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AdvertQuote



KWAZULU-NATAL PROVINCE  
HEALTH  
REPUBLIC OF SOUTH AFRICA

## Quotation Advert

Opening Date: 2022-06-14

Closing Date: 2022-06-22

Closing Time: 11:00

### INSTITUTION DETAILS

Institution Name: Rietvlei hospital

Province: KwaZulu-Natal

Department or Entity: Department of Health

Division or section: Central Supply Chain Management

Place where goods / services is required: RIETVLEI HOSPITAL

Date Submitted: 2022-06-10

### ITEM CATEGORY AND DETAILS

Quotation Number: ZNQ:  
RVH /10/06/2022/2023

Item Category: Goods

Item Description: Diesel Supply And Testing At Various Clinics

Quantity (if supplies)

### COMPULSORY BRIEFING SESSION / SITE VISIT

Select Type: Select...

Date :

Time:

Venue:

QUOTES CAN BE COLLECTED FROM: Quotation attached on Advert

QUOTES SHOULD BE DELIVERED TO: Rietvlei Hospital Security Gate

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

Name: MR M MBUCANE

Email: mzuvukile.mbucane@kznhealth.gov.za

Contact Number: 0736721087

Finance Manager Name: P S BIYASE

Finance Manager Signature:

  
No late quotes will be considered







## GENERAL CONDITIONS OF CONTRACT

## 1. AMENDMENT OF CONTRACT

- 1.1. Any amendment to or renunciation of the provisions of the contract shall at all times be done in writing and shall be signed by both parties.

## 2. CHANGE OF ADDRESS

- 2.1. Bidders must advise the Department of Health (institution where the offer was submitted) should their address (*domicilium citandi et executandi*) details change from the time of bidding to the expiry of the contract.

## 3. GENERAL CONDITIONS ATTACHED TO THIS QUOTATION

- 3.1. The Department is under no obligation to accept the lowest or any quote.
- 3.2. The Department reserves the right to communicate in writing with vendors in cases where information is incomplete or where there are obscurities regarding technical aspects of the offer, to obtain confirmation of prices or preference claims in cases where it is evident that a typing, written, transfer or unit error has been made, to investigate the vendor's standing and ability to complete the supply/service satisfactorily.
- 3.3. **ALL DECISIONS TAKEN BY THE DEPARTMENT ARE FINAL, INCLUDING THE AWARD OR CANCELLATION OF THIS QUOTATION.**
- 3.4. The price quoted must include VAT (if VAT vendor).
- 3.5. Should a bidder become a VAT vendor after award or during the implementation of a contract, they may not request the VAT percentage from the Department as the service provider made an offer during the period they were not registered as a VAT vendor. The Department is only liable for any VAT from registered VAT vendors as originally stated on the quotation document.
- 3.6. The bidder must ensure the correctness & validity of the quotation:
- (i) *that the price(s), rate(s) & preference quoted cover all for the work/item (s) & accept that any mistakes regarding the price (s) & calculations will be at the bidder's risk*
- (ii) *it is the responsibility of the bidder to confirm receipt of their quotation and to keep proof thereof.*
- 3.7. The bidder must accept full responsibility for the proper execution & fulfilment of all obligations conditions devolving on under this agreement, as the Principal (s) liable for the due fulfilment of this contract.
- 3.8. This quotation will be evaluated based on the 80/20 points system, specification, correctness of information and/or functionality criteria. All required documentation must be completed in full and submitted.
- 3.9. Offers must comply strictly with the specification.
- 3.10. Only offers that meet or are greater than the specification will be considered.
- 3.11. Late offers will not be considered.
- 3.12. Expired product/s will not be accepted. All products supplied must be valid for a minimum period of six months.
- 3.13. Used/ second-hand products will not be accepted.
- 3.14. A bidder not registered on the Central Suppliers Database or whose verification has failed will not be considered.
- 3.15. All delivery costs must be included in the quoted price for delivery at the prescribed destination.
- 3.16. Only firm prices will be accepted. Such prices must remain firm for the contract period. Non-firm prices (including rates of exchange variations) will not be considered.
- 3.17. In cases where different delivery points influence the pricing, a separate pricing schedule must be submitted for each delivery point.
- 3.18. In the event of a bidder having multiple quotes, only the cheapest according to specification will be considered.
- 3.19. Verification will be conducted to identify if bidders have multiple companies and are cover-quoting for this bid.
- 3.20. In such instances, the Department reserves the right to immediately disqualify such bidders as cover-quoting is an offence that represents both corruption and acquisition fraud.

