

**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)

BID NUMBER:	SCMU3-25/26-0009-NMA	CLOSING DATE:	16 JULY 2025	CLOSING TIME:	11H00
DESCRIPTION	PROVISION OF CLEANING SERVICES FOR NELSON MANDELA ACADEMIC HOSPITAL FOR A PERIOD OF 36 MONTHS				
BRIEFING	COMPULSORY: 08 July 2025	VENUE:	MTHATHA RESOURCE CENTRE	TIME:	11:00AM

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)

Nelson Mandela Academic Hospital

Finance & SCM, Level 2 (2nd Floor)

Sisson street, Fort Gale

Mthatha

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		TECHNICAL ENQUIRIES MAY BE DIRECTED TO:	
CONTACT PERSON	MS N. MFENGUZA	CONTACT PERSON	MS N. MFENGUZA
TELEPHONE NUMBER	047 502 4518	TELEPHONE NUMBER	047 502 4518
FACSIMILE NUMBER		FACSIMILE NUMBER	
E-MAIL ADDRESS	nobuntu.mfenguza@ehealth.gov.za	E-MAIL ADDRESS	nobuntu.mfenguza@ehealth.gov.za

SUPPLIER INFORMATION

NAME OF BIDDER			
POSTAL ADDRESS			
STREET ADDRESS			
TELEPHONE NUMBER	CODE	NUMBER	
CELLPHONE NUMBER			
FACSIMILE NUMBER	CODE	NUMBER	
E-MAIL ADDRESS			
VAT REGISTRATION NUMBER			
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:	OR	CENTRAL SUPPLIER DATABASE No: MAAA

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
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QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE A BRANCH IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	<input type="checkbox"/> YES <input type="checkbox"/> NO
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.	

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PART B
TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE:

SCMU3-25/26 -0009- NMA

PROVISION OF CLEANING SERVICE AT NELSON MANDELA ACADEMIC HOSPITAL FOR THE PERIOD OF 36 MONTHS

DOCUMENT CONTROL SHEET

Revision			
Drafted By	Date:	Name: NMAH Ms N. Mbalo	Manager: Soft Services Signature: 
Reviewed By		Name: Ms N Mfenguza	Manager: SCM Signature: 
Approved By: Specification Committee		Name: Mr GS Tshaka	Clinical Support Manager Signature: 
Advert Approved By:	Date: 03/06/2025	Name: Ms C Mgiijima	General Manager: SCM Signature: 

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2. DEFINITIONS

The rules of interpretation and defined terms contained in the General Conditions of Contract (GCC) shall apply to this invitation to bid unless the context requires otherwise.

In addition, the following terms used in this invitation to bid shall, unless indicated otherwise, have the meanings assigned to such terms in the table below.

ECDoH	means the Eastern Cape Department of Health acting for and on behalf of the Eastern Cape Provincial Government;
Invitation to bid	means this invitation to bid comprising <ul style="list-style-type: none">• The cover page and the table of content and definitions• Part 1 which details the Conditions of Bid;• Part 2 which details the Conditions of Contract and Operational Requirements.• Part 3 Details of the bid strategy• Part 4 – Terms of Reference with specification and cost reduction strategy relating to the services• Part 5 – which contains all the requisites of bid forms and certificates As read with GCC – General Conditions of Contract
Services	means the services defined on the cover page of this invitation to bid and described in detail in the Terms of Reference;
Terms of Reference	means the Terms of Reference contained in Part 4 of this invitation to bid;

PART 1
Conditions of Bid

1. BACKGROUND AND INTRODUCTORY PROVISIONS

Refer to Part 3 of this invitation to bid for background and introductory information relating to the Services and this invitation to bid.

2. OFFER AND SPECIAL CONDITIONS

- 2.1 Without detracting from the generality of clause 2.2 below, bidders must submit a completed and signed Invitation to Bid form (SBD 1) and requisite bid forms attached as Part 5) with their bids. Bidders must take careful note of the special conditions.
- 2.2 **All bids submitted in reply to this invitation to bid should incorporate all the forms, parts, certificates and other documentation forming part of this invitation to bid, duly completed where required.**
- 2.3 **It is a requirement that bidders register on Central Supplier Database before submitting the bid and submit CSD documents. Failure to register may invalidate your bid.**
- 2.4 In the event that any form or certificate provided in Part 5 of this invitation to bid does not have adequate space for the bidder to provide the requested details, the bidder should attach an annexure to such form or certificate on which the requested details should be provided, and the bidder should refer to such annexure in the form or certificate provided.
- 2.5 The Director of the successful Service provider will be required to attend compulsory quarterly strategic meetings with the Facilities Management of the Hospital

2.6 Training Programs

The bidder must submit a comprehensive and detailed training programs within prescribed guidelines under the following categories

- Use of cleaning equipment
- Use of cleaning materials
- Use of disinfectants, including dilution.
- Use of detergents, including dilution.
- Implementation of infection control procedures including but not limited to personal protective equipment to be worn.

2.7 Contingency Plan

The successful bidder is required to render an un-interrupted service during:

- Strikes
- Leave and absenteeism
- Default of equipment

2.8 Recruitment Strategy

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A successful bidder to provide proof of registration with National Provident Fund Administration for contracted employees.

3. CLOSING TIME OF BIDS AND PROVISIONS RELATING TO SUBMISSION OF BIDS

- 3.1 The closing time for the receipt of bids in response to this invitation to bid is detailed on the cover page of this invitation to bid.
- 3.2 All bids must be submitted in a sealed envelope bearing the bid number, bid description and closing date.
- 3.3 All bids must be received before the closing time and date stipulated above and must be posted to or deposited in the bid box at the address detailed on the cover page of this invitation to bid.

4. ENQUIRIES

Should any bidder have any enquiries relating to this invitation to bid, such inquiries may only be addressed to the person/s detailed on the cover page to this invitation to bid at the number/s stipulated.

5. BID BRIEFING & SITE INSPECTION (COMPULSORY)

- 5.1 A compulsory site briefing meeting and site inspection will be held in respect of this invitation to bid. The details of the briefing and site inspection are set out on the cover page of this invitation to bid.
- 5.2 The purpose of the briefing meeting shall be to enable the prospective bidders to acquaint themselves with the requirements relating to the Service.
- 5.3 Bidders who attended the Compulsory Site Briefing will be required to sign the register and be issued with an attendance certificate stamped and signed by a departmental official.

6. TAX CLEARANCE

It is a requirement that bidders register on the Central Supplier Database before submitting the bid and submit proof of registration. Failure to register may invalidate your bid. Tax Clearance Compliance Verification will be done with the CSD.

7. PRICING

- 7.1 The bidder must submit details regarding the bid price for the Services on the Pricing Schedule form/s attached as Part 5 – Schedule C which completed form/s must be submitted together with the bid documents. **It is a requirement of this bid that the bid price be firm for the first year. Price adjustments will be allowed as per Consumer Price Index (CPI) for the other remaining period (where applicable).**
- 7.2 **Pricing must be stipulated INCLUSIVE OF VALUE ADDED TAX.**
- 7.3 It is an express requirement of this invitation to bid that the bidders provide some transparency in respect to their pricing approach. In this regard, bidders must indicate the basis on which they have calculated their pricing by completing all aspects of the Pricing Schedule form Part 5 – Schedule C.

8. DECLARATION OF INTEREST

The bidder should submit a duly signed declaration of interest (SBD 4) together with the bid. The declaration of interest is attached as Part 5 – Schedule D.

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9. QUALIFICATIONS OF BIDDERS

Bidders must submit detailed information including certified copies of certificates together with their bid of their experience in the relevant trade together with present contracts (description of contract, contract period, contact person and telephone numbers including cellular numbers). These details should be submitted together with the bid on the form attached as Part 5 – Schedule F. If no details are included in the bid, it would be accepted that the bidder does not have experience.

10. PARTNERSHIPS AND LEGAL ENTITIES

In the case of the bidder being a partnership, close corporation or a company all certificates (CK documents) reflecting the names, identity numbers and address of the partners, members or directors (as the case may be) must be submitted with the bid. These details should be submitted on the form attached as Part 5 – Schedule G.

11. CONSORTIUM/JOINT VENTURE

It is recognized that bidders may wish to form consortia to provide the Services. A bid in response to this invitation to bid by a consortium shall comply with the following requirements:

- 11.1 It shall be signed so as to be legally binding on all consortium members
- 11.2 One of the members shall be nominated by the others as authorized to be the lead member and this authorization shall be included in the agreement entered into between the consortium members;
- 11.3 The lead member shall be the only authorized party to make legal statements, communicate with the DOH and receive instructions for and on behalf of any and all the members of the consortium.
- 11.4 A copy of the agreement entered into by the consortium members shall be submitted with the bid.
- 11.5 Each party to the Consortium to submit a PROOF OF SPECIFIC GOALS claimed for separate bid.
- 11.6 **EACH PARTY TO THE CONSORTIUM MUST** submit COIDA valid letter of good standing and valid UIF letter of good standing. Failing to do so will invalidate the bid.

12. ORGANISATIONAL PRINCIPLES

The bidder should submit a clear indication of the envisaged authorized organizational principles, procedures and functions for an effective delivery of the required Service at the relevant Institutions with the bid. These details should be submitted on the form attached as Part 5 – Schedule H

13. DETAILS OF THE PROSPECTIVE BIDDERS NEAREST OFFICE TO THE LOCATION OF THE CONTRACT

The bidder should provide full details regarding the bidders nearest office to the Institutions at which the Services are to be provided (see Part 4 of this invitation to bid). These details should be provided on the form attached as Part 5 – Schedule I which completed form, must be submitted together with the bid.

14. FINANCIAL PARTICULARS

Bidders must provide full details regarding its financial particulars and standing, which particulars should be submitted together with the bid on the form attached as Part 5- Schedule J. If no such details are submitted it would be assumed that the bidder is not in good standing with his/her financial institutions and his/her bid will be regarded as non-responsive. Audited financial statements should carry a date stamp.

15. PREFERENCE POINTS CLAIM FORMS

Part 5 – Schedule K contains the Preference Points Claim Forms in terms of Preferential Procurement Regulations to be completed and signed by the bidder to the extent applicable and returned with this bid.

16. **VALIDITY**

Bid documentation submitted by the bidder will be valid and open for acceptance for a period of **120 (one hundred and twenty)** calendar days from the closing date and time stipulated on the front cover of this invitation to bid.

17. **ACCEPTANCE OF BIDS**

The State, the Eastern Cape Provincial Government and the ECDoH (as the case may be) does not bind itself to accept either the lowest or any other bid and reserves the right to accept the bid which it deems to be in the best interest of the State even if it implies a waiver by the State, the Eastern Cape Provincial Government or the ECDoH, (as the case may be) of certain requirements which the State, the Eastern Cape Provincial Government or the ECDoH, (as the case may be) considers to be of minor importance and not complied with by the bidder.

18. **NO RIGHTS OR CLAIMS**

18.1 Receipt of the invitation to bid does not confer any right on any party in respect of the Services or in respect of or against the State, the Eastern Cape Provincial Government or the ECDoH. The State, the Eastern Cape Provincial Government and the ECDoH (as the case may be) reserves the right, in its sole discretion, to withdraw by notice to bidders any Services or combination of Services from the bid process, to terminate any party's participation in the bid process or to accept or reject any response to this invitation to bid on notice to the bidders without liability to any party. Accordingly, parties have no rights, expressed or implied, with respect to any of the Services as a result of their participation in the bid process.

18.2 Neither the State, the Eastern Cape Provincial Government, the ECDoH, nor any of their respective directors, officers, employees, agents, representatives or advisors will assume any obligations for any costs or expenses incurred by any party in or associated with any appraisal and/or investigation relating to this invitation to bid or the subsequent submission of a bid in response to this invitation to bid in respect of the Services or any other costs, expenses or liabilities of whatsoever nature and howsoever incurred by bidders in connection with or arising out of the bid process.

19. **NON-DISCLOSURE, CONFIDENTIALITY AND SECURITY**

19.1 The invitation to bid and its contents are made available on condition that they are used in connection with the bid process set out in the invitation to bid and for no other purpose. All information pertaining to this invitation to bid and its contents shall be regarded as restricted and divulged on a "need to know" bases with the approval of the ECDoH.

19.2 In the event that the bidder is appointed pursuant to this invitation to bid such bidder may be subject to security clearance prior to commencement of the Services.

20. **ACCURACY OF INFORMATION**

20.1 The information contained in the invitation to bid has been prepared in good faith. Neither the State, the Eastern Cape Provincial Government, the ECDoH nor any of their respective directors, advisors, officers, employees, agents, representatives make any representation or warranty or give any undertaking express or implied, or accept any responsibility or liability whatsoever, as to the contents, accuracy or completeness of the information contained in the invitation to bid, or any other written or oral information made available in connection with the bid and nothing contained herein is, or shall be relied upon as a promise or representation, whether as to the past or the future.

20.2 This invitation to bid may not contain all the information that may be required to evaluate a possible submission of a response to this invitation to bid. The bidder should conduct its own independent analysis of the operations to the extent required to enable it to respond to this bid.

21. **COMPETITION**

21.1 Bidders and their respective officers, employees and agents are prohibited from engaging in any collusive action with respect to the bidding process which serves to limit competition amongst bidders.

- 21.2 In general, the attention of bidders is drawn to Section 4(1)(iii) of the Competition Act, 1998 (Act No. 89 of 1998) (the Competition Act) that prohibits collusive bidding.
- 21.3 If bidders have reason to believe that competition issues may arise from any submission of a response to this bid invitation they may make, they are encouraged to discuss their position with the competition authorities before submitting response.
- 21.4 Any correspondence or process of any kind between bidders and the competition authorities must be documented in the responses to this invitation to bid.

22. RESERVATION OF RIGHTS

- 22.1 Without limitation to any other rights of the DOH (whether otherwise reserved in this invitation to bid or under law), the DOH expressly reserves the right to: -
- 22.1.1 Request clarification on any aspect of a response to this invitation to bid received from the bidder, such requests and the responses to be in writing;
- 22.1.2 Amend the bidding process, including the timetables, closing date and any other date at its sole discretion;
- 22.1.3 Reject all responses submitted by bidders and to embark on a new bid process.
- 22.1.4 Cancel the bid if no proof of empowering up and coming local service providers can be identified/detected

23. DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

The bidder must complete the declaration and sign accordingly to submit with the bid. The declaration of bidder's past supply chain management practices is attached as Part 5 – Schedule E.

