



Quotation Advert

Opening Date: 15/02/2023
Closing Date: 22/02/2023
Closing Time: 11:00

INSTITUTION DETAILS

Institution Name: Ngwelezane Hospital
Province: KwaZulu-Natal
Department of entity: Department of Health
Division or section: Central Supply Chain Management
**Place where goods/
service is required:** NGWELEZANA HOSPITAL
Date Submitted: 15/02/2023

ITEM CATEGORY AND DETAILS

Quotation number: ZNQ: NGW1477/22-23
Item Category: Goods
Item Description: 12 MONTHS CLEANING CONTRACT FOR BRACKENHAM CLINIC WITH PERSONNEL AND CLEANING MATERIAL
Quantity (if supplies): 03 PEOPLE

COMPULSORY BRIEFING SESSION / SITE VISIT

Select Type: Not applicable
Date: N/A
Time: N/A
Venue: N/A

QUOTES CAN BE COLLECTED FROM: NGWELEZANA HOSPITAL SCM EMAIL/ WEBSITE

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

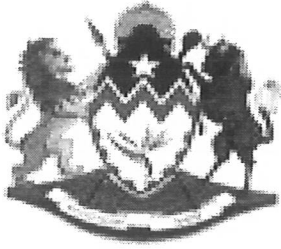
ENQUIRIES REGARDING ADVERT MAY BE DIRECTED TO:

Name: MANDISA NTSHANGASE / N.S MNGOMEZULU

Email: Mandisa.Ntshangase@kznhealth.gov.za
7180

Contact number: 035 901 7228/

Finance Manager Name: TV NXUMALO **Finance Manager Signature**



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

NGWELEZANA HOSPITAL

ZNQ – NGW1477/22-23

ITEM : 12 MONTHS CLEANING CONTRACT FOR BRACKENHAM
CLINIC WITH PERSONNEL AND CLEANING MATERIAL

Closing Date & Time : 22 FEBRUARY 2023 @ 11 A.M
Contract Period : 12 MONTHS
Validity Period : 60 DAYS
Contact Person : M NTSHANGASE/ 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

NAME OF TENDERER: _____

CENTRAL SUPPLIERS DATABASE REGISTRATION (CSD)
NO.: _____

GENERAL CONDITIONS OF CONTRACT

NOTES

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid/quotation documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

1 Definitions

The following terms shall be interpreted as indicated:

- 1.1. "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.
- 1.2. "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- 1.3. "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
- 1.4. "Corrupt practice" means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
- 1.5. "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
- 1.6. "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
- 1.7. "Day" means calendar day.
- 1.8. "Delivery" means delivery in compliance of the conditions of the contract or order.
- 1.9. "Delivery ex stock" means immediate delivery directly from stock actually on hand.
- 1.10. "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
- 1.11. "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA
- 1.12. "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13. "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14. "GCC" means the General Conditions of Contract.
- 1.15. "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16. "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17. "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18. "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19. "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20. "Project site," where applicable, means the place indicated in bidding documents.
- 1.21. "Purchaser" means the organization purchasing the goods.
- 1.22. "Republic" means the Republic of South Africa.
- 1.23. "SCC" means the Special Conditions of Contract.
- 1.24. "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.
- 1.25. "Written" or "in writing" means handwritten in ink or any form of electronic or mechanical writing.

2 Application

- 2.1. These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2. Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3. Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3 General

- 3.1. Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2. With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za

4 Standards

- 4.1. The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

5 Use of contract documents and information; inspection.

- 5.1. The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2. The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3. Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.
- 5.4. The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6 Patent rights

- 6.1. The supplier shall indemnify 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.

7 Performance security

- 7.1. Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.
- 7.2. The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3. The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
(a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
(b) a cashier's or certified cheque
- 7.4. The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

8 Inspections, tests and analyses

- 8.1. All pre-bidding testing will be for the account of the bidder.
- 8.2. If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3. If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4. If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5. Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6. Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7. Any contract supplies may on or after delivery be inspected, tested or analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.
- 8.8. The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9 Packing

- 9.1. The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 9.2. The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10 Delivery and documents

- 10.1. Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.
- 10.2. Documents to be submitted by the supplier are specified in SCC.

