

Bid Specification for Planned Maintenance, Repair and Upgrade on Hamilton Liquid Handlers Equipment at Platteklouf (Western Cape), and Pretoria (Gauteng) Biology Laboratories for a period of two (2) years.

SYNOPSIS:

The Bid specification for Planned Maintenance, Repair and Upgrade of Equipment at Platteklouf (Western Cape) and Pretoria (Gauteng) Biology Section, Forensic Science Laboratories (FSL) of the South African Police Service (SAPS) for a period of two (2) years. It details the nature, quality and scope of the service to be provided.

Maintenance refers to all planned work done or service per set interval.

Repair refers to unplanned service and replacements / upgrades on equipment to maintain it in an operational condition.

Upgrade refers to software and computers required to bring the current equipment to operational condition and meet SAPS network security requirements

BID SPECIFICATION:

Services rendered has to comply with the specifications as set out in this bid document.

A bidder will be disqualified if the requested documentation is not supplied with this bid document.

The bid application must include a handwritten COMPLY or DO NOT COMPLY in all items under a lot bided for.

A bidder may bid for one- or more items as set in Section 3.

Do not leave blank spaces.

Do not make a tick (✓) or an (x), (Yes) or (No) on the compliance area.

All documentation must be provided in English

SAPS reserves the right to split the awarding of items specified in this bid.

Addresses where the services will be provided:

Gauteng:

730 Pretorius Street
Arcadia
PRETORIA

Western Cape:

47 Silwerboom Road
Platteklouf
CAPE TOWN

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#	Specifications	COMPLY/DO NOT COMPLY
1.	General requirements	
1.1	This agreement is valid for a period of 2 years (24 months) from the commencement date.	
1.2	Planned maintenance and repairs of Equipment shall only be performed after hours (after 16:00 on weekdays) or over weekends in consultation between the successful bidder and SAPS, FSL. There shall be no additional cost to SAPS, FSL for services rendered after hours and or weekends.	
1.3	The bidder will provide all parts and consumables as per service requirement or problem resolution requirement. Any hardware and software shall be upgraded to the latest available version upon replacement thereof.	
1.4	All parts needed should be readily available at all times (if shipment is required from abroad, it should not exceed 10 working days). If at any time a spare part is used, a new spare part with the same configuration or upgrade to better the system must be used. The latter must first be discussed with the end-user SAPS, FSL.	
1.5	No changes shall be made on any of the Equipment without the acknowledgement and consent from the SAPS, FSL. Change requests must be made in writing. The change request must include the reasons for change, cost of change, duration to implement the change and the impact of the change on operations and production.	
1.6	Repairs requested must be acknowledged within 4 hours, all faults must be resolved within 10 working days.	
1.7	The labour and call out fee for the respective laboratory must be included in all planned maintenance, calibration or repair. In instances where the services rendered required no spare parts, only labour hours and call out fee will be claimed. SAPS, FSL will not be held responsible for the transportation of contractors, subcontractors, any consumables and tools that the contractor or subcontractor may require in order to perform their duties.	
1.8	Meetings should be held between the bidder and the SAPS, FSL as required. These meetings shall serve as a platform for feedback and assistance for optimal equipment management and usage.	
1.9	Support staff resource must be supplied by the successful bidders and may be subjected to a vetting process. (An updated list may be requested as needed)	
1.10	The bidder shall take all necessary precautions to preserve the integrity of the SAPS, FSL data to prevent corruption or loss of such data. In the event of any loss of data, the bidder shall be held liable for all costs and damages associated thereof.	