24. REQUIREMENTS

- 24.1 Bidders must be registered on the Central Supplier Database (CSD) and must submit the proof of registration or supplier number.
- 24.2 Previous performance of the bidder will be considered in the evaluation of the bid.
- 24.3 **Financial standing of the bidder will be considered for risk analysis and bidders are required to submit documentary proof to demonstrate financial stability in the form of:-**
- 24.3.1 Latest financial statements in the case of Companies and in the case of Close Cooperation CC.
- 24.3.2 Letter from the financial institution confirming availability of funds or letter of good standing and/or proof from the financial institution indicating a positive rating must be attached.
- 24.3.3 Form Part 5 schedule J must be completed accordingly.

25. EVALUATION CRITERIA

The 90/10 preference point system as prescribed in the Preferential Procurement Policy Framework Act and its Regulations as amended in 2022, shall be used for this contract. 90 points will be allocated for price, and 10 points for special goals.

- 25.1 The bid will be evaluated according to stages:
- Stage 1: Administrative compliance
 - Stage 2: Mandatory requirements
 - Stage 3: Functionality
 - Stage 4: Price and preference points using specific goals
- The stages are further detailed below**

25.2 In terms of Regulation 5 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Act (Act 5 of 2000), responsive bids will be adjudicated by the department on the basis of the 90/10 preference point system as prescribed in the Act and its revised Regulations, shall be used for this contract. 90 points will be allocated for price, and 10 points for special goals.

26. **Administrative Compliance**

26.1 ECDOH has defined minimum pre-qualification criteria that must be met by the Bidder in order for ECDOH to accept a bid for evaluation. In this regard a pre-qualification verification will be carried out by ECDOH in order to determine whether a bid complies in this regard.

The following Pre-qualification criteria shall apply:

- 26.1.1 The bid documentation must be completed comprehensively and correctly.
 - 26.1.2 Declaration forms (SBD 4) must be signed.
 - 26.1.3 Bidders must be a legal entity or partnership (consortia/joint ventures are acceptable subject to Paragraph 11 of Part 1 of the Bid Document).
 - 26.1.4 Proof of registration with the Centralized Supplier Database (CSD) and furnish proof of registration with the bid.
- 26.2 Where the Bidders' bid fails to comply fully with any of the pre-qualification criteria, or ECDOH is for any reason unable to verify whether the pre-qualification criteria are fully complied with, ECDOH will have the right to either:
- 26.3 Reject the Bid in question and not to evaluate it at all;
- 26.4 Give the bidder an opportunity to submit and/or supplement the information and/or documentation provided by it under its bids so as to achieve full compliance with the pre-qualification criteria, provided that such information and /or documentation can be provided within a period of 7 (seven) days, or such alternative period as ECDOH may determine, of it being requested by ECDOH and is administrative in nature, as opposed to forming a material part of the Bidders' Bid.
- 26.5 In any event permit the bid to be evaluated, subject to the outstanding information and/or documentation being submitted prior to the award of the Bid.

Prospective bidders are required to submit the following documentation for quality administrative compliance for pre-qualification

#	Requirement	Complied		Comment
		YES	NO	
1	Administrative Compliance			
A	CSD Registration Certificate			
B	Invitation to Bid (SBD1) completed and signed			
C	Pricing Schedule (SBD 3.1)			
D	Declaration of Interest (SBD 4)			
E	Preferential Points Claim (SBD 6.1)			
F	Submission of Company Profile			
G	JV agreement (if applicable)			

27. **Stage 2: The following Mandatory Requirement shall apply**

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The following table to be filled for Mandatory Requirements Evaluation to confirm compliance and document submission.

H	Valid Certificate of Occupational Injuries and Diseases Act (COIDA), or Tender letter from Department of Labour.			
I	Proof of Registration with UIF for the company as prescribed by the Department of Labour, or Tender letter from Department of Labour (Submit proof with the bid document).			
J	New employees without specialty- 100% Local Employment as a Development Programme (a formal letter of commitment to source employees from the King Sabata Dalindyebo Municipality).			
K	Letter of intention to source uniform from local manufacturer in the Eastern Cape			

Failure to comply with the above MANDATORY REQUIREMENTS will invalidate the bid and the bid will not be evaluated further.

3rd Stage: Evaluation process – Functionality

ITEM	CRITERIA	Score	Documentary Evidence	Maximum Weight
1	PREVIOUS EXPERIENCE IN CLEANING SERVICES PROVIDED IN SOUTH AFRICA: (Out of the four; preference will be considered to one highly relevant experienced service).			20
1.1	Experience of the Service Provider (entity) in providing industrial cleaning services in Public/Private hospitals. Contracts of similar magnitude (more than 800 beds). OR Experience of the Service Provider (entity) in providing industrial cleaning services in Public/Private hospitals. Contracts of less magnitude (above 500 beds). OR Experience of the Service Provider (entity) in providing industrial cleaning services in Public/Private hospitals. Contracts of less magnitude (less than 500 beds). OR Experience of the Service Provider (entity) in providing industrial cleaning services, e.g. Tertiary institutions, shopping malls, Office Blocks etc.	Less than 2yrs =5 2-3 years = 10 4-5 years = 15 6 + years =20 Less than 2yrs =2 2-3 years = 5 4-5 years = 10 6+ years = 15 Less than 2yrs =2 2-3 years = 3 4-5 years = 5 6+ years = 10 Less than 2yrs =0 2-3 years = 2 4-5 years = 3 6+ years = 5	Client reference letters on client's letterheads clearly indicating value, start and end dates of contract.	20 15 10 5

ITEM	CRITERIA	Score	Documentary Evidence	Maximum Weight
2	EXPERIENCES OF THE KEY PERSONNEL			20
2.1	Cleaning Manager with experience on similar contracts/services	2-3 years = 4 4-5 years = 6 6+ years = 10	CV indicating experience in managing cleaning services contracts for similar type or size of institution.	10
2.2	Cleaning Supervisor with experience on similar contracts/services	2-3 years = 4 4-5 years = 6 6+ years = 10	CV indicating experience in supervising cleaning services contract/s for similar type or size of institution.:	10
3	QUALIFICATIONS OF KEY PERSONNEL STAFF			10
3.1	Qualification of the Cleaning Manager	Grade 12 only = 2 Grade 12 with short courses in cleaning services = 5	Certified copy of qualifications and certificates	5
3.2	Qualification of the Cleaning Supervisor	Grade 11 only, = 1 Grade 11 only, with short courses in cleaning = 5	Certified copy of qualifications and certificates	5
4.	FINANCIAL CAPACITY			25
4.1	Financial capacity	R 1 M - R1,5 M = 10 R1,5M – R2 M = 15 Above R2M = 25	Provide the latest three (3) months stamped Bank Statements OR, a confirmation letter from a registered financial institution for access to funding.	25
5.	LOCAL ECONOMIC DEVELOPMENT WITH COMPLIANCE OF STANDARDS			25
5.1	SABS approved cleaning material (detergents, cleaning consumables, etc)	Detergents 100% SABS approved = 10	Certified copy of SABS approved certificate from the supplier of cleaning material.	10
5.2	Cleaning detergents and consumables to be sourced from local manufacturers	Manufactured Eastern Cape Province = 10 <u>AND/OR</u> Manufactured within OR Tambo District =15	A stamped letter of intention, in a letter head from the local manufacturer.	15
TOTAL				100

Minimum qualifying percentage		70%
Minimum qualifying score		70

NOTE:

1. A bidder that scores less than 70 points thresholds with respect to functionality will be regarded as submitting a non-responsive bid and will be disqualified.
2. Only bidders that obtain 70 points and above will qualify for further evaluation in terms of price and specific goals evaluation.
3. Points scored by qualifying bidders at the functionality stage will not be taken into consideration for price and Specific goals evaluation.

28. Stage 4: Price and Preference Points Evaluation

The bid will be evaluated in terms of the 90/10-point system as stipulated in the Preferential Procurement Regulations as revised in, 2022. The 90 points will be allocated for price and 10 points for attaining specific goals

Preference points for this bid shall be awarded for:

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

90/10

$$P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = points scored for comparative price of bid or offer under consideration.

P_t = Comparative price of bid or offer under consideration.

P_{\min} = comparative price of lowest acceptable bid or offer.

The following table must be used to calculate the score out of 10 points for Specific Goals

Specific goals allocation	Weighting (of 10 POINTS)	Number of points (90/10 system)
Historically Disadvantage Individuals		
• Race	20%	2
• Women	20%	2
• Disability	20%	2
Youth	10%	1
Military Veterans	10%	1
Locality (within the borders of Eastern Cape province)	20%	2
TOTAL	100%	10

- a) A bidder must submit proof of specific goals to justify points claimed.

- b) A bidder failing to submit proof of specific Goals may not be disqualified, but may only score points out of 90 price, and scores 0 points out of 10 for Specific Goals.
- c) The Specific Goals supporting documents required to verify claimed points may in line with the specific requirements include:
- CSD report (must be recent within 7 days from closing date);
 - CIPRO Certificate and ID copies (must be certified with original stamp within 3 months from closing date of bid/quote);
 - Medical Certificate / Doctor's medical report (Impairment should be substantially limiting long term or of recurring nature)
 - Municipal accounts or proof of address.

PART 2
Conditions of Contract and Operational Requirements

1. CONTRACT

The contract for the supply of the required Service in terms of this invitation to bid shall come into being on the date of issue of the letter of acceptance of the bidders bid by the Eastern Cape Department of Health (ECDoH) and shall continue in force for a period of **Thirty-Six (36) months**. The bidder is further obliged for the future support while the contract is in force.

2. FEES AND CHARGES

- 2.1 The bidder shall stipulate whether the price is firm or non-firm.
- 2.2 The bidder shall stipulate the basis of adjustment for non-firm prices.
- 2.3 Price adjustment shall be allowed after the first 12 months of the contract.
- 2.4 Request for price increase must be supported by the documentary proof to substantiate the claim for price adjustment.
- 2.5 Payment of any consideration in terms of the contract shall not constitute acceptance of any defective or non-conforming Services or otherwise relieve contractor of any of its obligations under the contract.
- 2.6 To the extent that the ECDoH disputes the correctness, nature, extent or calculation of any fees or expenses payable to contractor in terms of the contract, ECDoH shall be entitled to withhold payment of such disputed amounts until such time as such dispute is resolved.

3. GENERAL RESPONSIBILITIES OF THE CONTRACTOR

- 3.1 **The ECDoH's operational requirements.** The contractor shall, in the provision of the required service, have due regard to the operational requirements of the ECDoH and other parties occupying or operating from the relevant institution, clinic and Office and shall not do, or permit to be done, anything which may negatively impact on such parties' operational requirements.
- 3.2 **Problem identification and reporting.** The contractor shall be proactive in reporting any matters which it may become aware of which may impact on the business continuity or operations of the ECDoH at the relevant institution, clinic and office. Without detracting from the generality of this statement, contractor shall:-
 - Without delay inform the ECDoH and the appointed ECDoH Technical Support Manager, of all incidents or accidents which may occur at the relevant Complex which involve contractor's personnel;
 - Co-operate fully with the ECDoH and its appointed Technical Support Manager in analysing and investigating such incidents or accidents.
- 3.3 **Other Service Providers** The contractor acknowledges that it may be required to provide the Services in conjunction with third party service providers and shall, where requested by the ECDoH, co-operate fully with such persons.
- 3.4 **Regulations and statutes** The contractor shall, in the provision of the Services observe and comply with all relevant provisions of all applicable legislation and regulations.
- 3.5 **Compliance with procedures.**

It is recorded that during the currency of the contract the ECDoH may implement procedures and policies at the relevant Institution. The contractor shall comply fully with any such reasonable procedures and policies, including the permit to work procedures and health and safety procedures.

3.6 The contractor shall ensure that it and its personnel shall at all times comply fully with any safety, fire, emergency and security procedures and policies applicable at the relevant Institution.

3.7 Should the ECDoH at any time believe that any member of contractor's personnel is failing to comply with any such procedures or policies, the ECDoH shall be entitled to deny such personnel member access to the relevant premises and require contractor to replace such person without delay.

3.8 **Contractor's procedures** The contractor shall, upon receipt of written request from the ECDoH or its appointed Technical Support Manager:-

Provide the ECDoH with copies of all contractor's operating procedures and processes relating to the Services;

3.9 **Provision of Services in clean and tidy manner.** The contractor shall ensure that the Services are provided in a clean and tidy manner.

4. HAZARDOUS MATERIALS

The contractor will be held liable for any expenses that may be incurred by the ECDOH as a result of damage to property and injury to personnel as a result of poor quality products.

5. FIRE RISKS

The contractor shall ensure that its personnel shall, if at any time they believe that any matter constitutes a fire risk, report this immediately to the ECDoH/Institution and take such remedial action as may be necessary.

6. ENERGY MANAGEMENT

The contractor shall comply fully with the energy management strategy implemented at the relevant Institution from time to time and shall provide the Services in an energy efficient manner.

7. OCCUPATIONAL HEALTH AND SAFETY

In this clause the term "Act" shall mean the Occupational Health & Safety Act, No. 85 of 1993, as amended from time to time, (including any act which may take its place should it be repealed during the currency of the agreement between the parties) as read with all regulations and standards promulgated in terms of the former Machinery and Occupational Act, No 6 of 1983, as amended, and all regulations & standards promulgated in terms of the Occupational Health & Safety Act from time to time;

The contractor :-

- ❖ acknowledges that he is fully aware of the terms and conditions of the Act;
- ❖ acknowledges that he is an employer in its own right with duties and responsibilities as prescribed in the Act;
- ❖ agrees to comply with all rules and regulations implemented by or on behalf of the ECDoH at the relevant Institution in covering letter relating to health and safety and will inform the ECDoH immediately should contractor for any reason be unable to comply with the provisions of the Act and such rules and regulations.