11 Insurance

- 11.1. The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

- 12 Transportation**
- 12.1. Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.
- 13 Incidental services**
- 13.1. The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
 - (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
 - (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
 - (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
 - (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the
- 13.2. Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.
- 14 Spare parts**
- As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:
- 14.1.
- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
 - (b) in the event of termination of production of the spare parts:
 - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.
- 15 Warranty**
- 15.1. The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.
- 15.2. This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.
- 15.3. The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.
- 15.4. Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.
- 15.5. If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.
- 16 Payment**
- 16.1. The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.
- 16.2. The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.
- 16.3. Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.
- 16.4. Payment will be made in Rand unless otherwise stipulated in SCC.
- 17 Prices**
- 17.1. Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.
- 18 Contract amendments**
- 18.1. No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.
- 19 Assignment**
- 19.1. The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.
- 20 Subcontracts**
- 20.1. The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.
- 21 Delays in the supplier's performance**
- 21.1. Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.
- 21.2. If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3. No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
- 21.4. The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

- 21.5. Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.
- 21.6. Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.
- 22 Penalties**
- 22.1. Subject to GCC Clause 25, 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. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.
- 23 Termination for default**
- 23.1. 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:
- if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
 - if the Supplier fails to perform any other obligation(s) under the contract; or
 - if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 23.2. 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. However, the supplier shall continue performance of the contract to the extent not terminated.
- 23.3. 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.
- 23.4. If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.
- 23.5. Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.
- 23.6. If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:
- the name and address of the supplier and / or person restricted by the purchaser;
 - the date of commencement of the restriction
 - the period of restriction; and
 - the reasons for the restriction.
- These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.
- 23.7. If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.
- 24 Anti-dumping and countervailing duties and rights**
- 24.1. When, after the date of bid, provisional payments are required, or antidumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him.
- 25 Force Majeure**
- 25.1. Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
- 25.2. If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.
- 26 Termination for insolvency**
- 26.1. The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.
- 27 Settlement of Disputes**
- 27.1. If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

- 27.2. If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
- 27.3. Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
- 27.4. Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
- 27.5. Notwithstanding any reference to mediation and/or court proceedings herein,
(a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
(b) the purchaser shall pay the supplier any monies due the supplier.
- 28 Limitation of liability**
- 28.1. Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;
(a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and
(b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
- 29 Governing language**
- 29.1. The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.
- 30 Applicable law**
- 30.1. The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
- 31 Notices**
- 31.1. Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice
- 31.2. The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.
- 32 Taxes and duties**
- 32.1. A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
- 32.2. A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
- 32.3. No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.
- 33 National Industrial Participation (NIP) Programme**
- 33.1. The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
- 34 Prohibition of Restrictive practices**
- 34.1. In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).
- 34.2. If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.
- 34.3. If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.

SPECIAL CONDITIONS OF CONTRACT

SCC

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.



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 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

- 1.1. The following preference point systems are applicable to invitations to tender:
- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
 - the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2. The applicable preference point system for this tender is the 80/20 preference point system.

1.3. Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4. The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and Specific Goals	100

1.5. Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

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

4. DEFINITIONS

- (a) "tender" means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) "price" means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) "rand value" means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) "tender for income-generating contracts" means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) "the Act" means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1. THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc}
 \text{80/20} & & \text{90/10} \\
 P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right) & \text{OR} & P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)
 \end{array}$$

Where

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

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc}
 \text{80/20} & & \text{90/10} \\
 P_s = 80 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right) & \text{OR} & P_s = 90 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right)
 \end{array}$$

Where

- P_s = Points scored for price of tender under consideration
- P_t = Price of tender under consideration
- P_{max} = Price of highest acceptable tender



4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.

