



07 APRIL 2026

**NOTICE TO TENDERERS NO. 1**

**TENDER NO: 178S/2025/26**

**DESCRIPTION: THE PROVISION OF A SPECIALIST SERVICE PROVIDER TO RENDER A FULL RANGE OF PATHOLOGY SERVICES FOR EMPLOYEES OF THE CITY OF CAPE TOWN**

**CLOSING DATE OF TENDER: 13 APRIL 2026**

**CLARIFICATION MEETING DATE: 26 MARCH 2026**

**TENDER BOX NUMBER: 192**

**Tenders should take note of the following:**

This "Notice to Tenderers" forms an integral part of the Contract and is to be bound into the Tender Document and returned with the tender submitted.

The purpose of this Notice is to provide additional information on the items listed below:

1. Non-Compulsory briefing session – minutes and Annexure 1 and Annexure 2;
2. Amendment of the Specifications relating to the turnaround time on test results.
3. Amendment to clause 6.2 KPI & Penalty Matrix of the Special Conditions of Contract to align with the specifications.

**1. Non-compulsory briefing session – presentation and minutes**

Your attention is specifically drawn to the attached minutes of the non - compulsory briefing session held on the 26 March 2026 at 10h00 am, with supporting annexures:

- Annexure 1: Tender\_Clarification\_178S/2025/26;
- Annexure 2: City of Cape Town Map with Occupational Health Centre Service Areas

**2. Amendment to Specifications:**

**Original Specifications: Turnaround times for tests:**

Turnaround times (from when the sample is taken until the results are received):  
Results for tests done must be available **(within 5 working days)**.

**Amendment to Specifications: Turnaround times for tests:**

Turnaround times for routine tests (e.g. FBC, U&E immunity/serology (from when the sample is taken until the results are received): Results for tests done must be available **within 3 working days**.

Turnaround times for biological monitoring /specialized tests (from when the sample is taken until the results are received): Results for tests done must be available **within 10 working days**.

3. **Amendment to clause 6.2 KPI & Penalty Matrix of the Special Conditions of Contract**

**Original clause 6.2 KPI & Penalty Matrix**

KPI No.	Key Performance Indicator	Target	Measurement Method	Penalty (Per Invoice)
1	Turnaround Time (TAT) for tests	≥ 95% within 2–5 working days	Collection date/time indicated on the specimen request form or City OHS register; and Result report date/time displayed on the laboratory result OR email timestamp when the result is sent; and/or	<95% but ≥90% = 2%; <90% = 4%
2	After-hours specimen collection availability (17:00–08:00, weekends & public holidays)	≥ 98% requests completed	After-hours call & service logs	3%
3	On-site specimen collection (routine ≤24h; urgent ≤4h)	≥ 95% compliance	Attendance logs & facility sign-off	2%
4	Result completeness (Name, Surname, ID, Staff No., Workplace)	100% complete	Audit sample of results	5%
5	Invoice accuracy & bi-weekly submission	100% accurate & on time	Invoice audit	5%
6	Specimen pick-up service (AA-rate only)	100% availability & compliance	The City's own record of the after-hours request (time request was made), and The result report confirming that the specimen was collected and processed.	2%
7	Phlebotomy Protocol compliance (Clause 37 of the SCC's)	Protocol submitted & adhered to 100%	Submission proof; quarterly audits	3%

**Amended clause 6.2 KPI & Penalty Matrix**

<b>KPI No.</b>	<b>Key Performance Indicator</b>	<b>Target</b>	<b>Measurement Method</b>	<b>Penalty (Per Invoice)</b>
<b>1</b>	Turnaround Time (TAT) for tests  (a) Routine tests(e.g. FBC, U&E immunity/serology)  (b) Biological monitoring /specialized tests	≥ 95% within 2-3 days working days  >95% within 7 - 10 working days	Collection date/time indicated on the specimen request form or City OHS register; and  Result report date/time displayed on the laboratory result OR email timestamp when the result is sent; and/or	<95% but ≥90% = 2%;  <90% = 4%
<b>2</b>	After-hours specimen collection availability (17:00–08:00, weekends & public holidays)	≥ 98% requests completed	After-hours call & service logs	3%
<b>3</b>	On-site specimen collection (routine ≤24h; urgent ≤4h)	≥ 95% compliance	Attendance logs & facility sign-off and result report	2%
<b>4</b>	Result completeness (Name, Surname, ID, Staff No., Workplace)	100% complete	Audit sample of results	5%
<b>5</b>	Invoice accuracy & bi-weekly submission	100% accurate & on time	Invoice audit	5%
<b>6</b>	Specimen pick-up service (AA-rate only)	100% availability & compliance	The City's own record of the after-hours request (time request was made), and  Attendance logs & facility sign-off confirming that the specimen was collected.	2%

<b>7</b>	Phlebotomy Protocol compliance (Clause 37 of the SCC's)	Protocol submitted & adhered to 100%	Submission proof; quarterly audits	3%
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Yours Faithfully,



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**For Director: Supply Chain Management**

**WRITTEN ACKNOWLEDGEMENT OF RECEIPT FOR 178S/2025/26 – NOTICE 1**

At ..... on this ..... Day of ..... 2026.

Signature: .....

Name of Signatory: .....  
(In ink and capitals)

TENDERER: .....  
(Legal Name of tendering entity in ink and capitals)