## 4. SPECIAL INSTRUCTIONS AND NOTICES TO BIDDERS REGARDING THE COMPLETION OF THIS QUOTATION.

- 4.1. Unless inconsistent with or expressly indicated otherwise by the context, the singular shall include the plural and vice versa and with words importing the masculine gender shall include the feminine and the neuter.
- 4.2. Under no circumstances whatsoever may the quotation/bid forms be retyped or redrafted. Photocopies of the original bid documentation may be used, but an original signature must appear on such photocopies.
- 4.3. The bidder is advised to check the number of pages and to satisfy himself that none are missing or duplicated.
- 4.4. Quotations submitted must be complete in all respects. However, where it is identified that information in a bidder's response, which does not affect the preference points or price, is incomplete in any respect, the said supplier meets all specification requirements and scores the highest points in terms of preference points and price, the Department reserves the right to request the bidder to complete/ submit such information.
- 4.5. Any alteration made by the bidder must be initialled; failure to do so may render the response invalid.
- 4.6. Use of correcting fluid is prohibited and may render the response invalid.
- 4.7. Quotations will be opened in public as soon as practicable after the closing time of quotation.
- 4.8. Where practical, prices are made public at the time of opening quotations.
- 4.9. If it is desired to make more than one offer against any individual item, such offers should be given on a photocopy of the page in question. Clear indication thereof must be stated on the schedules attached.

4.10. The Department is under no obligation to pay suppliers in part for work done if the supplier can no longer for fulfil their obligation.

**5. SPECIAL INSTRUCTIONS REGARDING HAND DELIVERED QUOTATIONS**

- 5.1. Quotation shall be lodged at the address indicated not later than the closing time specified for their receipt, and in accordance with the directives in the quotation documents.
- 5.2. Each quotation shall be addressed in accordance with the directives in the quotation documents and shall be lodged in a separate sealed envelope, with the name and address of the bidder, the quotation number and closing date indicated on the envelope. The envelope shall not contain documents relating to any quotation other than that shown on the envelope. If this provision is not complied with, such quotations/bids may be rejected as being invalid.
- 5.3. All quotations received in sealed envelopes with the relevant quotation numbers on the envelopes are kept unopened in safe custody until the closing time of the quotation/bids. Where, however, a quotation is received open, it shall be sealed. If it is received without a quotation/bid number on the envelope, it shall be opened, the quotation number ascertained, the envelope sealed and the quotation number written on the envelope.
- 5.4. A specific box is provided for the receipt of quotations, and no quotation found in any other box or elsewhere subsequent to the closing date and time of quotation will be considered.
- 5.5. No quotation/bid sent through the post will be considered if it is received after the closing date and time stipulated in the quotation documentation, and proof of posting will not be accepted as proof of delivery.
- 5.6. Quotation documents must not be included in packages containing samples. Such quotations may be rejected as being invalid.

**6. SAMPLES**

- 6.1. In the case of the quote document stipulating that samples are required, the supplier will be informed in due course when samples should be provided to the institution. (This decreases the time of safety and storage risk that may be incurred by the respective institution). The bidders sample will be retained if such bidder wins the contract.
  - (i) If a company/s who has not won the quote requires their samples, they must advise the institution in writing of such.
  - (ii) If samples are not collected within three months of close of quote the institution reserves the right to dispose of them at their discretion.
- 6.2. **Samples must be made available when requested in writing or if stipulated on the document.**
  - (i) If a Bidder fails to provide a sample of their product on offer for scrutiny against the set specification when requested, their offer will be rejected. All testing will be for the account of the bidder.

**7. COMPULSORY SITE INSPECTION / BRIEFING SESSION**

7.1. Bidders who fail to attend the compulsory meeting will be disqualified from the evaluation process.

- (i) The institution has determined that a compulsory site meeting  take place
- (ii) Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Time \_\_\_\_:\_\_\_\_ Place \_\_\_\_\_

Institution Stamp:	Institution Site Inspection / briefing session Official
	Full Name: .....
	Signature: .....
	Date: .....

**8. STATEMENT OF SUPPLIES AND SERVICES**

8.1. The contractor shall, when requested to do so, furnish particulars of supplies delivered or services executed. If he/she fails to do so, the Department may, without prejudice to any other rights which it may have, institute inquiries at the expense of the contractor to obtain the required particulars.

**9. SUBMISSION AND COMPLETION OF SBD 6.1**

9.1. Should a bidder wish to qualify for preference points they must complete a SBD 6.1 document. Failure by a bidder to provide all relevant information required, will result in such a bidder not being considered for preference point's allocation. The preferences applicable on the closing date will be utilized. Any changes after the closing date will not be considered for that particular quote.

