remove mineral deposits from gullies and drains weekly using a recognised disinfectant.

1.10.4.4. Mop daily using detergent and water. Seats must be wet wiped and lid, cistern, pipes twice a day and when necessary.

#### **1.10.5. Sinks**

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

#### **1.10.6. Showers**

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. **Ensure that shower heads and bases are cleaned and functional.**

**Note: Duty sheets must be signed by the supervisor in each visit indicating the intervals of cleaning conducted per day and must be kept in a visible place for monitoring purposes.**

### **1.11. CLEANING OF OFFICES**

1.11.1. Floor must be swept using damp mop daily and when necessary using detergent and water. The floor must be moped using blue mop and janitor trolley and according to strict adherence to IPC Guidelines.

1.11.2. Stripping and seal of floor must be done on a quarterly basis and when necessary using floor stripper without ammonia (SABS approved products).

1.11.3. Damp dust furniture daily using disposable colour coded wiping cloth and furniture polish daily.

## **2. HYGIENE SERVICES**

2.1. Provision and Maintenance of a hygiene service and consumables as per specification.

2.2. Provision of a daily cleaning service for ablution facilities and toilets as per attached specifications.

## **3. SPECIFICATIONS OF SANITARY/HYGIENE SERVICES REQUIRED**



### 3.1. Detergent Dispensers

- 3.1.1. Supply non-allergenic, sanitising detergent with good lather in 750ml spray bottle.
- 3.1.2. Detergent bottles must be supplied by Service Provider
- 3.1.3. Detergent dispensers to be checked on a daily basis by the Service Provider. Replacement bottle to be installed as required.
- 3.1.4. Discard the spray detergent bottle.
- 3.1.5. Supplies to be in original containers.
- 3.1.6. No decanting, should decanting take place bottles must be labelled in easy-to-read letters stating content, dilution, instructions for use, instructions for preparation of detergent.

### 3.2. Toilet Roll Dispensers

**(N.B. Toilet Rolls to be supplied by the Department)**

- 3.2.1. Replacement of roll dispenser as required. Dispensers must be checked every two hours or when necessary and re- filled by the Service Provider.

### 3.3. Paper Towel Dispensers

- 3.3.1. Unit to be manufactured from stainless steel.
- 3.3.2. Dispensers must be checked every two hours and when necessary and re-filled by the Service Provider.

### 3.4. Garbage Holders

- 3.4.1. Service Provider to supply transparent and red plastic bin liners to relevant stainless steel pedal bins.

### 3.5. Air freshener Dispensers for Ablutions and Toilets

- 3.5.1. Service provider to supply air fresheners for the dispensers
- 3.5.2. Dispensers to be checked daily and when necessary and re-filled by the service provider.

### 3.6. Quadro San Sanitiser for Urinals

- 3.6.1. Service provider to supply sanitiser liquid for dispensers.
- 3.6.2. Dispensers to be checked daily and when necessary and re-filled by the service provide

**Note: All bidders must note that hygiene services must be supplied by the service provider as per the above list approved by Infection Prevention Control Policy Guidelines.**

## 4. OTHER SERVICE

- (a) Banisters/hand rails – damp dusted weekly using detergent 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 detergent and water with a disposable colour coded cloth.
- (e) All litter must be cleared from the unit to the intermediate storage area on a regular basis.
- (f) Areas within the courtyards must be swept on a daily basis or when necessary and wash with disinfected daily.
- (g) Desks - natural/sealed wood must be damp dusted daily and polished regularly.
- (h) Door - finger marks on glass and push plates in doors must be removed regularly.
- (i) Door knobs and handles must be damp wiped with detergent and water and dried regularly.
- (j) Hand-rails on/in escalators/lifts must be damp dusted daily. The side panels must be damp dusted weekly using detergent and water.
- (k) Fan, ceiling fan and wall mounted air conditioner units and heaters must be dusted weekly using detergent 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 daily.
- (o) Mirrors must be polished with a glass cleaner daily and when necessary.
- (p) Partitions must be spot cleaned as necessary. Clean washable surfaces monthly and clean glass with glass cleaner monthly.
- (q) Picture frames and laminated photo frames must be dusted weekly 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 and washed daily using detergent 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 detergent and paper towels are available, if not report to the institutional management for replenishment on a regular basis.
- (x) Toilet paper, sanitary towels holders for female toilets, hand detergent, paper towel and waste disposable bin must be lined in RED plastic bag inline to IPC guidelines.
- (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 timeously and submitted to the Institutional Manager/Systems Manager on a daily basis.
- (aa) Colour coded metallic mops must be utilized. The colour coding 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.
- (cc) The service provider shall be responsible to clean trolleys when done collecting.
- (dd) **Cleaning of the kitchenette, dishes and utensils in the ward immediately after patients have finished their meals.**

**Note: The Service provider shall be responsible to collect and transport all health care risk waste, general waste and food waste to the facility appropriate storage areas.**

## **5. MACHINERY AND MANNING REQUIREMENTS**

The service provider must provide their own equipment, cleaning material and protective clothing. The bidder must itemise the machinery/other equipment that the company will utilise at the Institution/facility to successfully execute the contract.