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#	Specifications	COMPLY/ DO NOT COMPLY
1.11	Equipment data shall at all times remain confidential and the sole property of the SAPS, FSL and shall not be used by the contractor or sub-contractor for any purpose other than in accordance with the agreement. All data and software in the instrument will not be removed without authorization from SAPS, FSL, all data must be backed up.	
1.12	The bidder shall ensure compliance with all applicable confidentiality undertakings contained in this agreement and shall refrain from any action that may adversely affect the SAPS reputation or goodwill.	
2	Planned Maintenance and Repairs	
2.1	It is mandatory that after any work done on the equipment, the technician must ensure that all relevant tests/ checks pass as prescribed. Ensure that the equipment is decontaminated and suitable for intended operational use.	
2.2	Technicians entering the laboratory must submit their reference DNA samples to the Biology Section, FSL. This will be used for elimination purposes should contamination be detected at the Biology Section SAPS, FSL.	
2.3	All successful bidders' staff accessing the FSL will be required to be cleared by FSL security, sign in and out at reception upon every visit and agree to comply with all legislation that applies as well as to SAPS and FSL rules.	
2.4	The bidder must ensure strict compliance to all Occupational Health and Safety Act (Act no 85 of 1993) regulations, including the wearing of relevant Personal Protective Equipment and participating in emergency evacuations.	

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#	Specification				COMPLY/ DO NOT COMPLY
2.5	After each maintenance, a report is required in an Affidavit format. The format will be provided by Forensic Science Laboratory.				
2.6	The planned maintenance intervals must be performed as per section 3.				
2.7	The warranty period of all the items/work completed must be stated. If the problem recurs within 6 months, then the bidder must resolve the problem at their cost.				
2.8	The bidder must take note that the service rendered will be per SAPS-FSL need and is subjected to change.				
2.9	SAPS, FSL will remain the custodian of all passwords that allows access to the instrument configurations.				
2.10	The awarded bidder to allow SAPS, FSL to have unlimited access to all functionalities of the equipment.				
3	Analytical technologies involved	Number of Equipment per region			COMPLY/ DO NOT COMPLY
		GP	WC	Service intervals	
3.1	Equipment				
3.1.1	Hamilton Starlet Maintenance (ICN#9825T05071885) Repair (ICN#9825T05071888)	5	9	Bi-Annually	
3.1.2	Hamilton Starplus Maintenance (ICN#9825T05051521) Repair (ICN#9825T05051524)	3	2	Bi-Annually	
3.1.3	Hamilton Easy Punch Maintenance (ICN# 9825T05074664) Repair (ICN# 9825T05060140)	2	6	Bi-Annually	
3.1.4	Kube Plate Sealer Repair (ICN#9825T05060142)	6	14	As per need	
3.1.5	Hamilton Capper/De-Capper Repair (ICN#9825T05051536)	2	2	As per need	
3.1.6	Hamilton 2DBarcode Scanner Repair (ICN#9825T05051554)	4	2	As per need	
3.1.7	Data Collection Software (ICN#7030T05094268)	10	17	As per need	
3.1.8	Computer Accessories (ICN# 7045T05094269)	10	17	As per need	
3.2	Rates				
3.2.1	Labour rate/hour	ICN#9825T05088008			
3.2.2	Call out fee	ICN#9825T05088009			

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SPECIFICATION APPROVAL

The undersigned has reviewed and approved the specification of the Maintenance, Repair and Upgrade of Hamilton Equipment and agree with the approach it presents. Any changes to this specification will be coordinated with and approved by the undersigned.

Technical Manager

Signature:

J Col FG Mashau

Date:

2025-11-11

Print Name:

FG Mashau

Rank:

Colonel

DNA Process Manager

Signature:

D. Mthanduzi

Date:

2025-11-11

Print Name:

D. Mthanduzi

Rank:

Colonel

Section Head Biology

Signature:

Hlalele Fe

Date:

2025-11-11

Print Name:

HLALELE FE
BRIGADIER

Rank:

19/1/9/1/22TD(25) SS



DEVIATION SHEET: Bid 19/1/9/1/ 22TD (25)

To all bidders:

Please complete the deviation sheet for **all alternative or additional offers made.**

Please complete the deviation sheet for all paragraphs in the specification that you comment **"Do not comply"**

Specification paragraph:
<i>Reason:</i>
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<i>Offered:</i>
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Specification paragraph
<i>Reason:</i>
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DEVIATION SHEET: Bid 19/1/9/1/ 22TD (25)

Specification paragraph
<i>Reason:</i>
<i>Offered:</i>