8. SERVICE LEVEL AGREEMENT

It is recorded that the ECDoH and the service provider may from time to time agree in writing to additional quality requirements (whether engaged in a service contract or when repair is required out of guarantee without the maintenance contract option) and standards relating to the maintenance together with performance measurement

provisions, which quality requirements, performance measurement provisions shall be reduced to writing in a service level agreement if required and signed by both parties.

9. PERFORMANCE MEASUREMENT PROVISIONS

9.1 Introduction

Contractor shall provide the Services during the term of the contract in compliance with the quality and related standards stipulated in the Terms of Reference and the service level agreement (if any) contemplated in clause 11 above.

The provisions of Clause 10 document contains the manner in which contractor's performance will be measured throughout the term of the contract.

9.2 Compliance. For purposes of the contract the compliance by contractor with the stipulated responsibilities and service standards will be determined:-

- with reference to reports provided by contractor;
- with reference to reports or complaints received from third parties;
- by means of user satisfaction surveys conducted by ECDoH
- by means of service reviews, inspections or any audit carried out by or on behalf of the ECDoH.

9.3 Records. Contractor shall at all times keep full and accurate records of all Services provided in terms of the contract and shall retain such records for the currency of the contract. Upon termination of the contract such records must be provided to the ECDoH upon request.

9.4 Measurement of performance

- Periodic checks: ECDoH and/or its appointed Technical Support Manager shall carry out periodic checks (the intervals to be determined by ECDoH) the purpose of which shall be to determine whether contractor is providing the Services in accordance with the terms and conditions of the contract if accepted by ECDoH.
- Service complaints: All service complaints, deviations, non-conforming services and suggestions that are reported to contractor by ECDoH, its appointed facilities manager, or any other party shall be given proper and speedy consideration by contractor. The Contractor shall investigate complaints, deviations and non-conforming services in accordance with procedures approved by the ECDoH.
- User satisfaction survey: A user satisfaction survey shall be conducted by ECDoH at such intervals as ECDoH may determine to assess service user satisfaction. The user satisfaction survey shall be conducted in such form and in accordance with such procedures as the parties may agree to in writing from time to time.

9.5 Results of checks, audits and surveys ECDoH shall be entitled to utilise the findings of the surveys, checks, audits and reports contemplated above to determine compliance by contractor with the service standards and responsibilities stipulated in the contract. It is recorded that the results of the above checks shall, save to the extent that contractor can prove otherwise be binding on contractor and ECDoH shall be entitled to exercise its remedies stipulated in the contract based on such findings.

10. BREACH AND TERMINATION

Bidders are referred to Paragraph 23 of General Conditions of Contract (GCC) relating to failure to comply with conditions of this contract.

11. LOSS AND DAMAGE

Contractor hereby indemnifies the State, and will hold the State harmless, against any loss or damages which the State may suffer, or any claims lodged against the State by any third party arising out of or relating to any loss that the State or such third party may suffer as a result of, or arising out of any act or omission of any personnel of contractor or the failure of contractor to provide the Services in accordance with the provisions of the contract.

12. SUB-CONTRACTORS

Contractor may only sub-contract its obligations under the contract with the prior written consent of the ECDoH (or any other authorized authority) and then only to a person and to the extent approved by the ECDoH or such authority and upon such terms and conditions as the ECDoH or such authority require. It is recorded that where such consent is given contractor shall remain liable to ECDoH for the performance of the Services.

PART 3
BID STRATEGY

SCMU3-25/26-0009-NMA: PROVISION OF CLEANING SERVICES AT THE NELSON MANDELA ACADEMIC HOSPITAL FOR A PERIOD OF 36 MONTHS

1. INTRODUCTION

1.1 The Department of Health, Eastern Cape, is giving consideration to appointing a contractor to provide the 'soft' Facilities Management (Cleaning) services, for THIRTY-SIX (36) months at the Nelson Mandela Academic Hospital located in Mthatha, Eastern Cape. The Nelson Mandela Academic Hospital (NMAH) comprises the following hospitals and bed availability: -

- Nelson Mandela Central Hospital (NMCH), 576 beds (including Health Resource Centre and Oncology).
- Bedford Orthopaedic Unit (BOU), 192 beds
- Mental Health Unit – MHU, 60 beds
- Dental Lab
- Cochlear Implant
- Airport hanger
- Units at Sir Henry Elliot Hospital, Oncology 30 beds
 - Future Commission
 - Urology 30 Beds
 - Rehab Centre
 - Finance Office
 - Dermatology Office
 - Nemaclu Research
 - ICT

2. GENERAL

It is proposed that the hospital (with annexes) be run as a single management unit for all services.

Total area of Nelson Mandela Academic Hospital is $\pm 55,000$ m², Health Resource Centre ± 400 m², Bedford Orthopaedic Unit $\pm 17,769$ m², Mental unit is ± 5991 m², Dental Lab 345 m² and Sir Henry Elliot (Oncology, Urology, Dermatology, Rehab Centre, IT and Finance & SCM Directorate) $\pm 4,893$ m².

Contractors are requested to fully familiarize themselves with the total layout area (especially in view of the fact that Bedford Orthopaedic Unit is ± 11 km from NMAH and SHE is ± 2.5 km from NMAH), requirements and complexities of the buildings, during the bidding period, for all aspects of the service, they are bidding on in order to provide everything necessary to fully satisfy the requirements of the documents and to ensure a complete, market related and competitive bid is submitted.

2.1 THE NELSON MANDELA ACADEMIC HOSPITAL OVERVIEW

The NMAH is a 576 bed, 70 areas (wards, OPD's offices, seminar rooms and passages) wards and hospital located in Mthatha, Eastern Cape Province.

The main facilities at the hospital are provided in a number of linked multi story and/or adjacent buildings which include the main hospital building, laundry, mortuary and stores. The hospital includes 12 operating theatres, sterile services department, various ward blocks and clinical and non-clinical support services departments.

<u>AREA</u>	<u>NUMBER OF BEDS</u>
Nelson Mandela Academic Hospital Level 1 Admin block with ablution facilities	15 offices with registry, board room, etc.
Nelson Mandela Academic Hospital Level 2 Admin block with seminar rooms and offices, maternity 40, labour 14, neonate 32, maternity extension 26, border mothers lodger 20, maternity theater, peads medical 38, peads surgical 38,peads burns 13,peads ICU 7,peads high care 8,with ablution facilities and offices, pharmacy, laundry ,mortuary and stores with ablution facilities, medical waste cold rooms. Kitchen offices and HR offices.	236
Nelson Mandela Academic Hospital Level 3 four wards with ablution facilities 10 clinics, registration area, pharmacy physiotherapy audio and ENT.	150
Nelson Mandela Academic Hospital Level 4 – 4 wards 71,OPD 2,A&E ,workers clinic ,offices, Radiology, theater, ablution facilities, one stop clinic, seminar rooms(pain clinic CSSD, offices, boardrooms, registration area and Transit ward oncology (Park homes) at Level 4 and One stop Service center Prefab buildings at level 4 including the Cochlea implant center situated ± 800 m from main building	198
Nelson Mandela Academic Hospital Level 5 – 5 wards 150, 5 offices , 1 x seminar room ,clinical engineering .	156
Nelson Mandela Academic Hospital From level 2 to level 5 there are 11 (eleven) call rooms passages and ablutions facilities offices and office.	
Health Resource Centre Resource center with ablutions facilities, auditoriums 1, seminar rooms 4, library 1, offices 4, Board rooms 1, big kitchen 1, foyer 1,stairs and ramp 1 :	0
Dental Lab Dental Lab with ablutions, seminar room, kitchen, offices,	0
Oncology Future plan 2026	

2.2 THE BEDFORD ORTHOPAEDIC UNIT

The BOU is a 192 bed, 36 areas consisting of wards, offices, clinics, 4 theatres, lecture rooms, nurses homes, 2 pharmacies, stores and ablution facilities, located close to the above hospitals also in Mthatha, Eastern Cape Province. It is approximately 50 years old but the administration building, and 60 bed specialist spinal unit have been built recently and has four (4) theatres.

<u>AREA</u>	<u>NUMBER OF BEDS</u>
Spinal Unit (Female and Male)	44

Female ward	31
Male ward	34
Peads	40
High care	7
Theatres	4
CSSD	
Admin block, Lecture hall	8
OPD- consulting rooms 4, POP room with 4 couches ,dressing room, offices and ablution facilities .	
Pharmacy	2
Stores	
X-ray department	
Occupational therapy	
Play therapy	
Workshop	
Orthotic & Prosthetic unit	
Physiotherapy	
Social work offices	
Sewing room	
Security room (main gate)	
Linen bank	

2.3 THE MTHATHA MENTAL HEALTH UNIT

The Mthatha Mental Health Unit is a 60 beds (2 wards forming part of Nelson Mandela Academic Hospital) mental institution and is located within the grounds of the MRH.

AREA	NUMBER OF BEDS
Female ward with ablution facilities	30
Male ward with ablution facilities	30
OPD with consulting rooms	
Offices with ablution facilities	
Kitchen	

2.4 Nelson Mandela Academic Annex at Sir Henry Elliot Hospital

Newly renovated buildings approximately 2.5 km from Nelson Mandela Main Hospital

AREA	NUMBER OF BEDS
Sir Henry Hospital: OPD, Urology with ablution facilities	15
Sir Henry Hospital: OPD, Dermatology with ablution facilities	15
Sir Henry Hospital: OPD, Oncology with ablution facilities	18

Offices for Finance and SCM Department with ablution facilities (future)	
Mortuary Sir Henry Elliot	
Nemacru Research Unit	
Pharmacy (future)	
HR Future	
Rehabilitation Centre	

2.5 Dental Lab

<u>AREA</u>	<u>NUMBER OF BEDS</u>
A reception area with patient waiting seats. The Ablution consists of 1 female with 3No.WC cubicles, 1 male with 2No. WC cubicles and a shared unisex paraplegic toilet. The staff area has a shower and a basin.	
Provided is a kitchen with a break-out outside covered seating area for staff.	
The Ablution consists of 1 female with 3No.WC cubicles, 1 male with 2No. WC cubicles and a shared unisex paraplegic toilet. The staff area has a shower and a basin	
1- the Consulting areas and 2- the laboratory. Consulting areas consist of: 2No. Consulting rooms with each equipped with dental chairs. 1No. CAD/CAM room, Digital X-Ray room, Doctors office, and a Multipurpose/lecture room. Support rooms include a Records room, General store, and cleaners store	
HOD 's office, Crown and bridge room, plaster room, flask and packing room, Orthodontic, General dental workshop room. A storage room and Receiving bay with an outside loading platform for deliveries.	

2.6 DOCTORS' QUARTERS COMMUNAL AREAS (BEDFORD ORTHOPAEDIC UNIT)

The (BOU) communal areas of the doctors' quarters as a whole as well as the communal areas of the interns are included in this bid.

These include but not limited Lounges, Kitchens, open area and shared space

2.7 Airport Hunger

Newly added document management are at the Airport Hunger

<u>AREA</u>	<u>NUMBER OF BEDS</u>
Filing Halls	
Kitchen	
Ablutions	

2.8 ICT Building - the future expansion

<u>AREA</u>	<u>NUMBER OF BEDS</u>
Five compartments, The central one serving as the entrance lobby or reception, on the one wing is an open office, leading into a board room/ meeting room.	

The other wing has an open office leading into the access-controlled server room.	
Outside is provided with 1 ablution consisting of 3 No. water closet cubicles with hand wash basins.	

2.9 Finance and SCM

<u>AREA</u>	<u>NUMBER OF BEDS</u>
Block 1. Finance Director office, PA's office, AD's office, Finance manager office, store room,, 5 No open plan offices for 32 people Financial accounting services, Strong room, reception,.	
Staff kitchen, staff break out area, Cleaners store, AD assets, AD Salaries, AD Pre-Audit, Board room	
Block 2 Consist of, Reception, staff kitchen, staff Break out area, 2NO. store rooms, Mini-board room, 5No open plan offices for supply chain, 2no. AD , 1No. DD office, 4 no. open plan for Financial management and accounting section, 4 No offices (AD Budget, AD revenue, DD Budget, transport),.	
6 No. Ablutions (2 male , 2 female 2 paraplegic).	

2.10 Dermatology

<u>AREA</u>	<u>NUMBER OF BEDS</u>
Reception Area: Consist of a patient waiting area, Reception/ Registry, Nurses Station, 3No. Ablutions (1 – female with 2No cubicles ; 1No male with 2No cubicles and 1No urinal, ; 1No. Unisex Paraplegic toilet.).	
Consulting Rooms: 3No. Consulting rooms with 1No. Vitals/ Observation Room	
, Procedure Room, Laser room, Minor operating theatre with scrub room, 2No. change rooms (male and female), Patch room, 3No. Consulting rooms, 2 storerooms, Phototherapy.	
HOD office and Board room	
Assisted bath with two toilets (male and female).	