**10. TAX COMPLIANCE REQUIREMENTS**

- 10.1. In the event that the tax compliance status has failed on CSD, *it is the suppliers' responsibility to provide a SARS pin in order for the institution to validate the tax compliance status of the supplier.*
- 10.2. In the event that the institution cannot validate the suppliers' tax clearance on SARS as well as the Central Suppliers Database, *the quote will not be considered and passed over as non-compliant according to National Treasury Instruction Note 4 (a) 2016/17.*

## 11. TAX INVOICE

11.1. A tax invoice shall be in the currency of the Republic of South Africa and shall contain the following particulars:

- |  |  |
|--|--|
| (i) the name, address and registration number of the supplier;                           | (iv) a description and quantity or volume of the goods or services supplied; |
| (ii) the name and address of the recipient;  | (v) the official department order number issued to the supplier;             |
| (iii) an individual serialized number and the date upon which the tax invoice is issued; | (vi) the value of the supply, the amount of tax charged;                     |
|  | (vii) the words tax invoice in a prominent place.                            |

## 12. PATENT RIGHTS

The supplier shall indemnify the **KZN Department of Health** (hereafter known as the purchaser) against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

## 13. PENALTIES

- 13.1. If at any time during the contract period, the service provider is unable to perform in a timely manner, the service provider must notify the institution in writing/email of the cause of and the duration of the delay. Upon receipt of the notification, the institution should evaluate the circumstances and, if deemed necessary, the institution may extend the service provider's time for performance.
- 13.2. In the event of delayed performance that extends beyond the delivery period, the institution is entitled to purchase commodities of a similar quantity and quality as a substitution for the outstanding commodities, without terminating the contract, as well as return commodities delivered at a later stage at the service provider's expense.
- 13.3. Alternatively, the institution may elect to terminate the contract and procure the necessary commodities in order to complete the contract. In the event that the contract is terminated the institution may claim damages from the service provider in the form of a penalty. The service provider's performance should be captured on the service provider database in order to determine whether or not the service provider should be awarded any contracts in the future.
- 13.4. If the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance.

## 14. TERMINATION FOR DEFAULT

- 14.1. The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:
- (i) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract,
  - (ii) if the supplier fails to perform any other obligation(s) under the contract; or
  - (iii) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 14.2. In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services.
- 14.3. Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

## 15. THE DEPARTMENT RESERVES THE RIGHT TO PASS OVER ANY QUOTATION WHICH FAILS TO COMPLY WITH THE ABOVE.

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017**

This preference form must form part of all quotes invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

**NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.**

**1. GENERAL CONDITIONS**

1.1 The following preference point systems are applicable to all quotes:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and

1.2 The value of this quote is estimated to not exceed R50 000 000 (all applicable taxes included) and therefore the 80/20 preference point system shall be applicable.

1.3 Points for this quote shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contributor.

1.4 The maximum points for this quote is allocated as follows:

	POINTS
PRICE	80
B-BBEE STATUS LEVEL OF CONTRIBUTOR	20
Total points for Price and B-BBEE must not exceed	100

1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the quote, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

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

**2. DEFINITIONS**

- (a) **"B-BBEE"** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **"B-BBEE status level of contributor"** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (c) **"bid"** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
- (d) **"Broad-Based Black Economic Empowerment Act"** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) **"EME"** means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (f) **"functionality"** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) **"prices"** includes all applicable taxes less all unconditional discounts;
- (h) **"proof of B-BBEE status level of contributor"** means:
  - 1) B-BBEE Status level certificate issued by an authorized body or person;
  - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
  - 3) Any other requirement prescribed in terms of the B-BBEE Act;
- (i) **"QSE"** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;



3. POINTS AWARDED FOR PRICE

3.1 THE 80/20 PREFERENCE POINT SYSTEMS

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

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

- Ps = Points scored for price of bid under consideration
- Pt = Price of bid under consideration
- Pmin = price of lowest acceptable bid

4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

5. BID DECLARATION

5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

6.1 B-BBEE Status Level of Contributor: = .....(maximum of 20 points)

(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

7. SUB-CONTRACTING applicable box)

(Tick

YES	NO
-----	----

7.1 Will any portion of the contract be sub-contracted?

7.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted.....%
- ii) The name of the sub-contractor.....
- iii) The B-BBEE status level of the sub-contractor.....