The specific goal/s allocated points in terms of this tender	Number of points allocated (80/20 system)	Number of points claimed (80/20 system)
Promotion of enterprises located in a specific region for work to be done or services to be rendered in that region	20	

DECLARATION WITH REGARD TO COMPANY/FIRM

- 4.3. Name of company/firm: _____
- 4.4. Company registration number: _____
- 4.5. TYPE OF COMPANY/ FIRM [tick applicable box]
- Partnership/Joint Venture / Consortium
 - One-person business/sole propriety
 - Close corporation
 - Public Company
 - Personal Liability Company
 - (Pty) Limited
 - Non-Profit Company
 - State Owned Company

- 4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I 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 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
 - iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering 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 tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted 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, if deemed necessary.

SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME: _____

DATE: _____

ADDRESS: _____

Technical Evaluation / Functionality Criteria

No.	EVALUATION CRITERIA	WEIGHTING	SCORING (FOR OFFICIAL USE)
1.	COMPANY EXPERIENCE	20	
1.1	<p>Years of experience in cleaning services</p> <ul style="list-style-type: none"> ○ 3 Years or more : 20 Points ○ Less than 3 years : 10 Points ○ No proof of experience : 0 Points <p>Returnables:</p> <ol style="list-style-type: none"> 1. Detailed company profile demonstrating proven experience. 2. Attach letter, contract or service level agreement for at least two traceable trade <p>References to support your experience</p>	20	
2.	FINANCIAL CAPACITY	30	
2.2	<p>Financial Capacity: Submit Letter of Good Standing from the bank indicating turnover in the past 6 months (NB: Not the current bank balance). This is to demonstrate financial capabilities of the applicant to effectively and efficiently execute the contract: Turnover amounts are scored as follows:</p> <ul style="list-style-type: none"> ✓ R300,000.00 or more for the past 6 months : 30 Points ✓ Less than R300 000.00 for the past 6 months : 15 Points ✓ No proof/letter of turnover : 0 Points 	30	
3.	LOCALITY	40	
3.1.	<p>PROOF OF LOCAL BUSINESS ADDRESS</p> <ul style="list-style-type: none"> • Head Office in within the District : 40 points • Regional/Branch Office in Other KZN Districts: 20 Points • No proof of offices in KZN : 0 points <p>Returnables:</p> <ol style="list-style-type: none"> 1. Utility Bill / Lease Agreement for the company with Business Address / Letter from the Municipality LED Unit 	40	
4.	ROLL-OUT PLAN	10	
	<p>Detailed roll-out plan on how to execute the contract</p> <ul style="list-style-type: none"> • Project rollout activities: 10 Points • Project initiation activities: 5 Points • Key Milestones and other activities: 5 Points 		
<p>MINIMUM QUALIFYING SCORE(A Bidder that fails to obtain the 70 minimum qualifying score for functionality as indicated in the bid document is not an acceptable tender and will not proceed to the next phase 4 for Price and Preference Points System).</p>			

NGWELEZANA HOSPITAL CLINICS



CLEANING AND DOMESTIC OUTPUT SPECIFICATION

2023/2024

**NGWELEZANA HOSPITAL – CLINICS CLEANING AND DOMESTIC OUTPUT
SPECIFICATION**

INDEX

CLEANING AND DOMESTIC SPECIFICATION

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Appendices:-

Appendix 1 – Service Standards

Appendix 2 – Equipment and materials

Appendix 2 - Staffing

NGWELEZANA HOSPITAL –CLINICS CLEANING AND DOMESTIC OUTPUT
SPECIFICATION

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:

“ Areas ”	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;
“ Access Times ”	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;
“ Cleaning Services ”	means the cleaning and domestic service to be provided by Project Company pursuant to this Service level Specification;
“ Clinical Areas ”	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;
“ Control of Consumables ”	means the control of consumable materials in accordance with the provision of section 9 of this Service Level Specification;
“ Control of Materials and Equipment ”	means the control of materials and equipment in accordance with the provisions of section 10 of this Service Level Specification;
“ Cleaning Site ”	means the Ngwelezana clinic Premises;
“ Fouled and Infected Linen ”	shall have the meaning ascribed to it in the Linen and Sluice Room Service Level Specification;
“ General Services ”	means the general and ad hoc services to be provided by Project Company pursuant to section 5 of this Service Level Specification;
“ Ngwelezana hospital’s Employees ”	Means employees employed by the Department, or the Ngwelezana hospital (as the case may be) to provide the Clinical Services at the clinic Premises.
“ Materials ”	means those products necessary for the provision of the Cleaning Services;

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“Non-Clinical Areas”	mean all areas at the Cleaning Site not included under the category of Clinical Areas;
“Service Standards”	means the standards set out at Appendix 1;
“Scheduled Times”	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;
“Specialist Cleaning Services”	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;
“Staff”	means those persons engaged or employed from time to time by Project Company to carry out the Cleaning Services;
“Clinic Duties”	means the clinic duties to be carried out by Project Company in accordance with section 4 of this Service Level Specification;
“Waste Removal”	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;
“Window Cleaning”	Shall mean the Window Cleaning Services in accordance with the provision of section 7 of this Service Level Specification.
“Security guard house”	means a building used to house personnel and security Equipment.

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 Project shall provide the Cleaning Services to the clinic emergency departments and central delivery unit 12 hours a day every day of each year.

Day Shift : Shall be determined by the operational managers

Lunch /meals/tea breaks will be negotiated with the Clinic 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;

**NGWELEZANA HOSPITAL –CLINICS CLEANING AND DOMESTIC OUTPUT
SPECIFICATION**

(b) The Service Standards.

NGWELEZANA HOSPITAL - CLINICS CLEANING AND DOMESTIC AND OUTPUT SPECIFICATION

3.0 CLEANING SERVICES

3.1 Project 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 clinics processes in all Areas are not adversely affected by the Cleaning Services;
- (c) comply with the standards laid down by Ngwelezana clinics in the cleaning of aseptic areas;
- (d) Comply with National Core Standards and ideal clinic requirements.
- (e) ensure staff working in Clinical Areas receive training for working in such Clinical Areas; Proof of training to be provided at all times
- (f) ensure safe working practices are followed in public areas, clinical areas and corridors;
- (g) 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
- (h) Provide the routine Cleaning Service to the Areas during the Access Times set out below provided that the Ngwelezana clinics may require more detailed access times in writing prior to the commencement date of the Cleaning Services.
- (i) All staff must have signed working schedule displayed in sluice rooms.
- (j) When cleaning the Project Company must move furniture to clean underneath and behind once a week.
- (k) Colour coded mops, cloths, plastic aprons and buckets must be utilized. The colour coding will be established by Ngwelezana hospital.
- (l) Staff shall be in full clean uniform and wear name badge at all times. Name badges will be issued by Ngwelezana at a cost to the Project Company
- (m) 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. **(Provide evidence)**
- (n) Comply with medical surveillance programme pre placement medical examination and vaccination against Hepatitis **(Provide evidence)**

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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.

4.0 CLINIC 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.

4.3 Cleaning of Consulting room and labour ward

- 4.3.1 Floors must be swept three times a day or as and when necessary using a soft mop or cloth sweeper.
- 4.3.3 Floors to be kept clean and shiny without scarf marks, dust and litter at all times.
- 4.3.4 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.
- 4.3.5 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
- 4.3.6 Name plates, window handles, window regulators, chrome plated and aluminum /copper/brass door handles/door knobs must be cleaned and kept shinning free of smudges and dust daily. Door finger marks on glass and push plates in doors must be removed daily.
- 4.3.7 All inside and outside facing window panes must be kept clean and free of dust on daily basis.