2.11 Rehab Centre

<u>AREA</u>	<u>NUMBER OF BEDS</u>
<p>BUILDING 1 - THE REHAB CENTRE: Ground floor; a large entrance veranda, a reception area, Records storage, 4No. Ablutions with a paraplegic toilet. Kitchen, with garden store accessed from outside. Has 4 large storage spaces with 2No. for Dietetics. Has 5No. Gym spaces with 2No. speech therapy rooms. Has two large stairs cases on either wing and a large lift able to take a hospital bed. Includes a large terrace open veranda for patients.</p> <p>First floor ; a large open Recreation space, 11 No. offices , 1No. Large board room and a kitchen with a pantry. Ablutions consist of 2 No. Female toilets and 1 male Toilet having 2 urinals and 1 cubicle</p>	
<p>BUILDING 2 - THE REHAB OFFICE BLOCK: consists of a Reception area with patient seating and a records/filling room. Store room and Kitchen. Ablution facilities include 3No. (1No for female with 2No.cubicles; 1No for male with 1 cubicle and 2 urinals.: 1 No. Paraplegic toilet.) Consulting rooms are 2No. for Social work: 2 No. Dietetics. Offices include 3 No. (1No. Psychologist, 1No. Audiology room and 1No. Audio booth) .</p>	
<p>. Included is a child observation room with a separate compartment for child play room. Other amenities include a rehabilitation space for wheel chair dexterity adorned with beautiful landscape enclosed in a courtyard between buildings. .</p>	

2.12 Urology

<u>AREA</u>	<u>NUMBER OF BEDS</u>
10-bed ward,	10
8 No. offices , 4No. Consulting rooms, Procedure room, Patient waiting area, Registry/ records, Reception, Treatment room, Doctors office, Sluice room, dirty utility, linen store, medical store	
Block 2 Consist of, Reception, staff kitchen, staff Break out area, 2NO. store rooms, Mini-board room, 5No open plan offices for supply chain, 2no. AD , 1No. DD office, 4 no. open plan for Financial management and accounting section, 4 No offices (AD Budget, AD revenue, DD Budget, transport),.	
staff room, ward kitchen, Operating Theatre, recovery room, theatre sluice room, doctors change, observation room,	
2No Ablution consisting of 1No. male(assisted bath, paraplegic toilet, 4wc cubicles, 2 showers) and 1No female(assisted bath, paraplegic toilet, 4wc cubicles, 3 showers)	

3. STAFFING STRATEGY

Bidders are to allow for the following staff provision: -

Staff Available and Requirements.	General Staff Requirements.																																
Managerial Staff requirements	Bidders are to allow for the management component required for this service. (30% mentor & 70% bidder)																																
Supervisory Staff requirements	Bidders are to allow for the supervisory component required for this service. (30% mentor & 70% bidder)																																
Operational Staff requirements	<p>Bidders will be required to utilize the existing component of cleaning personnel as listed below.</p> <table border="1"> <thead> <tr> <th>Departmental Staff (available)</th> <th>BOU</th> <th>NMAH</th> <th>TOTAL</th> </tr> </thead> <tbody> <tr> <td>Housekeeping Manager</td> <td>0</td> <td>1</td> <td>1</td> </tr> <tr> <td>SENIOR HOUSEKEEPER</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Service Provider Staff Required</th> <th>BOH</th> <th>NMAH</th> <th>TOTAL</th> </tr> </thead> <tbody> <tr> <td>Cleaning Manager</td> <td>1</td> <td>2</td> <td>3</td> </tr> <tr> <td>Cleaning Supervisor</td> <td>2</td> <td>11</td> <td>13</td> </tr> <tr> <td>Cleaners</td> <td>33</td> <td>150</td> <td>183</td> </tr> <tr> <td>Housekeepers</td> <td>5</td> <td>20</td> <td>25</td> </tr> </tbody> </table> <p>Bidders need to get information about the additional buildings and plans as these are covered in this contract. They might be expected to top up operational staffing required for this service (cleaners and housekeepers) as and when instructed to do so, in writing, at an additional cost to the Department Variation order to be justified</p>	Departmental Staff (available)	BOU	NMAH	TOTAL	Housekeeping Manager	0	1	1	SENIOR HOUSEKEEPER	0	0	0	Service Provider Staff Required	BOH	NMAH	TOTAL	Cleaning Manager	1	2	3	Cleaning Supervisor	2	11	13	Cleaners	33	150	183	Housekeepers	5	20	25
Departmental Staff (available)	BOU	NMAH	TOTAL																														
Housekeeping Manager	0	1	1																														
SENIOR HOUSEKEEPER	0	0	0																														
Service Provider Staff Required	BOH	NMAH	TOTAL																														
Cleaning Manager	1	2	3																														
Cleaning Supervisor	2	11	13																														
Cleaners	33	150	183																														
Housekeepers	5	20	25																														

1. NB: SERVICE PROVIDERS WILL BE EXPECTED TO MAKE USE OF 100% LOCAL (KING SABATA DALINDYEBO LOCAL MUNICIPALITY) LABOUR WITH REGARD TO LOWER LEVELS/RANKS.
2. SERVICE PROVIDERS WILL BE EXPECTED TO TRAIN THE DEPARTMENTAL STAFF AS SPECIFIED ABOVE. THE FORMAL TRAINING PROGRAMME WILL BE DETERMINED IN CONJUNCTION WITH THE DEPARTMENTAL TRAINING SECTION AND THE FACILITY MANAGER.
3. THE SERVICE PROVIDER WILL BE EXPECTED TO PROVIDE STAFF-UNIFORMS/ PROTECTIVE CLOTHING AND NAME TAGS TO ITS OWN PERSONNEL/STAFF FOR PROPER IDENTIFICATION (exclusive of Departmental Staff).
4. The contract in total is to be managed centrally from NMAH. The successful bidder will be required to enter into a written contract/SLA with NMAH. This contract will contain performance penalties based on the service level agreements.

PART 4
BID SPECIFICATION
NELSON MANDELA ACADEMIC HOSPITAL: PROVISIONING OF CLEANING SERVICES FOR A PERIOD OF 36 MONTHS

CLEANING SERVICES SPECIFICATIONS:

INDEX

- 1. Description**
- 2. Definitions and Interpretations**
- 3. Standards**
- 4. General Requirements**
- 5. Cleaning Equipment, machinery and consumables**

1. DESCRIPTION

The following paragraphs entail the requirements for the cleaning and related services at Nelson Mandela Academic Hospital

The scope of the bid will be for the overall responsibility on cleaning, to hospital standards, decontamination, pest and rodent control and infection control of the institutions, specialized & general units, offices, mortuaries, amongst others. The cleaning will be comprehensive in the way of general cleaning, specialized and/or deep cleaning, fumigation and pest control, decontamination, infection control.

2. DEFINITIONS AND INTERPRETATIONS

In this Specification/Terms of reference the following words and phrases shall have the following meanings unless the context otherwise requires.

Cleaning service: Means the cleaning and domestic service to be provided by the contractor pursuant to this Specification/Terms of reference.

Clinical Areas: Means the areas at the NMAH premises used to deliver clinical care to patients where the need for high standards of hygiene is paramount on a day-to-day basis.

Areas: Means any of the office areas, outpatient's areas, theatres, ward areas, Public Areas, Stairways, passages and lifts at NMAH premises.

Hygiene services: Means the hygiene service to be provided by the contractor pursuant to this Specification/Terms of reference

Materials : Means the products necessary for the provision of the cleaning services

Facilities Manager means facilities manager employed by NMAH to manage the facilities management related services, including such parts delegated authority or person appointed to perform function on behalf of the facilities manager.

BOH: Bedford Orthopaedic Unit

MHU: Mental Health Unit

NMAH: Nelson Mandela Academic Hospital

Pest Control: Means the control of any rodent crawling or flying insects, including without limitation ants, cockroaches, beetles, domestic flies, fleas, wasps, bees and bedbugs.

Ward duties: Means the ward duties to be carried out by the contractor.

Staff: Means those persons engaged or employed from time to time by NMAH and the contractor to carry out the cleaning services.

Service Standards : Means the service levels and criteria set out in this Specification/Terms of reference and the appendices to this Specification/Terms of reference.

Specialist cleaning Services : Means the periodic cleaning of walls and ceiling surfaces in theatre, aseptic suites, wards and ward kitchens excluding the routine day-to-day cleaning of sanitary fittings and floors and spot wiping of walls and doors in such areas.

3. STANDARDS

3.1 Cleaning practice and all procedures and cleaning agents

Service providers are reminded that the services will be rendered in a clinical environment and the highest emphasis is placed upon infection control. Contractors will be expected to obtain approval from the infection control division of the hospital for all cleaning agents used, all cleaning practices and procedures. This must be obtained in writing. Contractors must also note that practices and agents may need to be changed during the execution of the contract due to developments in the field and this will be negotiated in conjunction with the Soft Services Manager.

ANY DISPENSERS INSTALLED FOR SOAP OR OTHER CHEMICALS USED IN WARDS AND BATHROOMS AND THAT IS FIXED TO THE STRUCTURE WILL BE OF THE ELBOW/FOOT OPERATED TYPE TO ENSURE HIGH HYGIENE AND COMPLIANCE WITH INFECTION CONTROL POLICIES.

3.2 Toilet Soap

Toilet soap shall comply with the requirements of SABS 237 and liquid toilet soap for use in liquid soap dispensers shall comply with SABS 238.

3.3 Soap Dispensers

Where soap dispensers are damaged or missing it shall be the responsibility of the contractor to report this to the facilities manager and, on receiving instructions, to supply and fit such dispensers to match existing dispensers. The rate for this is included in the Schedule. One liquid soap dispenser shall be provided over each pair of basins in ablutions.

3.4 Disinfectants

Disinfectants liquids of the coal-tar type shall comply with SABS 47. Disinfectants containing stabilized chlorine shall comply with SABS 643. Detergent-disinfectants based on stabilised inorganic chlorine compound shall comply with SABS 1032. Disinfectants for use in automatic dispensers to toilets and urinals shall comply with CKS 459. Disinfectants used in wards and clinical areas for trolley surfaces, etc. will be Biocide D or equally approved.

3.5 Cleaners

Ammoniated liquid detergent cleaners shall comply with SABS 1225. Acidic lavatory bowl cleaner in powder or granule form shall comply with SABS 1256 and liquid acid cleaner for sanitary ware shall comply with SABS 1257.

3.6 Towels and Towel Dispensers (where applicable)

Towels shall be 100% cotton woven textile of 40m length complying with SABS 1270 and fixed as an endless roller towel in towel dispenser complying with the requirements of CKS 342.

3.7 Toilet Paper

Toilet paper, if required, shall be single-ply (replenished twice daily) of an approved brand complying with SABS 648. (May be optional).

Jumbo Toilet Roll: if required, Supply and deliver Jumbo Toilet Rolls. The roll shall be single ply and have a minimum length of 550m. It shall have a minimum internal diameter of 40mm and a maximum internal diameter of the roll shall not exceed 220mm. The toilet rolls shall be like Twinsaver Big Roll Toilet paper 1 ply or Kimberly-Clarke Scott Deca Big Roll Toilet paper 1 ply or equally approved. The roll shall be suitable to fit Twinsaver Big Roll /Decca Toilet Dispenser. NB: Separate order shall be done if required

3.8 Jumbo Toilet roll

Jumbo toilet roll, if required, shall be **single ply** and have a minimum length of **550 m**. It shall have a minimum internal diameter of **40 mm** and a maximum internal diameter of **50 mm**. The external diameter of the roll shall not exceed **220 mm**. The Toilet rolls shall be like **Twinsaver Big roll Toilet paper 1 ply** or **Kimberley-Clarke Scott Deca Big roll Toilet paper 1 ply** or equally approved. The rolls shall be suitable to fit **Twinsaver Big Roll/Decca Toilet Dispenser**. **NB: Separate order shall be done if required.**

3.9 Sanitary Towel Receptacles

The service provider shall appoint and submit an agreement (clearly indicating the number of bins and the maintenance programme agreed upon) with a specialist to supply and maintain the sanitary bins as described in this document. Sanitary bin services may not be transferred to another party unless the employer is informed in writing, at least 1 (one) month before the change, before it may be implemented. The same conditions and requirements, as described, will be applicable to the intended sanitary bin operator. Sanitary bins, dispenser and/or packets may not be removed unless it is replaced with an alternative prior to removal.

Receptacles must be attractive in appearance, compact as possible and constructed in such a manner that the interior of the receptacle cannot be seen when the lid is in the open position. The lid of the receptacle must be conveniently placed and when closed must completely seal the receptacle.

3.9.1 SHE Bin and Packet dispenser

The SHE Bin will have a capacity of at least 20 litres. It shall have a painted disposal shoot that prevents tarnishing caused by waste deposits and have a solid base to prevent leakage seepage during routine cleaning. It must have a slim line design suitable for small cubicles and must be free standing. The unit will be lined with a disposable plastic bag and a tight-fitting slanting lid complete with a concealing trap on chute to ensure contents are hidden at all times. The unit shall be serviced as required but not at intervals of more than 14 days apart. The bin shall be complete with a built in disinfecting and deodorising system that lasts a minimum of 20 days.

The packet dispenser shall be neat and tidy and fixed to the structure out of the way of the SHE Bin for the dispensing of SHE packets (capacity of 50 packets). It shall be equipped with an integral spring system within the dispenser to push the bags forward and preventing the bags from falling out.

Where receptacles are damaged or missing it shall be the responsibility of the contractor to replace and fit such receptacles within a maximum of two weeks (14 days). The rate for this is included in the Pricing Schedule.

EVERY FEMALE AND DISABLED ABLUTION WILL BE EQUIPPED WITH A SANITARY TOWEL RECEPTACLE/ SHE BIN AND PACKET DISPENSER. THE MAINTENANCE OF SUCH AND THE REPLENISHMENT OF THE DISPOSABLE PACKET FORMS PART OF THIS BID. NO OF FEMALE TOILETS ARE AS FOLLOWS;

HOSPITAL	NUMBER OF FEMALE TOILETS	NUMBER OF FEMALE AND DISABLED ABLUTIONS
NELSON MANDELA ACADEMIC HOSPITAL	177	<ul style="list-style-type: none"> • Level 1 = 3 • Level 2 = 33 • Level 3 = 26 • Level 4 = 17 • Level 5 = 14 • Mortuary = 1 • Laundry = 1 • Main kitchen = 1 • CSSD = 1 • Stores = 1 • Mental = 10 • EX-mineworkers = 3
BEDFORD ORTHOPAEDIC UNIT	67	<ul style="list-style-type: none"> • OPD = 1 • High Care = 2 • Theatre = 2
		<ul style="list-style-type: none"> • Male extension = 2 • Admin = 2 • OT = 2 • Spinal passage = 1
RESOURCE CENTER	13	2
MENTAL HEALTH UNIT		8
SIR HENRY ELLIOT	6	6
SIR HENRY ELLIOT FUTURE	67	<ul style="list-style-type: none"> • Finance and SCM • IT • Dermatology • Urology • Research • Rehab Centre

TOTAL NUMBER OF SHE BINS REQUIRED	REFER PARAGRAPH "TOILETS AND WASHROOMS" (elsewhere in document) FOR THE NUMBER OF SHE BINS 1 PER FEMALE ABLUTION
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3.10 Deo-blocks

All ablutions and urinals in the hospitals shall be supplied with deo-blocks to ensure a pleasing smell in all ablutions at all times. Deo-blocks must be replaced when it melts away and/or when the fragrance fades.