8. Whether the sub-contractor is an EME or QSE

(Tick applicable box)

iv) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations, 2017:

YES	NO
-----	----

Designated Group: An EME or QSE which is at least 51% owned by:	EME √	QSE √
Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
OR		
Any EME		
Any QSE		

9. DECLARATION WITH REGARD TO COMPANY/FIRM

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

9.2 VAT registration number:.....

9.3 Company registration number:.....

9.4 TYPE OF COMPANY/ FIRM [TICK APPLICABLE BOX]

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

9.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....

9.6 COMPANY CLASSIFICATION [TICK APPLICABLE BOX]

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

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

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

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

WITNESSES	
1.	.....
2.	.....

.....
SIGNATURE(S) OF BIDDERS(S)
DATE: .....
ADDRESS.....
.....
.....



health

---

Department:  
Health  
**PROVINCE OF KWAZULU-NATAL**

**[RIETVLEI HOSPITAL]**

Comment [MM1]: change

**DIESEL SUPPLY AND GENERATOR TESTING AT  
VARIOUS CLINICS.**

**12 MONTHS CONTRACT**

**AT**

**HARRY GWALA DISTRICT - [RIETVLEI HOSPITAL]**

Comment [MM2]: change

~~XXXXXXXXXX~~

## 1. INTRODUCTION

1.1 There are [11] clinics under the jurisdiction of [RIETVLEI HOSPITAL] which is a mother institution. All these clinics have generator installed and require regular testing, [twice a month] to ensure that they are available when there is power problem. Moreover, filling in the base/day tanks with diesel to ensure minimal disruption during power outages is necessary. This has necessitated the need for initiation of this contract, which is in two folds, one being the operational aspect – fuel and the second being the preventative approach – testing of generators at various clinics.

Comment [MM3]: change

Comment [MM4]: change

## 2. SERVICES REQUIRED

The successful service provider must perform:

- (a) A bit of preventative maintenance through checks/inspections and starting generator off-load and on-load as per the attached inspection sheet.
- (b) Replenish diesel in the base tanks as and when required.

### 2.2 INSPECTIONS:

Each of the prescribed inspection and test activities must be conducted by a competent person and records must be kept in a dedicated "file". The developed inspection and test documents must be used during the testing of generator.

### 2.3 REPLENISH DIESEL IN THE BASE TANKS AS AND WHEN REQUIRED

The appointed service provider shall also replenish the diesel at various clinics as and when required. When replenishing diesel, the contractor must conduct a moisture test prior to filling the generator tank, keep evidence of the initial level of diesel in tank, digital pump to be used and reading captured for invoicing purposes, filling to be done in the presence of Operational Manager or maintenance personnel.

### 2.4 REACTIVE MAINTENANCE

If there is any repair work to be done, the service provider is only to make a note of this and provide a report to the month institution. The mother institution will be expected to raise a separate order for the repairs, if the generator is not on warranty, or else if still under warranty, will then be escalated to the contractor that installed the generator.

### 2.5 FINANCIAL PROPOSAL

The following must be submitted as part of the financial proposal:

- Cover letter
- Proposed cost/ commercial offer as per attached BOQ (Annexure C) on official company letterhead.
- Original completed Bills of Quantities (BOQ) (Annexure C).
- Provide a valid original or certified copy of B-BBEE certificate or valid sworn affidavit; and CSD registration report (RSA suppliers).

#### Additional Requirements:

- The pricing must be firm and inclusive of all costs required to render the required services to the DOH. Anything outside the scope of this RFP must be quoted separately.

## 2.6 SCOPE OF WORK

Diesel supply:

- Supply and fill up diesel on planned and on emergency basis on all DOH generators.
- Record data on volumes/quantities of fill-up and submit to Facilities.
- Record all diesel supplies to DOH and file for audit purposes and monthly diesel accounting.
- Record all diesel tank fuel levels to balance the quantity of diesel supplied and consumed by DOH.
- Ensure that the diesel supply meter is functional with valid calibration certificate of every supply.
- Comply with the DOH environmental systems and prevent spillages during diesel filling.

**NOTE:** Minimum response time to a call out to fill up is 3hrs max.

Generator testing:

- Testing of generators with the clinics listed at Appendix A twice a month.

## 2.7 Technical Evaluation Criteria (RETURNABLE DOCUMENTS)

*This must be read in conjunction with the Technical evaluation (Functionality Criteria)*

- a. **Staff or employees** – qualified and competent person in handling flammable liquids.
- b. **Company** - Submit three company references where similar work has been conducted within the last five years in the form of orders and completion certificate/delivery notes/reference letters and company profile showing relevant experience.
- c. **Equipment** - Submit the number of field service vehicles and submit the number of mobile tanks with pump meter with minimum capacity of 1000L.
- d. **Environmental and Quality** - Submit environmental management plan related to the scope of work
- e. **Traded electrical artisan/electrical technician with experience in generators - competency and experience**
  - Proof of electrical trade test certificate/electrical diploma accompanied by CV with relevant generators experience. *Detailed CV covering the above will be required, with traceable references.*
- f. CIDB Category: IEP/ME or above

## 3. PURPOSE, SCOPE AND DEFINITIONS OF CONTRACT WORK CATEGORIES

The purpose of this contract is to procure the services of a reputable, competent and accredited Service Provider to be able to provide replenishing of diesel service and testing of the generators.