ITEM	DESCRIPTION	QTY
1.	Two way bucket system with wringer not to be shared	2
2.	Janitor Trolley with accessories	1
3.	Maslin mop not to be shared	2
4.	Stepladders (short, medium and long)	1 each
5.	Wet floor signs/ caution floor signs	2
6.	Industrial vacuum cleaners and wet vacuum pick up (wet and dry Vacuum cleaner) can be shared	1
7.	Colour coded mops (yellow, white, red, white and blue). Steel/metal with detachable mop heads not to be shared	10
8.	Floor Polisher/Scrubbing/Stripping machine can be shared brush not to be shared	1
9.	Colour coded dusting cloths (yellow, red, blue, green, white ) 5 of each not to be shared	10
12.	Hose pipes can be shared	1
13.	Colour coded dusting buckets 4 of each colour green yellow ,blue red	12
15.	Window and floor squeegees can be shared share	2
16.	Adjustable telescopic poles	1
17.	Spray bottles for decanting to be labelled accordingly depend on the detergents and floor polish you have but cannot be shared	X
18.	Stripping and sealing	X
19.	Buffing pads 4 red and 4 black	8
20.	Viper machine	X
21.	Brooms for courtyards and verandas'	X
22.	Floor polish applicator	X
23.	Lamp wool applicator	X
24.	Feather dusts (long), duck brooms no need in wards	X
25.	Damp dusting cloths same as number 9	X
26.	Mop sweeper and soft platform brooms I think same as number 4	X
27.	Cleaning clothes (green, yellow, blue, red)same as 9	X
28.	2 litre bucket for cleaning high level areas	X
29.	Dust pans	2

**NOTE: THE SERVICE PROVIDER MUST PROCURE ITS OWN EQUIPMENT AND CLEANING MATERIAL**

***All bidders must note that cleaning equipment must be supplied by the service provider and must comply with Infection Prevention Control Policy Guidelines.***

## 6. CLEANING MATERIAL

The bidder must itemise the material that the company will utilise at the Institution/facility to successfully execute the contract.

ITEM	DESCRIPTION	
1.	All-purpose cleaner without ammonia	X
2.	Stripper without ammonia	X
3.	Buff spray	X
4.	Floor polish- non slip, self-shine without ammonia	X
5.	Steel wool/ scrub floor cornes	X
6.	Red pad- shine floor	4
7.	Black pad –strip floor	4
8.	Maslin cloth- sweep floor	4
9.	Hand service cleaner	X
10.	Hypochlorite disinfectant 6g	4 bags
11.	Floor sealer 25lt	
12.	Window cleaner 25lt	X
13.	Deo- block	X
14.	Germ Gel 25lt	X
15.	Probuff 20lt	X
16.	Toilet bowl cleaner 25lt	X
17.	Furniture polish and air freshener	X
18.	Clear refuse bags	X
19.	Disinfectant detergent	X
20.	Chlorine disinfectant (equivalent to biocide)	X
21.	Bath tub washbasin cleaner ammonia free	X
22.	Polythene sanitise and deodorised she bin liners	X
23.	Liquid soap 25lt	X
24.	Handy Andy 25lt	X
25.	Toilet sprays each toilet to have one	X

## 7. UNIFORM AND PROTECTIVE CLOTHING

Staff uniform must be supplied on an annual basis. Service provider must ensure each staff is provided with the following:

- a) Uniform embroider with company name/ logo (bright colour recommended);
- b) Name tag with full description of staff identity ;water resistant
- c) Safety boots and safety shoes; with thick rubber sol
- d) Non-sterile and sterile gloves, shoulder elbow length gloves;
- e) Dust masks and N95 respirator/ surgical masks to be used on critical wards and theatres;
- f) Goggles;
- g) Long sleeve disposable aprons/ plastic aprons (red, yellow, blue and white).
- h) Domestic gloves 2 pairs per person
- i) Heavy duty gloves 1 pair per person
- j) No torn and dirty uniform to be worn

**Note:** a) *Bidders must note that cleaning equipment and machinery must be supplied by the service provider as approved by Infection Prevention Control Policy Guidelines, Health and Safety Act and National Core Standard.*

b) *Quantities are determined by the size of each institution and that all products must be SABS approved.*

c) *All chemicals must be accompanied by material safety data sheet and comply with ISO 9001*

*requirements.*

- e) *Items not listed above, the Service provider must provide institution with good quality products to ensure that proper cleaning service is provided to the Institution.*
- f) *Pre-medical exams must be done prior to employment, before commencing the duties and staff must be immunised against hepatitis B and A at bidders cost.*
- g) *Planned maintenance plan must be made available and machinery must be maintained as per the maintenance plan.*
- h) *Staff must be trained before the commencement date of the contract on the use of cleaning equipment, chemicals and cleaning procedures. Refresher training should be done on quarterly basis, no untrained staff will be authorised to clean the Hospital.*
- i) *Provision of relief staff shall be at the Service Providers expense.*
- j) *Staff to be done screening and vaccination with ATT before commencing of duty, no staff will be allowed on site without proof of screening ,arrangement to be made by service provider to do such at his or her cost.*
- k) *Head of mobs and dusting clothes to be changed regular before they can be so old and to dirty*
- l) *Staff attitude to be emphasised it cannot be tolerated as we are working with the public.*
- m) *No drinking alcohol at work place or within working hours*