3.11 Floor Finishes

Vinyl tiles, sheet vinyl and linoleum flooring, shall be cleaned down with an approved water based floor stripper complying with SABS 1224 and two coats of an approved polymer metallised floor sealer complying with SABS 1042 applied in accordance with the manufacturer's instructions.

Tile, granite, terrazzo and marble floors, glazed and enamel surfaces are to be cleaned with approved detergents complying with SABS 525.

All cleaning and maintenance of floors shall be carried out in accordance with SABS Code of Practice 0170.

3.12 Waste disposal bags (where applicable)

The waste bags that need to be provided under this contract will comply with CKS 460.

4. GENERAL REQUIREMENTS

4.1 Staff Requirements

The successful service provider will be expected to provide the minimum staffing as indicated under the paragraph "Staffing Strategy" mentioned elsewhere in the document.

Bidders must note that a staff complement from the Hospital is to be supervised by the service provider and consumables, machinery is to be provided by the service provider for the execution of the duties as indicated in the paragraph "Staffing Strategy".

4.2 Floor Maintenance (Vinyl and Travertine Tiles, Ceramic Tiles, Etc.)

4.2.1 Daily

- 4.2.1.1 Sweep with chemical impregnated mop.
- 4.2.1.2 Spray buff with industrial floor polish by spraying a fine film of resin on to floors whilst using buffing machine to obtain a high gloss non-slip finish. (Excluding ceramic tiles).
- 4.2.1.3 "Clean" – Clean or cleaning shall be taken to mean the appropriate method of ensuring that the surfaces requiring to be attended to are free of dust, dirt, grease or grime.
- 4.2.1.4 Spot clean and remove all chewing gum, etc.

4.2.2 Bi-Annually

- Strip and seal with two coats polymer based non-slip floor sealant

Note: The sealing of floors is not to commence before the Soft Services Manager/Housekeeping Manager is satisfied that the stripping of floors has been done adequately.

4.3 CARPET MAINTENANCE

(a) Daily

- 4.3.1.1 Spot clean and remove all chewing gum, etc.
- 4.3.1.2 Vacuum clean thoroughly to ensure that all grit and dust is removed.

(b) Bi-Monthly

- 4.3.1.3 Surface spray clean high traffic areas in the buildings.
- 4.3.1.4 Surface spray clean all carpets in the buildings (no screen, table, desk or cupboard is to be moved to facilitate this operation. Any other furniture that is removed is to be replaced in its exact original position on completion - strict supervision of this operation will be essential).

(c) Annually

- 4.3.1.5 Deep steam clean all carpets in the buildings.

4.4 DUSTING, ETC.

(a) Daily

- 4.4.1 Wipe all seats and floors with a chemically impregnated cloth to disinfect all floors and seating in waiting areas.
- 4.4.2 Dust window sills, skirting's, ledges, ceilings, ceiling fans etc.
- 4.4.3 Clean and wipe down handrails, lift doors, etc.
- 4.4.4 Dust all surfaces, pictures, doors, etc.

(b) Weekly

- 4.4.5 Dust and chemical clean all furniture and fittings, including desks and tables, book cases, cabinets, beds, bedside cupboards, etc.,

(c) Annually

- 4.4.6 Polish wooden furniture.
- 4.4.7 Wipe down fire extinguishers.
- 4.4.8 Clean all reception areas and waiting area soft furniture with an approved cleaning chemical and "Scotch Guard"
- 4.4.9 Clean all executive chairs and conference room chairs in office suites and treat with "Scotch Guard" – soft furniture with a material finish / soft furniture with a PVC/Leather finish – clean and polish with a suitable agent to the manufacturers prescripts.

4.5 WASTE DISPOSAL

(a) Daily

- 4.5.1 Empty clean and wipe with disinfectant impregnated cloth all waste bins from wards and office areas to the demarcated areas as indicated (on site).
- 4.5.2 All medical and kitchen waste to be removed from wards to medical waste cold rooms. Schedule of collections and handover to third party medical waste collector to be managed and documented.
- 4.5.3 All refuse that is to be collected from wards and other areas will be in colour coded bags and sealed before being taken to the disposal areas. No waste is to be accepted unless it is sealed as described above (and it must be reported to the section manager)
- 4.5.4 Dust bins in waiting areas and offices are to be emptied into bags by the contractor and taken to the demarcated areas.
- 4.5.5 All damaged bags to be placed inside another bag and sealed).
- 4.5.6 Wash and disinfect disposal areas.

(b) Weekly

4.5.7 Wash and disinfect refuse holders in waiting areas and office areas.

(c) Domestic and Medical Waste Cold-rooms

- The service provider will clean in front of all waste cold rooms on a daily basis

AND ENSURE THAT MEDICAL WASTE COLDROOMS ARE CLOSED AND LOCKED AT ALL TIMES.

- Once a week the cold rooms and landings must be washed, disinfected fully, cleaned out and deodorized/ after every waste removal (pine gel).
- Once a month the cold rooms and landings must be deep cleaned, disinfected. And deodorized (biocide and Pine gel).

(d) Waste Removal Management plan

- The Cleaning Contractor is to refer to and comply with the Specification/Terms of references and requirements contained in the separate Waste Removal Management Plan for the handling and removal of medical and non-medical waste for the complex.
- The contractor will provide a daily waste running service to ensure all waste removed daily from hospital.

4.6 WALLS AND PAINTWORK, ETC.

(a) Fortnightly

- 4.6.1 Spot clean all marks from walls, doors and light switches.
- 4.6.2 Remove notices from walls, doors and windows (not notice boards) and clean walls daily.

(b) Bi-Monthly

- 4.6.3 Wash down walls around lift door openings and staircases.

Note

No chemical agents and/or abrasives are to be used that will damage the surfaces that are being cleaned eg. Paint, Stainless steel, etc.

SERVICE PROVIDERS ALSO NEEDS TO TAKE COGNISANCE OF THE FACT THAT HIGHLY SPECIALISED MEDICAL EQUIPMENT IS USED AND THE CLEANING AGENTS AND/OR EQUIPMENT IS IN NO WAY TO EFFECT OR DAMAGE EQUIPMENT. SPECIAL CARE NEEDS TO BE EXERCISED WHEN STEAM CLEANING IS DONE THAT WATER OR VAPOUR DOES NOT ENTER SERVICE DUCTS AND/OR EQUIPMENT.

(c) Annually

- 4.6.4 Wash down all painted wall and door surfaces, etc.

4.7 WINDOWS AND WINDOW WALLS, GLASS, ETC.

(a) Daily

- 4.7.1 Spot clean glass doors, glazed screens, sidelights, etc.

(b) Bi-Monthly

- 4.7.2 Clean inside and outside faces of all windows.
- 4.7.3 Clean both sides of internal glass partitions.
- 4.7.4 Clean and polish all door ironmongery, handles, etc. Wash down all burglar guards (where applicable)

(c) Standards

The Contractor shall ensure that the method of cleaning windows is to conform to the dictates of the NCCA "Safety Standards For Window Cleaning Jan. 2000" and SA Government Legislation as outlined in the SABS Code of Practice 809:2000 & 13041980 and any updates to these standards. Such treatment methods must be environment friendly, humanely acceptable, effectively and professionally carried out.

4.8 TRAPPER MATS

Trapper Mats will be removed, cleaned, washed and replaced on a monthly basis to the satisfaction of the Soft Services Manager.

4.9 CURTAINS, VENETIAN-, VERTICAL- AND ROLLER BLINDS

(a) Daily

- All Venetian-, vertical- and roller blinds shall be dusted on a daily basis and cleaned from spots, grease and splashes.
- All curtains shall be checked for correct hang and missing/broken hooks (which is to be reported to help desk)

(b) Monthly

Patient Screens will be cleaned as scheduled monthly and Ad Hoc washing be done when soiled.

(c) Every six months

All curtains will be taken down washed and ironed on a six-monthly programme for all the wards.

4.10 SPECIFIC REQUIREMENTS

4.10.1 AIR CONDITIONING VENTS AND LAMP SHADES

(a) Fortnightly

Clean and dust all air conditioning vents in ceilings, door panels and all other areas.

(b) Bi-Monthly

Clean lamp fittings and shades excluding ALL reflectors.

4.10.2 TOILETS AND WASHROOMS

(a) Twice Daily

First thing in the morning and again after lunch empty and clean all waste receptacles, check sanitary bins (empty/exchange where necessary) and replenish soap dispensers, toilet and towel paper dispensers.
(NOTE: Toilet paper to be replaced thrice daily)

(b) Daily

- 4.10.2.5 Clean and sanitise with disinfectant all bowls, basins, vanities and urinals.
- 4.10.2.6 Scrub, clean and disinfect floors.
- 4.10.2.7 Clean and sanitise with disinfectant tiled surfaces.
- 4.10.2.8 Clean and polish all bright metal fittings and mirrors.
- 4.10.2.9 Clean window sills, ledges, pipes and fittings.
- 4.10.2.10 Check and replenish deodorant blocks in urinals. (Blocks that will cause blockage in the drainage system may not be used).
- 4.10.2.11 Report any water leaks, malfunctions or defects including faulty tap washers, flush valves, WC cisterns, faulty lights and obvious damage to building fabric to the Help Desk.
- 4.10.2.12 Update bathroom checklist (behind door) with every visit

(c) Fortnightly

- 4.10.2.13 Service sanitary bins – as per manufacturers prescripts and replenish consumables where necessary.

HOSPITAL	Number of female toilets	No of ablutions
NELSON MANDELA ACADEMIC HOSPITAL	177	99
BEDFORD ORTHOPAEDIC UNIT	67	10
Psychiatry	7 + 1 wheel chair	2
Ex Mineworkers	2	2
Sir Henry Elliot	18	6
Sir Henry Elliot Future	50	39
Denta Lab	4	2

RESOURCE CENTER	NUMBER OF TOILETS	No of ablutions
♀ Females	♀ 13	♀ 1
♂ Males	♂ 3	♂ 1
♿ Wheelchair	♿ 1	♿ 1

Note: The Manager of the Contractor must regularly carry out toilet inspections and submit a report to the Facilities Manager. Over weekends and long week-ends all toilets must be replenished and cleaned. When cleaning staff are busy cleaning a toilet they must display a notice to that effect in front of the door. Where a male toilet is being cleaned by a female (or vice versa) the cleaner must leave the area when a user enters and return afterwards. It is very important that staff should be trained not to enter any toilet before they have established that it is vacant.

(d) Monthly

Place 15 ml of approved drain cleaner liquid or granules into each urinal outlet in strict accordance with the manufacturer's instructions (or sooner to prevent bad odours spreading). This is to be done on Friday afternoons after hours. The Contractor is to take special note of the difficulty in transporting, storing and use of this chemical.

HOSPITAL	NUMBER OF URINALS
NELSON MANDELA ACADEMIC HOSPITAL	119
BEDFORD ORTHOPAEDIC UNIT	32
Sir Henry Elliot	10
Dental Lab	2
Sir Henry Future	20

4.10.3 Replenish deodorising Deo blocks

HOSPITAL	NUMBER ABLUTION FACILITIES (MALE AND FEMALE)
NELSON MANDELA ACADEMIC HOSPITAL	40
BEDFORD ORTHOPAEDIC UNIT	9
Sir Henry Elliot	6
Sir Henry Elliot Future	30

4.10.4 WARD KITCHENS

- Cleaning services will work in collaboration with catering services for the adequate cleaning of ward kitchen.

(a) Twice Daily

Two times daily 11:00 and 14:30

4.10.4.5 Clean and wipe down all surface areas in ward kitchens.

4.10.4.6 Spot clean floors and walls in ward kitchens.

- Update kitchen checklist with every visit

4.10.5 STAIRS, COMMUNAL AREAS AND LIFTS

(a) Every Day

- Clean and maintain landings, treads and risers according to finish. This includes risers up to plant rooms and roofs.
- Spot clean windows, walls and surfaces

(b) Every Second Day

- Vacuum clean trapper mats and clean mat recesses.
- Remove any spots from and buff clean lift floors.

- Clean and blow out lift door grooves.
- Polish and clean lift mirrors and balustrades.
- Remove notices from lift walls.
- Clean lift doors inside and outside with suitable chemical.

(c) Fortnightly

- Clean balustrades and fittings.
- Remove trapper mats, wash and replace (where applicable)

4.10.6 FOYERS, ENTRANCES, ATRIUMS AND EMERGENCY EVACUATION ROUTES

(a) Every Day

- Sweep stairs, foyers, evacuation routes and Ramps
- Remove litter, etc., from the stairs and ramps.
- Remove all notices etc. fixed to walls, doors, windows, etc.
- Spot clean/Wash windows at entrances

(b) Once a quarter

- Wash high level windows at entrances
- Dust and damp wipe ceilings. Luminaires and diffusers

4.11 THEATRES AND ASEPTIC AREAS

(a) Daily

- Theatres and aseptic sections - all surfaces are to be cleaned and treated with a chemical sterilising treatment like Biocide D or equally approved.

(b) Weekly

- Theatres and aseptic sections are to be deep cleaned and thoroughly sterilised

4.12 MORTUARY (NMAH & SHE)

(a) All mortuaries, offices, waiting areas, etc. shall be cleaned, disinfected and deodorized on a daily basis. (pine gel)

(b) All mortuaries inclusive of cold rooms and mortuary cabinets shall be deep cleaned on a monthly basis with biocide and pine gel

4.13 DEEP CLEANING PROGRAMME

(a) WARDS

- General wards are to be deep cleaned and sterilised every three months
- The Contract Manager is to liaise with Sister in charge, Matron and Facility Manager/ Soft Services Manager on availability of wards for the annual programme is to be implemented. If possible, ward beds and patients will be moved to aid in a thorough cleaning programme.

(i) Detailed cleaning to consist of:

- Damp wipe with Biocide D or equally approved:

- Walls, curtain rails, beds lockers, doors, light switches;
- Bathrooms: toilets, baths, showers, basins, taps, plug holes;
- Offices, desks, walls, chairs;
- Sluice: walls, soak bedpans and bottles, basins, sluice.
- **Floors:**
 - Strip with a non-ammoniated stripper;
 - Wash floors;
 - Apply sealer;
 - Burnish to harden floor.