## 4. SERVICE LEVEL AGREEMENT

A successful bidder shall enter into a service level agreement (SLA) with the Department prior to being awarded the Contract. The service level agreement shall be entered and agreed upon within ten (30) days after intention to award advertisement. The successful bidder must arrange a meeting with the Department's personnel two (2) days after expiry of advertisement of intention to award to discuss the SLA.

## 5. SITE SPECIFIC REQUIREMENTS

- Upon arrival, the service provider shall provide the relevant certification for the personnel, together with ID or clear copy of ID.
- Service provider to take picture of the gauge prior to and after filling diesel.
- The Department will randomly test the diesel for moisture content and each time the contractor arrives on site, must leave a 500ml diesel in a transparent bottle and dated the day the diesel was delivered.
- Use a pump with a digital counter for accurateness.

## 6. DELIVERING AND DISPENSING FUEL

Delivering fuel to the site

- Delivery of fuel to the site will be by approved highway tanks, where road conditions permit, or mobile refuelling tanks.
- Delivery will be into an on-site generator tank (day tank) or simply put directly into the equipment.
- Mobile tanks and pumps shall be operated by a competent person.

Dispensing fuel

- All dispensing or transferring of fuel will be attended for the duration of the operation. The attendant must be aware of proper fuel handling procedures to minimize the risk of a spill and shall continuously scan the area adjacent to the fuelling operation for possible leaks or spills.
- The transferring and dispensing of fuel will be done with pumping equipment, an approved hose, and top-fill nozzle.
- When fuelling under the conditions wherein the tank inlet is constricted and there is a leak possibility, absorbent pads are to be placed around the fuel inlet prior to dispensing.
- Ensure that a site-appropriate spill containment kit is readily available.
- When unreeling the fuel transfer hose and nozzle, the nozzle must be in the upright position. The nozzle shall be kept clear of the ground when returned to the reel or storage position.
- Verify that there is a proper connection between the fuel fill hose and the fill pipe of the mobile refuelling tank, or the equipment being filled. Verify that the fill valve is open.
- The transfer of fuel must be stopped prior to overflowing, leaving room for expansion. Mobile refuelling tanks and fuel tanks on vehicles and equipment are not to be overfilled.
- The operation of moving equipment in the immediate area of a fuelling operation shall be suspended.
- Welding and/or burning operations within 3 metres must be stopped while fuelling is in progress.
- Maintain regular inspections of fuel systems and their components. Check for leakage, deterioration, or damage prior to refuelling.

## 7. EMPLOYEES ON SITE

- All contractor employees are required to report to the Facility Manager/Operational Manager or his delegated official upon arrival and prior to departure/upon completion of work.
- Upon arrival and departure (completion of work), all contractor employees must sign the Contractors Site Visit Register which will be kept in the facility by the Facility Manager/Operational Manager stating the litres filled.
- A job sheet must be completed on site by the service provider indicating the work done (testing and/or replenishing) for the job allocated. The job sheet is to be signed and stamped with a dated facility stamp by the facility manager or his/her delegated official on site.

The document required to effect invoice pay-out is as follows:

- ✓ Instruction issued to carry out replenishing or testing/programme as initially agreed upon.
- ✓ Job sheet, stamped (or signed) and dated by facility manager or his/her designated official.
- ✓ Short report on scope executed.
- ✓ Service provider's invoice.

The work will be paid on the basis of the agreed contract rates.

Report must be sent to the DoH Chief Artisan within the mother institution.

## 8. EQUIPMENT TO BE PROVIDED BY THE SERVICE PROVIDER

The service provider shall supply all plant and tools required to carry out the scope of work related to replenishing of diesel and testing of generators in various clinics.

Where a service provider is required to hire plant or equipment which does not form part of their normal replenishing or generator testing scope of work, prior approval shall be obtained from the Department's Representative. The name of Department's Representative will be communicated to the appointed contractor.

## 9. MEANS OF COMMUNICATION

The contractor will be notified by phone call and email if required to replenish if the testing did not coincide with the replenishing by the mother institution.