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- 4.3.8 All bins to be emptied and cleaned with water and detergent daily. They shall be free of water marks, rust and dust. They shall be disinfected once a week.
- 4.3.9 cloth upholstered chairs must be vacuumed fortnightly and sport cleaned as required.
- 4.3.10 Vinyl, leather upholstered and other chairs must be dusted daily and damp wiped at least once a week
- 4.3.11 curtains must be taken down for washing twice a year or if visible soiled.
- 4.3.12 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
- 4.3.15 Equipment and furniture to be cleaned weekly and when necessary

4.3.9 Toilets

Check list of the cleaning of toilets baths and urinals must done on daily basis and to be signed by Supervisor. 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

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 clinic 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, washing and ironing of linen
- (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

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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 according to specification 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 employees must be trained before commencement of duties

11.0 LIAISON

11.1 Service provider shall regularly liaise with:

- (a) the infection control officers and Ngwelezana clinics 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 clinic health and safety committee (as notified to Service provider from time to time) on the application of the Ngwelezana clinic's Health and Safety Policy; and the Ngwelezana clinic's operational manager.

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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.

1. Management and Administration

Item	Element
1.1	Access times to specific areas are adhered to within Scheduled Times.
1.2	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
1.2.1	Service provider shall regularly liaise with: <ul style="list-style-type: none"> (c) the infection control officers and Ngwelezana hospital departmental heads on: <ul style="list-style-type: none"> (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; (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's Systems Manager
1.3	Appropriate signage is used for warnings of wet floors, etc.

2. Equipment and Cleaning Procedures

Item	Element
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.
2.6.	Discard procedures are in place and applied in respect of disposable cleaning equipment.

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2.7.	Cleaning equipment and chemicals are clearly defined for specific usage.
2.8.	Cleaning equipment is clean and correctly stored.
Cleaning Materials	
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

Item	Quality Standards
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.
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 and computers 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 for 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

APPENDIX 2 EQUIPMENT AND MATERIALS

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

EQUIPMENT AND MATERIALS		Quantities - Minimum	Maximum
1.	Vacuum cleaner 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	01	01
2.	Floor scrubber and polisher Complete with solution tank, disc drive and scrubbing brush	01	01
3.	High speed Burnishing machine Type 1 corrosion resistance, acid and alkali proof, Motor 1100Kw, current 5Amps, speed 1450 rpm, cable length 12mtr, Net weight 46KG	01	01
4.	Double Mop unit 30 liter 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	02

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5.	Steel wringers	1 per mopping system on daily basis	02
6.	Wet floor signs	2	03
7.	Colour coded mop clips	01	04
8.	Colour coded metal mop sticks/grips	01	04
9.	Spray bottles with triggers	01	02
	Materials		
	Colour coded micro fiber cloths (yellow, red, white and blue)	1 Packet for each colour	2 Packets for each colour
	Colour coded plastic apron	1 Pack of Aprons	3 Packs of Aprons
	Colour coded mops – (Yellow, Red ,Blue ,White)	1 Yellow 1 White 2 Red 2 Blue	2Yellow 2White 4Red 4 Blue
	Static mop	1 per cleaner on daily basis	
	Hard broom	1	1
	Protective clothing	2	5
	Clear refuse bags 30 micron	Each -1000	3000
	Yellow household gloves	3 Pair	5 Pair
	Scourers, hand pads, steel wool, machine pads, scrubbing brushes, surgical gloves		
	Heavy duty gloves		
	Dust masks	01 Pair	1 Pair
	Chemicals	1 Box	1 Box
	Floor stripper		
	Floor Polish- Description High solid , acrylic, self-shinning floor dressing ,which is extremely hard wearing and slip resistant	50 Litres	100 Litres
	Properties : High solid 25%,Extremely durable ,Detergent resistant ,High Gloss as per gloss reader ,PH 8.5 – 9.5	50 Litres	100 Litres
	-Vision Gold		
	Floor hardener		
	Floor buffer		
	Detergents	01	01
	Disinfectants (Biocide)	25L	100L
	Furniture polish	500 (small packets)	1000 (Small packets)
	brasso	3 Tins	6Tins
		1 Tin	1 Tin