(b) ICU AND HIGH CARE

- ICU's, High Care and all high risk areas are to be deep cleaned and sterilised every month.

(c) TRAUMA AND CASUALTY

- Trauma and Casualty areas needs to be deep cleaned and sterilised every month

(d) WARD KITCHENS

The Contract manager is to liaise with Soft Services Manager (who will facilitate an agreement with Catering contract manager. Unit manager and Facility Manager) on availability of the ward kitchens for the quarterly programme is to be implemented.

Detailed cleaning:

- Damp wipe with Biocide D or equally approved:
- Walls, trolleys, cupboards, counters, sinks, taps, light switches.

(e) FLOORS:

- Stripped with a non-ammoniated stripper;
- Washed;
- Sealed;
- Burnished in order to harden the floor;
- Stripping and sealing is done on an annual basis and will be incorporated into the quarterly programme.

(f) THEATRE COMPLEXES

The Contract Manager is to liaise with the Theatre Matron and Soft Services Manager on availability of theatres for the quarterly programme to be implemented.

Detailed cleaning to consist of:

- Damp wipe with Biocide D or equally approved all Walls, trolleys, kick buckets, overhead lights, set-up room.

- Floors:
 - Stripped with a non-ammoniated stripper;
 - Washed;
 - Sealed;
 - Burnished in order to harden the floor.
 - All detailed cleaning will be done using the allocated theatre equipment for infection control purposes
 - Stripping and sealing is done on an annual basis and will be incorporated into the quarterly programme.

(g) ASEPTIC SUITES

Specialized Cleaning on a weekly bases is the same as with the theatres as described in (f) above.

(h) CSSD

Programme will be implemented at times to suite the CSSD staff.

Detailed cleaning to consist of:

- Damp wipe with Biocide D or equally approved.
- Walls, light switches, doors, door handles;
- Toilets and basins;
- Offices: desks, chairs.
- Floors:
 - Strip with a non-ammoniated stripper;
 - Wash floors;
 - Apply sealer;
 - Burnish to harden floor.

(i) GUARD HOUSES

- Guard houses to be swept weekly
- Floors to be stripped with non-ammoniated stripper, sealed and burnished every 6 months
- Windows to be washed every 6 months

(j) DOCTORS QUARTERS COMMUNAL AREAS

- Laundry areas walkways and stairs to be swept and dusted daily
- Floors to be stripped with non-ammoniated stripper, sealed and burnished every 6 months (where applicable)

(k) INTERNS DOCTORS QUARTERS AND COMMUNITY SERVICE DOCTORS QUARTERS

50 X Interns quarters and 14 community service flats (bachelor and 1 bedroom flats) must be cleaned bi-annually before the new intake occupies the flats.

Cleaning shall consist of:-

- Deep cleaning and sanitizing of kitchen sinks, hand was basins, baths and showers.
- Internal and external washing of all cupboards and shelves with a sanitizing cleaning agent.
- Washing down all walls with a sanitizing cleaning agent
- Washing of floor tiles/shampoo carpets
- Cleaning of all windows

(l) SENIOR DOCTORS QUARTERS

Doctors accommodation is vacated from time-to-time. For purposes of this contract service providers are to allow for the cleaning of five x 3 bedroomed houses with kitchen, lounge, dining room, 2 full bathrooms, laundry, servants quarters and a garage annually. Cleaning shall consist of:-

- Deep cleaning and sanitizing of kitchen sinks, hand was basins, baths and showers.
- Internal and external washing of all cupboards and shelves with a sanitizing cleaning agent.
- Washing down all walls with a sanitizing cleaning agent
- Washing of floor tiles/shampoo carpets
- Cleaning of all windows

4.14 **EXCLUSIONS**

The cleaning service shall not include:

- The cleaning of computer and medical equipment; and
- The cleaning of laboratory benches.

4.15 **REACTIVE CLEANING**

The service provider is to render a reactive cleaning service to the centre as follows:

4.15.1 **Cleaning of spillage of bodily fluids:**

- The contractor shall respond within 3 minutes of being notified and clean up the spillage. (3 Minutes reaction Time)
- Maternity, Casualties and theatres permanent cleaner to be placed on a 24/7 basis.

4.15.2 **Cleaning of non-hazardous spillage:**

The contractor shall respond within 30 minutes of being notified and clean up the spillage in accordance with MHC infection control policy.

4.16 **PEST CONTROL**

The contractor will assume responsibility for the internal pest control throughout the institutions – excluding main kitchen.

The service provider shall submit an agreement with a registered pest control operator (inclusive of proof of registration as a registered pest control operator)/attach a registration of in-house registration in its phase in plan. Pest control services may not be transferred to another party unless the employer is informed in writing, at least 1 (one) month before the change, before it may be implemented. The same conditions and requirements, as described, will be applicable to the intended pest control operator.

The service provider shall only use REGISTERED PEST CONTROL OPERATOR in terms of the Fertilizers, farm feeds, Agricultural Remedies and Stock Act, 1947 (Act 36 of 1947) as amended to implement, manage and maintain the pest control services as specified. Proof and all registration certificate and compliance certificate shall be submitted for approval prior to commencing the pest control.

An on-site supervisor who will be responsible for the planning and implementation of a Pest Management Programme will supervise the Pest Control Officer.

The Pest Management Programme will consist of the following:-

]	Inspection	-	Monthly inspections of all harborages and likely harborages.
]	Identifying	-	Identifying of pest infestation and specific pest.
]	Elimination	-	Apply suitable remedy through application of pesticides / rodenticide.
]	Maintenance	-	Carry out routine services for prevention of possible pest infestation.
]	Monitoring	-	Placement of monitoring Roach traps and or inspection of areas.

The Contractor will supply "Tamper Proof" rodent bait stations and electric fly killing machines in order to fulfill the requirements of the contract.

All "Tamper Proof" bait stations will be clearly numbered and a corresponding wall plate indicator will be placed approximately 1.5m above each station.

The Contractor will ensure that a blue print map is kept on file indicating the exact location of every "Tamper Proof" bait station and fly killing machine. These units should be reflected on the map with corresponding unit numbers.

The Contractor will be required to conduct monthly inspections and in so doing evaluate and analyse risk of infestation and/or contamination resulting from the various categories of pests. Each inspection is to be concluded with a written report for inclusion into the Service Report.

The method of treatment in respect of prevention and elimination is to conform to SA Government Legislation as outlined in the SABS Code of Practice. Such treatment methods must be environment friendly, humanely acceptable, effectively and professionally carried out on a monthly basis.

- **Rodent Control** – The control of rodents will be conclusive with respect to exclusion, restriction, eradication and monitoring. A system of strategically placed tamper proof bait stations, permanently affixed, are to be maintained and monitored on a monthly basis.
- **Insect Pest Control** – Control of cockroaches, fish moths, spiders, bed bugs, fleas including domestic ants is to be effective in ensuring a total control of the pests through a conclusive monthly program of:
 - Inspection;
 - Application;

 - Restriction;
 - Exclusion;
 - Monitoring.

Such will incorporate the use of pesticide gels and fumigants as approved for use by the Department of Agriculture.

- **Additional Services** – All wood destroying insect and or Subterranean Termites, Borer Beetles, Bee's and Bats will not form part of the Contractor's daily responsibilities. These pests will be treated on a once-off request basis at an additional charge.
- **Pesticides** – are to be of Department of Agriculture approved formulation, biodegradable, suitable for use in the food industry and so applied to ensure the risk of carry-over is minimal.
- **Flying Insects** – Flying insects control systems are supplied by the Contractor. In this regard the Contractor will be responsible for maintaining the units through the cleaning, monitoring and lamp replacement / repairs of these units as is necessary.

4.17 DEEP CLEANING AND DISINFECTION

The contractor will assume responsibility for the deep cleaning and disinfection services to be rendered in the hospital. The areas included will be wards, offices, board rooms, passages, kitchen, laundry, workshops, mortuaries, etc. Pricing must be included in the cost of cleaning but will be requested on an ad hoc basis as and when required. Pricing shall only include labor and PPE costs. Equipment will be provided to perform the function. The services will include:

- Anti-microbial areal disinfection and/or fogging treatment, to contaminated areas, that target and controls a wide variety of fungi, spores, bacteria, viruses including corona virus
- Deep cleaning and disinfection of all areas, surfaces and windows by using Chlorine washing method. These

The service provider shall be responsible to provide the Personnel Protective Equipment for the fumigation process e.g. coverall, goggles, respirator, etc.

5 CLEANING EQUIPMENT, MACHINERY AND CONSUMABLES

- All cleaning equipment and machinery used in this contract will be of industrial type and comply with the relevant SABS Specification/Terms of references and the **Occupational Health and Safety Act**
- The service provider must ensure that all machine operators are fully trained in the safe and responsible use of such equipment.
- **Equipment used in CSSD and Theatres may not be used in other sections and will be kept exclusively for the specific areas they were intended to.**
- The service provider is to utilise the existing cleaning equipment/machinery owned by NMAH, machines and consumables described in the document for all specified areas.
- Maintenance and repairs of the existing machinery will be the responsibility of service provider.
- Consumables for the machinery e.g. cleaning pads will be supplied by the service provider.
- Where there is a need for a replacement or an additional machinery, service provider will take the responsibility.
- All equipment, consumables and material will be used in strict accordance with the instructions of the manufacturer, safety instructions and Infection Control Requirements/Policies of NMAH and are to be provided by the successful service provider.
- **THE SERVICE PROVIDER MUST NOTE THAT IF MACHINES HAVE TO LEAVE THE PREMISES A REPLACEMENT MUST BE AVAILABLE TO PERFORM THE FUNCTIONS OF THE EQUIPMENT THAT ARE UNDER MAINTENANCE/REPAIR.**
- The service provider must create a history file on every piece of equipment and it shall include the following :-
 - Copies of the purchase invoice
 - Copies of the service level agreement with the agents to maintain machinery.
 - Copies of the job cards and invoices for repair

- Preventative maintenance schedule and proof that the equipment is maintained to the manufacturers prescripts
- Owner's manuals and operating instructions
- Proof of training, to machine operators, on the safe use of equipment inclusive of refresher training.

MINIMUM REQUIRED EQUIPMENT FROM THE CONTRACTOR WILL BE AS FOLLOWS:

- **Industrial Polishers**

The industrial Polishers shall comply with the following requirements: -

- Construction Heavy-duty die cast aluminium deck with heavy-duty rubber bumper, tubular steel adjustable handle with die cast aluminium handle housing.
- 220-volt single phase, 1.5 hp motor with 15 m cable
- Brush speed 175 rpm

No	Area required	Quantity required
1	Bedford Orthopaedic Unit (BOU)	7
2	Nelson Mandela Academic Hospital (NMAH)	25
3	Sir Henry Elliot Hospital (SHE)	4

- **Industrial Vacuum cleaner (carpets)**

- Voltage (v) 220 - 240 o Frequency (hz) 50-60
- Rated power (w) 1000 o Vacuum motor (type): 2-stage o Vacuum (mmH₂O) 2020
- Air flow (ltr.min) 1869 2152 o Power cable length (m) 7 o Tank capacity (ltr.) 35 (Steel) o Sound level (dB(A)) 74 o Absorbing dust filter
- Accessories required: Round nozzle, Crevice nozzle, Dry pick-up nozzle, Wet pickup nozzle,
- Suction tube assembly with Steel tube kit.

No	Area required	Quantity required
1	Bedford Orthopaedic Unit (BOU)	1
2	Nelson Mandela Academic Hospital (NMAH)	2
3	Sir Henry Elliot Hospital (SHE)	1

- **Industrial Spray extraction cleaner (carpets and upholstery)**

The unit will have two heavy duty bypass motors, flow jet solution pump, drain sluice valve, reinforced fiber glass/steel construction, electronic control unit for safety precaution, reliable, easy to use and robust, deep steam processes for carpets, upholstery, etc. See-through section to monitor water level in recovery tank. o Vacuum motor 2 x 1 200 W/35 kPa o Water lift 2500 mm o Airflow 60 l/s o Solution tank 35 L o Recovery tank 42 L

No	Area required	Quantity required
1	Nelson Mandela Academic Hospital (NMAH)	1

The above listed machinery is already available within the institution.

The successful bidder will be utilizing them and responsible for maintenance and repairs. Replacement will be discussed with the Soft Services manager before separate purchase is done by the service provider.

Maintenance schedule should be available and checked by the soft services manager monthly. Mechanical Engineering to decide on the value for money for any maintenance and repairs of the machines.

5.3 CONTROL OF CLEANING CONSUMABLES

Contractor shall be responsible for the safe storage of a range of consumables and some non-consumables required for the Cleaning Services.

NB: The service provider will be provided with a cleaning store but must however note that if storage provision is not adequate additional storage will have to be obtained at own cost.

5.4 CONTROL OF EQUIPMENT

The Contractor shall

- ensure any non-compliant cleaning equipment is not used by any person whatsoever in the provision of the Cleaning Services;
- all cleaning materials are designed for specific use in specific areas of the NMCH Premises;
- all cleaning equipment to be used in a particular area only is clearly designated for such area and under no circumstances used elsewhere;
- staff are properly trained

5.5 INFECTION CONTROL

The Contractor shall:

- Ensure all cleaning Staff are trained and familiar with, the NMCH infection control policy and procedures. Should there be any amendments, further training will be conducted to ensure cleaners are continually informed and updated;
 - The Contractor's contract manager will adhere to all scheduled meetings stipulated by the NMCH Infection Control Officer;
 - The Service provider will inspect and comply with the Infection Control Policy, Procedures and Techniques and rectify non-compliance.
 - Best practice must be applied to ensure the highest quality of cleaning services.
 - The Contractor shall regularly liaise with the infection control officers and NMAH BOUs departmental heads on:
 - The application of the NMCH Control of Infection Policy;
 - The employment of the latest techniques, material and equipment to ensure the highest quality of Hygiene Services;

5.6 HEALTH AND SAFETY

- The Contractor's contract manager will adhere to all scheduled meetings stipulated by the hospital's health and safety committee.
- The Contractor's health and safety officer will visit the site and liaise with the committee should it be requested.
- The NMAH health and safety committee (as notified to the Contractor from time to time) on the application of the NMAH Health and Safety Policy ;

5.7 CLEANING PROGRAMME

The service provider will draw up a cleaning programme within one week after appointment. The programme will start off with a deep clean, quarterly, bi-annual, twice yearly and annual cleans within the first two calendar months of the contract. The said programme will be distributed to the Soft Services Manager, the Facilities Manager, all unit managers and the Hospital Managers. A copy needs to be displayed in the site offices of the cleaning Service Provider.