## 10. DOH RESERVES THE RIGHT TO

- Terminate the contract if the contractor breaches any of the agreements. All applicable conditions will be on the SLA.
- Terminate the contract if contractor is suspected to be misinforming or misleading the department with regards to the information, diesel theft, contamination, mixing with water, etc. the Contractor will be subjected to investigation and disciplinary hearing which can lead to termination of Contract as well as deletion from the Government database which will prevent the contractor from conducting any form of business/work for Government.
- Appoint one or more service providers, separately or jointly (whether or not they submitted a joint proposal);
- Award this RFQ as a whole or in part;
- Cancel or withdraw this RFQ as a whole or in part.

## 11. CONTRACT VALIDITY

- The contract will be deemed as expired at end of 12 months from the date of agreeing and signing SLA or exhaustion of funding allocated to the contract.
- If the National Treasury transversal contract allows for delivery of diesel in rural institutions, this contract will lapse.

## 12. AVAILABILITY AND RESPONSE TIMES

The service provider is required to be available twenty-four (24) hours per day, seven (7) days per week, including public holidays, to respond to requests to replenish diesel as and when instructed to do so.

### Normal cases

The service provider's response time must be 8 hours maximum from the time a request is lodged.

### Emergencies

When a service provider is appointed as the responsible service provider at a specific institution/building/facility for a specific period, the service provider's *response time must be 2 hours maximum from the time a request is lodged.*

If an emergency replenishing request is made and not attended to within a particular time of the time of reporting, a penalty shall be imposed, to be detailed on the SLA. A contact number and an email address shall be provided by the service provider for 24 hour contact.

**13. COMPLIANCE TO OHS ACT**

The works shall be carried out in full compliance to Occupational Health and Safety Act and Regulations and all relevant Acts and Standards. All safety precautions required for working on diesel handling and transportation systems shall be taken into account and a *risk assessment shall be conducted by the service provider*. Suitable PPE (personal protective equipment) shall be worn at the time of duty. The contractor is fully liable for safety and security of his personnel and shall indemnify the Department of Health for all incidents.

Before work can commence, the service provider shall submit :

- Safety Policy of equivalent, demonstrating safe working procedures, processes, controls and guidelines that will give confidence to the Department that safety will be prioritised, risk assessments, tools and site inspections will be conducted. First Aid kit will be provided. Safety Officer will be made available (or at least a foreman will act as a Safety custodian). Incidents will be reported and investigated as per Osh Act and Regulations.

**14. APPLICABLE RATES**

*Labour*

The standard applicable labour rates are included in the line items the contractor quotes for. The labour rates will only apply during the testing and only when the artisan or technician is on site. These labour rates are taken to cover all of the service provider's supervision, administration and overhead costs, printing of standard service schedules, consumables, insurance, sundries and preliminaries and profit.

The labour rates will remain firm for the duration of the contract period.

*Travel and Transport*

The Contractor will be reimbursed for travelling and transportation of employees or provision of normal tools, etc. required for carrying out the agreed scope of work as per the latest departmental fuel rates.

*Hourly rates are applicable when employees are on site busy carrying out work as per the instructions.*

*Diesel price fluctuations*

The diesel fluctuation prices will be in accordance with the Automobile Association (AA) standardised rates. If, in a given month, the fuel price increase by R1, so will the rate of each litre be adjusted by an additional rand. A decrease will be considered as such.

**15. SCHEDULE OF RATES**

Fuel tariff per kilometre (transportation)	R
--	---



**Appendix A – List of institutions**

Conduct inspection and testing of the generator as per the provided checklist:

Item	Institution	Kilometres (from contractor's office/premise to clinic)	Cost per trip (km x fuel tariff per kilometre)	Frequency	Total cost for the duration
1.	Ndawana clinic			Twice a month	
2.	Mvubukazi clinic			Twice a month	
3.	Sihleza clinic			Twice a month	
4.	Singisi clinic			Twice a month	
5.	Ladam clinic			Twice a month	
6.	Luordes clinic			Twice a month	
7.	Mvoti clinic			Twice a month	
8.	Gugwini clinic			Twice a month	
9.	Gowan-lea clinic			Twice a month	
10.	Unzimkhulu clinic			Twice a month	
11.	Ibisi clinic			Twice a month	
<b>Total Cost (excl. of VAT)</b>					
<b>VAT @ 15%</b>					
<b>Total Cost A (incl. of VAT)</b>					

Appendix B – List of institutions

Diesel replenishing:

Diesel price per litre, applicable are the conditions under “Diesel price fluctuations”	R
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Item	Institution	Cost per Litre	Number of litres – once a month	Frequency	Total cost for the duration (Cost per litre x number of litres x frequency)
1.	Ndawana Clinic		700	12	
2.	Mvubukazi Clinic		700	12	
3.	Sihleza Clinic		700	12	
4.	Singisi Clinic		700	12	
5.	Ladam Clinic		700	12	
6.	Luordes Clinic		700	12	
7.	Mvoti Clinic		700	12	
8.	Gugwini Clinic		700	12	
9.	Gowan-lea Clinic		700	12	
10.	Umzimkhulu Clinic		700	12	
11.	Ibisi Clinic		700	12	
<b>Total Cost (excl. of VAT)</b>					
<b>VAT @ 15%</b>					
<b>Total Cost B (incl. of VAT)</b>					

**NOTE:**

Lesser quantities may be required and as such, relevant quantities and amount of money will be paid.

Inspection can be conducted without any replenishing required so the two are independent of each other.

Appendix C – Inspection Sheet

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## 16. TENDER EVALUATION CRITERIA AND SCORING

The Bidders needs to score a minimum of 60 points functionality and quality criteria to be considered for this quotation:

Evaluation Criteria	Deliverables	Points		Sub-Points	Sub-Criteria	Sub-Points Scoring
		Points	Sub-points			
Staff or employees qualified and competent person in handling flammable liquids.	The submission of CV and certification of personnel competent in flammable liquids handling and testing of generator	30	30	Sub-points	Legal certification of personnel competent for handling of flammable liquid /And testing of generator as per attached check list.	CV and certification of personnel competent in flammable liquids handling (15 points) and personnel competent as trade tested electrician or electrical technician or equivalent qualification for a personnel who will be testing generator (15 points).
	Company experience	30	30	Sub-points		Proof of verifiable orders/appointment letters for supplying of diesel more than 1000 litres
Equipment	Submit the number of field service vehicles and submit the number of mobile tanks with pump meter with minimum capacity of 1000L.	30	30	Sub-points	Fuel tanker truck logbook, Or fuel bowssers trailer log book or 1000 litres or more approved diesel fuel tank with dispensing pump.	Log book and road worthy certificate for 1000 litres or more for mobile tanker or fuel bowssers trailer or proof of purchase of 1000 litres tank with measuring bowser including logbook for the mobile which will be used to transport the tank or lease agreement for any of the above. None submitted.
	Submit environmental, health and safety management plan/policy related to the scope of work	10	10	Sub-points		Environmental, health and safety management plan/policy related to the scope of work demonstrating flammables handling and transportation, electrical hazards identification, generator testing, etc.





## GENERATOR PREVENTATIVE MAINTENANCE & LUBRICATION SERVICE

Compiled by	KP Mdalose
Approved by	SS Mathonsi
Rev & date	000 - 2021/07/06
Document No	#1

Date: ..... Site: ..... KZN DOPW Generator Job Card

Customer: ..... Contact person: ..... Contact nr: ..... Plant Name: ..... Plant number: .....

Travel start time: ..... Travel from: ..... Labour start time: ..... Type of service (mark appropriate) Guarantee:  
 Minor: .....  
 Major: .....  
 Repair: .....

Travel end time: ..... Travel to: ..... Labour end time: .....

Engine Make: ..... Engine model nr: .....  
 kVA rating: ..... Engine serial nr: .....

		Normal	Faulty	Replaced			Normal	Faulty	Replaced
1	Start up manually correctly?				6	Control panel neat, tidy and function correctly:			
2	Mains failure: (Only when client agreed)				6.1	Generator breaker			
2.1	Does the generator start after mains fails?				6.2	Mains breaker			
2.2	Does the change over to the building happened?				6.3	Fuses and circuit breakers			
2.3	Change over reconnect load on mains				6.4	Protection relays			
2.4	Generator maintains cooling cycle				6.5	Ammeters, Voltmeters, Frequency meters			
3	Diesel engine: Check that all items are clean, tidy and function correctly:				6.6	Selector switches			
3.1	Is there any oil, water or diesel leaks?				6.7	E-stop functioning correctly			
3.2	Couplings, bolts and flexible joints				6.8	Cables, terminations and earthing			
3.3	Exhaust, lagging and installation of exhaust				7	Starter Batteries in good working condition			
3.4	Fuel pump or Wing pump				7.1	Condition of cabling and terminals			
3.5	Engine mountings and anti-vibration mountings				7.2	Ventilation system of battery box fan			
3.6	V-belts				8	Fuel tank safe and in good working condition			
3.7	Speed governors				8.1	Tank and piping			
3.8	Stop start solenoid				8.2	Fuel cut of fire link			
3.9	Does jacket water heater heat engine block properly?				8.3	Diesel refueling pump			
3.10	Engine wiring				8.4	Fuel level alarms on 30% warning and 10% cut off			
3.11	Is DSE Webnet operational?				8.5	Any leak on the self-bund tank ?			
4	Coolant and water system functioning correctly:				9	Miscellaneous equipment			
4.1	Radiator in good condition and airflow good				9.1	Fire extinguisher equipment good, not expired			
4.2	Radiator hoses, radiator cap and water pipes				9.2	Generator canopy condition			
4.3	Coolant level correct				9.3	Lighting in generator room			
4.4	Mixture of coolant at -40 degrees freeze point?				9.4	Ventilation of room			
4.5	Water level switch installed and working				9.5	Exhaust in good condition			
5	The alternator neat, tidy and function correctly?				9.6	Ventilation fans			