NB: The following material will be provided by the clinic

1.	<p>Janitorial trolleys With two spaces for mop sick and muslin tool, bin, two shelves spaces to put spray bottles at the top, closed shelf for cloths and plastic bags. The trolley must have 4 colour coded 2lt square hard plastic buckets (white, yellow, blue and red)</p>	1 trolley per cleaner on daily basis
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PROPOSED STAFF ESTABLISHMENT CLEANING FACILITY

FACILITY	CATEGORY	DAY SHIFT	COMMENTS
Brackenham clinic	Small	3	3X daily on duty for five days a week from 07h00 16h00 2X to start from 06h00 to 15h00 1 X to start from 07h00 to 16h00
Buchanana clinic	Medium	5	1 per shift for night duty from 19h00 to 07h00 4 for day duty always excluding relief , 2x to start from 06h00 to 15h00 daily and 2 from 10h00 to 19h00 .
Empangeni clinic	Medium	4	4 to be always on duty from 7h00 to 16h00 for seven days a week ,excluding relief 2Xto start from 06h00 to 15h00 2X to start from 07h00 to 16h00
Isiboniso clinic	Medium	3	3X to be always on duty from 7h00 to 16h00 for seven days a week, excluding relief 2x to start from 06h00 to 15h00 1x to start from 07h00 to 16h00
Khandisa clinic	Large	5	1 per shift for night duty from 19h00 to 7h00 and 4 for day duty seven days a week excluding relief , 2x to start from 7h00 to 15h00 daily and 2 from 10h00 to 19h00 .
Luwamba clinic	Small	2	2 to be always on duty from 7h00 to 16h00 Monday to Friday excluding relief 1x to start from 06h00 to 15h00 1x to start from 07h00 to 16h00

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Mabamba clinic	Medium	4	4 to be always on duty from 07h00 to 19h00 Monday to Friday(2 to start from 07h00 to 15h00 and 2 from 10h00 to 19h00), 07h00 to 16h00 Saturday, Sunday and public holidays, excluding relief.
Mandlanzini clinic	Small	3	3 to be always on duty for seven days a week excluding relief 2x to start from 06h00 to 15h00 1x to start from 07h00 to 16h00
Meerensee clinic	Medium	4	4 to be always on duty from 7h00 to 19h00 for seven days a week, 2 to start from 06h00 to 15h00, 2 from 10h00 to 19h00 ,excluding relief
Ngwelezana clinic	Large	5	1 per shift for night duty from 19h00 to 7h00 and 4 for day duty 7 days a week excluding relief , 2x to start from 06h00 to 15h00 daily and 2 from 10h00 to 19h00 .
Ntuzo clinic	Small	3	3 to be always on duty from 7h00 to 16h00 for seven days a week, excluding relief 2x to start from 06h00 to 15h00 1x to start from 07h00 to 16h00
Phaphamani clinic	Large	5	1 per shift for night duty from 19h00 to 7h00 and 4 for day duty 7 days a week excluding relief , 2x to start from 06h00 to 15h00 daily and 2 from 10h00 to 19h00 .
Richards Bay clinic	Medium	2	2 to be always on duty from 6h00 to 18h00, seven days a week excluding a relief
Thokozani clinic	Large	5	1 per shift for night duty from 19h00 to 7h00 and 4 for day duty 7 days a week excluding relief , 2x to start from 06h00 to 15h00 daily and 2 from 10h00 to 19h00 .
Umkhontokayise clinic	Small	2	2 to be always on duty from 7h00 to 16h00 Monday to Friday excluding relief 1x to start from 06h00 to 15h00 1x to start from 07h00 to 16h00
Total		55	

ANNEXURE A

PART A

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

PRICING SCHEDULE

NUMBER OF PERSONNELS REQUIRED = 4

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

Total of 12 personnel per month

R _____

2. Overheads and other cost (list breakdown of overheads)

R _____ Per Month

R _____

R _____

Total of 1 and 2

R _____ Per Month

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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.