5.8 PROVISION OF OFFICES, STORES, WATER AND ELECTRICITY

The successful service provider will be provided with demarcated office and storage space of non-negotiable size free of charge. If the area is not adequate the service provider is to source additional space at own cost. Water and electricity will also be provided free of charge for the execution of cleaning duties.

5.9 LIAISON

The contractor will be expected to attend Liaison meetings with Soft Service Manager as deemed necessary to ensure full and continuous service delivery.

5.10 RESPONSIBILITIES IF ACCESS TIMES CANNOT BE ADHERED TO

In the event that any of the Areas are in use during the Access Times the Contractor shall liaise with the Facilities Manager to agree alternative Access Times so as to ensure the Contractor is able to comply with the terms of this Specification/Terms of reference.

5.11 TRAINING

The Contractor shall ensure that all Staff are adequately trained for the proper fulfilment of their duties in respect of this Cleaning Services Specification/Terms of reference. The contractor shall train the staff on the following aspects; and keep records

- Use of cleaning equipment
- Use of cleaning materials
- Use of disinfectants, including dilution.
- Use of detergents, including dilution.
- Implementation of infection control procedures including but not limited to personal protective equipment to be worn.

5.12 MEDICAL SCREENING OF ALL STAFF MEMBERS

The service provider will be expected to do a medical screening on all workers brought to site for this contract at its own expense (in compliance with the department of labour requirements). The results of the screening must be submitted for scrutiny by the department. The test shall at least include the following TB, Hepatitis B, Chest Xray, Epilepsy and mental disability. The tests should be repeated at least annually.

	Description	Penalty	Demerit points
1.	Use of cleaning agents not complying with standards and/or Specification/Terms of reference	R2,000.00 per incident	20 per incident
2.	Non-compliance with cleaning programme	R1,000.00 per occurrence	10 per occurrence
3.	Noncompliance with deep cleaning programme	R3,000.00 per occurrence	30 per occurrence
4.	Failure of infection control due to inadequate cleaning processes	R15,000.00 per occurrence	30 per occurrence
5.	Failure of infection control due to inadequate cleaning processes in high risk areas (ICU's Theatres Isolation wards and Emergency areas, High cares, Maternity and Neonates	R20,000.00 per occurrence	40 per occurrence
6.	Failure to comply with reactive cleaning requirements	R2,000.00 per incident	20 per incident
7.	Failure to comply with the registration requirements of the pest control officer/ service provider	R10,000.00 per occurrence	10 per occurrence
8.	Pest infestation due to inadequate control measures	R10,000.00 per occurrence	10 per occurrence
No.	Description	Penalty	Demerit points
9.	Non removal of waste as specified	R1000,00 per incident	10 per incident
10.	Inability to control consumables and material.	R1,000.00 per incident	10 per incident
11.	Use of unsafe equipment non complying to Occupational Health and Safety Act.	R1,000.00 per incident	10 per incident
12.	Unsafe handling of equipment.	R500.00 per incident	5 per incident
13.	Failure to create and update maintenance folders on equipment.	R1,000 per incident	10 per incident
14.	Non availability of replacement equipment.	R5,000 per incident	10 per incident
15.	Non-submission of HR files/dummy files consisting of Id Documents, Qualifications, appointment letters indicating remuneration and Medical screening records within 2 months.	R10 000 per incident	25 per incident
16.	Non-submission of payroll information when submitting claims	R500 per incident	5 per incident
16.	Non submission of monthly payrolls duly by employees and verified attendance registers.	R10 000 per incident	25 per incident
17.	None attendance of quarterly strategic feedback meetings by company Director with the Hospital Facilities Management.	R20 000 per incident	40 per incident

5.13 SERVICE LEVEL AGREEMENT ELEMENTS

The following elements will be reflected in the Service Level Agreements with penalties with for noncompliance. Service providers will be provided with **200 demerit points, for the three year period**, from which transgressions will be reduced. **Upon reaching 0 (zero) the contract will be terminated**



Oncology

Sir Henry Elliot

Urology & Dermatology

Finance



CP Rehab Centre

Research Unit

Mortuary and IT



Bedford
Orthopaedic
Unit

Spinal Unit

Theatre &
High Care

OPD

Schedule A
Government Procurement General Conditions of Contract

Annexure A

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 (GCC) will form part of all bid 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.

TABLE OF CLAUSES

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General Conditions of Contract

1. Definitions

1. 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 anything 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 Terms of Reference.
 5. **Use of Contract** 5.1 The supplier shall not, without the purchaser's prior written consent, disclose the documents contract, or any provision thereof, or any Terms of Reference, plan, drawing, information; pattern, sample, or information furnished by or on behalf of the purchaser in inspection 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** 7.1 Within thirty (30) days of receipt of the notification of contract award, the **Security** 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 analysis

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. Packaging 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 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms **documents** 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 13.1 The supplier may be required to provide any or all of the following services, **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 supplied goods.

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 14.1 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:

- (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 Terms of Reference 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 Terms of Reference) 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 and 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. 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 21.1 Delivery of the goods and performance of services shall be made by the supplier **supplier's** in accordance with the time schedule prescribed by the purchaser in the contract. **performance**

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 cancelling 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:
- (a) 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;
 - (b) if the Supplier fails to perform any other obligation(s) under the contract; or
 - (c) 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.
- 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 antidumping 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.**
- 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.

**Part 5 – Schedule B
CSD REGISTRATION CERTIFICATE**

TAX CLEARANCE REQUIREMENTS

IT IS A CONDITION OF BIDDING:-

1. The Department of Health will verify the tax compliance status of bidders on the central Supplier Database (CSD) for all price quotations and competitive bids exceeding the value of R30 000 (Vat inclusive) prior to award as per National Treasury Instruction no 4A of 2016/17 Central Supplier Database.

Part 5 - Schedule C Pricing Schedule

SBD 3.2

PRICING SCHEDULE – NON-FIRM PRICES (SERVICE) NELSON MANDELA ACADEMIC HOSPITAL

Bid No.	SCMU3-25/26-0009-NMA
Bid Description	PROVISION OF CLEANING SERVICES AT NELSON MANDELA ACADEMIC HOSPITAL FOR A PERIOD OF 36 MONTHS

Name of Bidder	
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OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID.

PROVISION OF CLEANING SERVICES (NMAH and its areas incl Mortuary, Cochlear and Oncology in transit ward, Ex-mine workers, Mental Health, BOU, Sir Henry Elliot, Dental Lab, Resource Centre)

No.	Description	Unit	Monthly Cost	Cost for 36 months
NELSON MANDELA ACADEMIC HOSPITAL				
1.	Cleaning – Nelson Mandela Academic Hospital excluding management and equipment costs	Each		
2.	Provision of Management Services for the Cleaning staff – Nelson Mandela Academic Hospital	Each		
3.	Provision of maintainance and repairs for all supplied cleaning machinery, consumables e.g cleaning pads, equipment ,etc. for the Cleaning contract – Nelson Mandela Academic Hospital	Each		
4.	Provision of SHE bin at all female ablutions in hospital as specified based on 1 bin per abluion inclusive of packet dispensers-NMAH	Once off total		
5.	Provision of Deodorizing blocks and the replenishment thereof at all (male and female) ablutions in the hospital as specified.	Once Off total		
6.	Rendering a pest control service as specified at Nelson Mandela Academic Hospital	Per Sq meter		
7.	Rendering a deep clean and disinfection service at Nelson Mandela Academic Hospital	Per Sq Meter		

No.	Description	Unit	Monthly Cost	Cost for 36 months
COCHLEA IMPLANT AND TRANSIT ONCOLOGY WARD AT NELSON MANDELA ACADEMIC HOSPITAL				
1.	Cleaning – Cochlea implant and transit oncology ward excluding management and equipment costs	Each		
2.	Provision of Management Services for the Cleaning staff – Cochlea implant and transit oncology ward	Each		
3.	Provision of maintenance and repairs for all supplied cleaning machinery, consumables e.g cleaning pads, equipment ,etc. for the Cleaning contract – Cochlea implant and transit oncology ward	Each		
4.	Provision of SHE bin at all female ablutions in hospital as specified based on 1 bin per abluion inclusive of packet dispensers-NMAH	Once off total		
5.	Provision of Deodorizing blocks and the replenishment thereof at all (male and female) ablutions in Cochlea implant and transit oncology ward.	Once Off total		
6.	Rendering a pest control service as specified at Cochlea implant and transit oncology ward	Per Sq meter		
7.	Rendering a deep clean and disinfection service at Cochlea implant and transit oncology ward	Per Sq Meter		

No.	Description	Unit	Monthly Cost	Cost for 36 months
NELSON MANDELA ACADEMIC HOSPITAL ANNEX AT SIR HENRY ELLIOT				
1.	Cleaning – Sir Henry Elliot Hospital excluding management and equipment costs	Each		
2.	Provision of Management Services for the Cleaning staff –Sir Henry Elliot Hospital	Each		
3.	Provision of maintenance and repairs for all supplied cleaning machinery, consumables e.g cleaning pads, equipment ,etc. for the Cleaning contract – Sir Henry Elliot Hospital	Each		
4.	Provision of SHE bin at all female ablutions in hospital as specified based on 1 bin per abluion inclusive of packet dispensers-Sir Henry Elliot Hospital	Once off total		

5.	Provision of Deodorizing blocks and the replenishment thereof at all (male and female) ablutions in the Sir Henry Elliot area as specified.	Once Off total		
6.	Rendering a pest control service as specified at Sir Henry Elliot Hospital	Per Sq meter		
7.	Rendering a deep clean and disinfection service at Sir Henry Elliot Hospital	Per Sq Meter		

No.	Description	Unit	Monthly Cost	Cost for 36 months
1 STOP SERVICE CENTER (EX-MINEWORKERS)				
1.	Cleaning – 1 stop service centre (Ex-mineworkers) excluding management and equipment costs	Each		
2.	Provision of Management Services for the Cleaning staff – 1 stop service centre (Ex-mineworkers)	Each		
3.	Provision of maintenance and repairs for all supplied cleaning machinery, consumables e.g cleaning pads, equipment ,etc. for the Cleaning contract – 1 stop service centre (Ex-mineworkers)	Each		
4.	Provision of SHE bin at all female ablutions in 1 stop service centre (Ex-mineworkers) as specified based on 1 bin per abluion inclusive of packet dispensers	Once off total		
5.	Provision of Deodorizing blocks and the replenishment thereof at all (male and female) ablutions in the 1 stop service centre (Exmineworkers) as specified.	Once Off total		
6.	Rendering a deep clean and disinfection service in the 1 stop service centre (Ex-mineworkers)	Per Sq meter		
7.	Rendering a pest control service as specified at 1 stop service center – Ex mineworkers	Per Sq Meter		

No.	Description	Unit	Monthly Cost	Cost for 36 months
RESOURCE CENTRE				
1.	Cleaning – Resource Centre excluding/including management and equipment costs	Each		

2.	Provision of Management Services for the Cleaning staff – Resource Centre	Each		
3.	Provision of maintenance and repairs for all supplied cleaning machinery, consumables e.g cleaning pads, equipment ,etc. for the Cleaning contract – Resource Centre	Each		
4.	Provision of SHE bin at all female ablutions at Resource Centre as specified based on 1 bin per ablution inclusive of packet dispensers	Once off total		
5.	Provision of Deodorizing blocks and the replenishment thereof at all (male and female) ablutions at Resource Centre as specified.	Once Off total		
6.	Rendering a deep clean and disinfection service at Resource Centre as specified.	Per Sq meter		
7.	Rendering a pest control service as specified at Resource Centre	Per Sq Meter		

No.	Description	Unit	Monthly Cost	Cost for 36 months
MORTUARY				
1.	Cleaning – Bedford Orthopedic Unit excluding management and equipment costs	Unit		
2.	Provision of Management Services for the Cleaning staff – Bedford Orthopedic Unit	Each		
3.	Provision of maintenance and repairs for all supplied cleaning machinery, consumables e.g cleaning pads, equipment ,etc. for the Cleaning contract – Bedford Orthopedic Unit	Each		
4.	Provision of SHE bin at all female ablutions in Bedford Unit as specified based on 1 bin per ablution inclusive of packet dispensers	Once off total		
5.	Provision of Deodorizing blocks and the replenishment thereof at all (male and female) ablutions in the Bedford Unit as specified	Once Off total		
6.	Rendering a deep clean and disinfection service at the Bedford Unit as specified.	Per Sq meter		
7.	Rendering a pest control service as specified at Bedford Orthopedic Unit	Per Sq Meter		

No.	Description	Unit	Monthly Cost	Cost for months
MENTAL HEALTH UNIT				
1.	Cleaning – Mental Health Unit excluding management and equipment costs	Each		
2.	Provision of Management Services for the Cleaning staff – Mental Health Unit	Each		
3.	Provision of maintenance and repairs for all supplied cleaning machinery, consumables e.g cleaning pads, equipment ,etc. for the Cleaning contract – Mental Health Unit	Each		
4.	Provision of SHE bin at all female ablutions in Mental Health Unit as specified based on 1 bin per ablution inclusive of packet dispensers	Once off total		
5.	Provision of Deodorizing blocks and the replenishment thereof at all (male and female) ablutions in the Mental Health Unit as specified	Once Off total		
6.	Rendering a deep clean and disinfection service at the Mental Health Unit as specified	Per Sq meter		
7.	Rendering a pest control service as specified at Mental Health Unit	Per Sq Meter		
	Sub Total			
	VAT			
	TOTAL BID PRICE			

Price in words:

.....

.....

Signature of authorized member of bid company

.....

Name of authorized member of bid company

.....