Generator voltage(V):	Generator amps	Generator load	Generator temp:	Fuel tank:	Liters	%
L1-L2	L1	KW	Before manual start	Base tank level		
L2-L3	L2	kVA	After 15 minutes on manual	Bulk tank		
L3-L1	L3	Gen rpm	After running on load for 30 minutes	Engine hours:		
L1-N	N	Alternator freq Hz	Oil and coolant	Batteries		
L2-N			Oil top up (l)	Battery Voltage output		
L3-N			Coolant top up (l)	Battery charger on alternator voltage:		
Filter details:			Oil pressure (bar/psi)	Output voltage on AC DC		

Air filter(s) Prim: ..... Oil filter(s) ..... Fuel filter(s) ..... Coolant filter(s) .....

Sec: .....

Notes: .....

.....

.....

.....

Name: Contractor: ..... Signature: ..... Date: .....



ANNEXURE A: Generator Preventative Maintenance Service Schedule

Annual Service

Institution \_\_\_\_\_

Date \_\_\_\_\_

Time \_\_\_\_\_

Service carried out by: Name \_\_\_\_\_

Name of Company \_\_\_\_\_

Signature \_\_\_\_\_

Order Number \_\_\_\_\_

Generator Location \_\_\_\_\_

Running Hours at  
time of service \_\_\_\_\_

Annual Service - *To be carried out by an industry recognised generator service provider.  
Proof of accreditations and competencies required.*

Procedure to follow before starting generator.			Checked:		Comments
Items			Yes	No	
1	Check fan belt, condition and tension.				
2	Check fan for any visible damage.				
3	Check radiator hoses and clamps.				
4	Check radiator for any visible damage.				
5	Check all hoses for dust ingress.				
6	Check that water jacket heater is functional.				
7	Check all guards are in position and secure.				
8	Check battery charger.				
9	Check date of installation or replacement of battery.				
10	Drain Radiator and refill with manufacturer's specified coolant.	Make and type			
11	Supply and fit new water filters as per manufacture's specification.	Make and type			
12	Drain engine oil and refill with manufacture's specified engine oil.	Make and type			
13	Supply and fit new oil filters as per manufacture's specification.	Make and type			
14	Supply and fit new fuel filters as per manufacture's specification.	Make and type			
15	Supply and fit new air filters as per manufacture's specification.	Make and type			
16	Check battery condition. (Maintenance Free type)	Casing			
		Leads			
		Box			
		Lugs			
		Battery terminals			
17	Check battery condition: (Maintained type)	Hydrometer	Casing		
		Green:	Leads		
		Black:	Box		
		Yellow:	Lugs		
		Red:	Battery terminals		
		Volts:	Clean and tighten connections.		
		Amps:			
18	Check oil level.				
19	Check radiator coolant level.				
20	Check day tank fuel level.				
21	Check air vents on alternator for any obstructions.				
22	Check starter motor mountings for tightness.				
23	Check engine alternator mountings for tightness.				
24	Check generator base and anti vibrations mounts for signs of deterioration.				
25	Drain water trap.				
26					
27					





KILOMETRES TO RIETVLEI CLINICS FROM RIETVLEI HOSPITAL AND BACK (SINGLE TRIP)

NDAWANA CLINIC	282 KM
MVUBUKAZI	107 KM
SIHLEZA	46 KM
SINGIZI	138 KM
LADAM	114 KM
MVOTI	100 KM
IBISI	26 KM
GUGWINI	60 KM
GOWANLEA	125 KM
LOURDES	130 KM
MZIMKULU CLINIC	Inside uMzimkhulu psychiatric Hospital

SINGLE TRIP FROM RIETVLEI HOSPITAL TO ITS CLINIC TO AND FROM