Date:

GENERAL NOTE TO BIDDERS:

- Bidders should note that the Department reserves the right to execute the contract as whole or only parts thereof.
- If blanks are left it will be deemed to be included in the price of another item
- The total tendered price will be deemed the final price and item prices shall be adjusted in collaboration with the Facilities Manager in case of omissions and arithmetic errors.
- Topping up of staff which emanates from retirement and death of government personnel will be done by the service provider and must be incorporated in a separate invoice.

Please Confirm that you are authorized by your company to sign this form by signing next to the YES.	YES	
-------------------------------------------------------------------------------------------------------------	------------	--

Signed	Authorised Signatory 1	Authorised Signatory 2
Name		
Position		
Date		

PRICE VARIATION SCHEDULE: DO NOT INCLUDE IN TOTAL BID PRICE

PRICE VARIATION SCHEDULE			
No.	Description	Unit	Unit cost
1.	Provision of additional cleaner(Top up staff)	1 unit	
2.	Provision of additional Housekeeping Manager (Top up staff)	1 unit	
3.	Provision of additional Senior housekeeper (Top up staff)	1 unit	
No.	Description	Unit	Unit cost
4.	Toilet paper as per specification	1 bale	
5.	Toilet paper "Jumbo Roll" as per specification in bales of 8 rolls	1 bale	
6.	Toilet paper "Jumbo Roll" lockable dispenser, plastic, like Twinsaver Big Roll/Decca Toilet Dispenser or equally approved	1 unit	
7.	Toilet paper "Jumbo Roll" lockable dispenser, <u>stainless steel</u> , like Twinsaver Big Roll/Decca Toilet Dispenser or equally approved	1 unit	
8.	Top up hand drying towels (folded) as per specification	1 packet	
9.	Top up hand drying towel dispensers (mounted) as per specification	1 each	
10.	Provision of hand soap dispenser (mounted) as per specification	1 unit	
11.	Provision of hand soap liquid as per specification	1 refill	
12.	Provision of automatic air fresher/ sanitiser in Bathrooms/wards (mounted) as per specification	1 unit	
13.	Refill cartridge for air fresher/ sanitiser. as per specification	1 cartridge	
14.	Deep clean 3 Bedroom house as per specification	1 unit	
15.	Carpet clean 3 Bedroom house as per specification	1 unit	
16.	Deep clean 3 Bedroom unit Doctors Quarters as per specification.	1 unit	
17.	Carpet clean 3 Bedroom unit Doctors Quarters as per specification.	1 unit	

No.	Description	Unit	Unit cost
18.	Deep Clean 2 Bedroom unit Doctors Quarters as per specification.	1 unit	
19.	Carpet clean 2 Bedroom house as per specification	1 unit	
20.	Deep clean 1 bedroom unit Doctors Quarters as per specification.	1 unit	
21.	Carpet clean 1 Bedroom unit as per specification	1 unit	
22.	Deep clean bachelor unit Doctors Quarters as per specification.	1 unit	
23.	Carpet clean bachelor unit as per specification	1 unit	
24.	Deep clean of 2 seater coaches as per specification	1 unit	
25.	Deep clean of 3 seater coaches as per specification	1 unit	
26.	Deep clean of 1 seater coaches as per specification	1 unit	
27.	Deep clean of desk chair/visitors chair as per specification	1 unit	
28.	Deep clean of mortuary cold room at Nelson Mandela Academic Hospital as per specification	1 unit	
29.	Deep clean of mortuary cold room at Nelson Mandela Academic Hospital: Sir Henry Elliot site as per specification	1 unit	
30.	Deep clean of 4 drawer mortuary freezer cabinets at Nelson Mandela Academic Hospital and Sir Henry Elliot site as per specification	1 Unit	
31.	Removal of Bees/insects	1 Unit	

Name of authorized bidder: _____

Signature: _____

Date: _____

INFORMATION REQUIRED FROM THE BIDDER				
Do you fully comply with in relation to remuneration determined by the Department of labour?	Yes/No			
Remuneration for cleaner	Min		Max	
Remuneration for cleaning supervisor	Min		Max	
Remuneration for Cleaning Manager	Min		Max	
Remuneration for housekeeper	Min		Max	
FAILURE TO POPULATE ABOVE TABLES MIGHT INVALIDATE YOUR BID				

Name of authorized bidder: _____

Signature: _____

Date: _____

Please indicate what percentage (%) of the following makes up your cost structure (indicate where applicable):

Cost Element	Percentage (%)
Labour	
Material:	
Imported	
Local	
Cost Element	Percentage (%)
General & Administrative Overheads:	
Fixed	
Variable	
Transport	
Other (Specify)	
Profit	

- Does offer comply with Terms of Reference? *YES/NO
- If not to Terms of Reference, indicate deviation(s)
- Period required for delivery after issuing and order
- *Delivery: Firm/not firm
- Delivery basis (all delivery costs must be included in the bid price)

Note: Prices must be inclusive of Vat. All delivery costs must be included in the bid price, for delivery at the prescribed destination

PRICE ADJUSTMENTS

A NON-FIRM PRICES SUBJECT TO ESCALATION

1. IN CASES OF PERIOD CONTRACTS, NON FIRM PRICES WILL BE ADJUSTED (LOADED) WITH THE ASSESSED CONTRACT PRICE ADJUSTMENTS IMPLICIT IN NON FIRM PRICES WHEN CALCULATING THE COMPARATIVE PRICES
2. IN THIS CATEGORY PRICE ESCALATIONS WILL ONLY BE CONSIDERED IN TERMS OF THE FOLLOWING FORMULA:

$$Pa = (1 - V)Pt \left(D1 \frac{R1t}{R1o} + D2 \frac{R2t}{R2o} + D3 \frac{R3t}{R3o} + D4 \frac{D4t}{D4o} \right) + VPt$$

Where:

- Pa = The new escalated price to be calculated.
- (1-V)Pt = 85% of the original bid price. Note that Pt must always be the original bid price and not an escalated price.
- D1, D2.. = Each factor of the bid price eg. labour, transport, clothing, footwear, etc. The total of the various factors D1,D2...etc. must add up to 100%.
- R1t, R2t..... = Index figure obtained from new index (depends on the number of factors used).
- R1o, R2o = Index figure at time of bidding.
- VPt = 15% of the original bid price. This portion of the bid price remains firm i.e. it is not subject to any price escalations.

3. The Applicable Consumer Price Index for Catering Industry must be used when calculating the bid price.
4. FURNISH A BREAKDOWN OF YOUR PRICE IN TERMS OF ABOVE-MENTIONED FORMULA. THE TOTAL OF THE VARIOUS FACTORS MUST ADD UP TO 100%.

g. Labour, transport etc.)	PERCENTAGE OF BID PRICE

SBD 3.2

B PRICES SUBJECT TO RATE OF EXCHANGE VARIATIONS

1. Please furnish full particulars of your financial institution, state the currencies used in the conversion of the prices of the items to South African currency, which portion of the price is subject to rate of exchange variations and the amounts remitted abroad.

PARTICULARS OF FINANCIAL INSTITUTION	ITEM NO	PRICE	CURRENCY	RATE	PORTION OF PRICE SUBJECT TO ROE	AMOUNT IN FOREIGN CURRENCY REMITTED ABROAD
				ZAR=		
				ZAR=		
				ZAR=		
				ZAR=		
				ZAR=		
				ZAR=		

Adjustments for rate of exchange variations during the contract period will be calculated by using the average monthly exchange rates as issued by your commercial bank for the periods indicated hereunder: (Proof from bank required)

AVERAGE MONTHLY EXCHANGE RATES FOR THE PERIOD:	DATE DOCUMENTATION MUST BE SUBMITTED TO THIS OFFICE	DATE FROM WHICH NEW CALCULATED PRICES WILL BECOME EFFECTIVE	DATE UNTIL WHICH NEW CALCULATED PRICE WILL BE EFFECTIVE

**Part 5 – Schedule D
Declaration of Interest**

SBD 4

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state?

YES/NO

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution?

YES/NO

with any person who is employed by the procuring institution?

YES/NO

2.2.1 If so, furnish particulars:

.....
.....

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract?

YES/NO

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

3.1 I have read and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT

1 Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

Part 5 – Schedule E
Qualifications and Experience

1. Details of the extent of the bidders activities and business, e.g. branches etc:

2. A list of existing /previous contracts relating to services which are similar to the Services:

Description of Contract Period Contact Person & Tel No.

(Please provide contactable reference)

3. The number of years that the bidder has been in the business of providing services which are materially the same as the Services:

4. The name of the person who shall manage the Services:

5. Detail such person's qualifications and experience below :

.....
SIGNATURE OF (ON BEHALF OF) BIDDER

.....
NAME IN CAPITALS

In the presence of :

1.....

2.....

Part 5 – Schedule F
Organisation type

PARTNERSHIP/CLOSED CORPORATION/COMPANY
(delete which is not applicable)

The bidder comprises of the following partners/members/directors :

1. NAME _____
ADDRESS : _____
ID NUMBER: _____

2. NAME : _____
ADDRESS : _____
ID NUMBER: _____

3. NAME : _____
ADDRESS : _____
ID NUMBER: _____

4. NAME : _____
ADDRESS : _____
ID NUMBER: _____

5. NAME : _____
ADDRESS : _____
ID NUMBER: _____

.....
SIGNATURE OF (ON BEHALF OF) BIDDER

.....
NAME IN CAPITALS

In the presence of :

1.
2.

Part 5 – Schedule H
Details of Supplier's Nearest Office

1. Physical address of supplier's office

2. Telephone No of office: _____

3. Time period for which such office has been used by supplier : _____

SIGNATURE OF (ON BEHALF OF) BIDDER:

NAME IN CAPITALS:

In the presence of :

1.

2.

**Part 5 – Schedule I
Financial Particulars**

This schedule must be completed by the bidder and submitted together with the bid. **Documentary proof confirming availability of financial resources to execute the contract from the bidder's financial institution and /or Stamped Audited Financial Statements must be submitted with the bid.** If this requirement is not complied with in full the bid may be considered invalid.

Nature of Service: _____

Name of the bidder: _____

Bid Number: _____

	<p>FINANCIAL POSITION OF BIDDER</p> <p>I/we hereby certify that I/we have the necessary financial capacity and resources to execute the above contract successfully for the bid amount. I / we hereby attach letter confirming availability of financial resources from the financial institution. I / we give the ECDOH permission to contact the financial institution below to confirm the information provided.</p> <p>In the absence of the above, a letter confirming that the bidder has applied for financial assistance from any financial institution and that the institution is willing to favourably consider such application in the event that the bidder is successful, will also satisfy the Department.</p>
<p>NAME OF FINANCIAL INSTITUTION</p>	
<p>ADDRESS</p>	
<p>TEL.NO</p>	
<p>FAX NO</p>	
<p>CONTACT PERSON</p>	

SIGNATURE OF (ON BEHALF OF) BIDDER

NAME IN CAPITAL:

In the presence of :

1.

2.

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all the 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 **To be completed by the organ of state**

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the 90/10 preference point system.
- b) The lowest acceptable tender will be used to determine the accurate system once tenders are received.

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 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	90
SPECIFIC GOALS	10
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.

2. 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:

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

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 90 points is allocated for price on the following basis:

$$\begin{array}{c} \text{90/10} \\ \text{or } P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right) \end{array}$$

Where

- P_s = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = 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 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 80/20 and 90/10 preference point system.

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

(Note to organs of state: Where either the 80/20 or 90/10 preference point system is applicable, corresponding points must also be indicated as such.

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

The specific goals allocated points in terms of this tender	Weighing of points	Number of points allocated 90/10 system) (To be completed by the organ of state attach each proof as per table below)	Number of points claimed (90/10 system) (To be completed by the tenderer) state proof attached for ease of reference
Historically Disadvantage Individuals			
• Race	20%	2	
• Women	20%	2	
• Disability	20%	2	
Military Veterans	10%	1	
Youth	10%	1	
Locality (Eastern Cape	20%	2	
Total	100	10	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One-person business/sole propriety
- Close corporation
- Public Company
- Personal Liability Company
- (Pty) Limited
- Non-Profit Company
- State Owned Company

[TICK APPLICABLE BOX]

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.

<p>.....</p> <p>SIGNATURE(S) OF BIDDER(S)</p> <p>SURNAME AND NAME:</p> <p>.....</p> <p>DATE:</p> <p>.....</p> <p>ADDRESS:</p> <p>.....</p> <p>.....</p> <p>.....</p>



Province of the
EASTERN CAPE
 HEALTH

CERTIFICATION ATTENDANCE OF INFORMATION SHARING SITE INSPECTION

Tender No. SCMU3-25/26-0009 -NMA
Tender Description PROVISION OF CLEANING AND RELATED SERVICES AT THE NELSON MANDELA ACADEMIC HOSPITAL FOR A PERIOD OF 36 MONTHS

Details relating to Bid Briefing

Compulsory Bid Briefing: Time and Date: 18 June 2025 @ 11h00

Venue _____
 Mthatha Resource Centre

Name of company: _____

Representative attending meeting: _____

Contact Details: _____

Signature of representative _____

Date stamp of institution

Signature of Departmental Representative _____

RESOLUTION FOR SIGNATORY

Project Name:	PROVISION OF CLEANING SERVICES FOR NELSON MANDELA ACADEMIC HOSPITAL FOR A PERIOD OF 36 MONTHS
Tender No.	SCMU3-P25/26-0009-NMA

MUST BE ON COMPANY LETTERHEAD/ OR FILL IN THIS FORM AND CERTIFY WITH OFFICIAL COMPANY STAMP

A: CERTIFICATE OF AUTHORITY FOR SIGNATORY

Signatory for companies shall confirm their authority hereto by attaching a duly signed and dated copy of the relevant resolution of the board of directors to this form. This must be on a company letterhead.

An example is given below:

"By resolution of the board of directors passed at a meeting held on _____

Mr/Ms _____, whose signature appears below, has been duly authorised to

sign all documents in connection with the tender for Contract No. _____

and any Contract which may arise there from on behalf of (Block Capitals) _____

SIGNED ON BEHALF OF THE COMPANY: _____

IN HIS/HER CAPACITY AS: _____

DATE: _____

SIGNATURE OF SIGNATORY: _____

WITNESSES:

1. _____ SIGNATURE: _____

2. _____ SIGNATURE: _____