



Quotation Advert

Opening Date: 27/03/2023
Closing Date 06/02/2023
Closing Time: 11:00

INSTITUTION DETAILS

Institution Name: Ugu District Office
Province: KwaZulu-Natal
Department of entity: Department of Health
Division or section: SUPPLY CHAIN UGU HEALTH DISTRICT
**Place where goods/
service is required:** EMS UGU
Date Submitted: 26/01/2023

ITEM CATEGORY AND DETAILS

Quotation number: ZNQ /UGU/0151/22-23

Item Category: Goods

Item Description: Appointment of a suitable service provider to supply and install an integrated IP CCTV at EMS Marburg Base, provide training and maintenance for 24 months

Requirements:

- Be registered with PSIRA and certificate to be attached to tender doc
- Be registered with CIDB (any valid CIDB certificate)
- The service provider must have a minimum of (3) three years' experience in installation of CCTV systems, software set-up and configuration
- Be registered with CSD
- Have a valid tax clearance certificate

NB: Print your own documents as no documents will be issued on site

Quantity (if supplies):

COMPULSORY BRIEFING SESSION / SITE VISIT

Select Type: Compulsory Site Meeting

Date: 01/02/2023

Time: 11h00

Venue: **N02 OSCAR NERO ROAD MARBURG EMS BASE PORT SHEPSTONE**

QUOTES CAN BE COLLECTED FROM: KZN HEALTH WEBSITE

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.

Table with 3 columns: 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

2.2.1. If so, furnish particulars:

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.
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.
3.5. 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.
3.6. 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.
3.7. 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 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.
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.

Name of Bidder Signature Position Date

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 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.

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 [redacted] take place
- (ii) Date [redacted] Time [redacted] Place [redacted]

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;
- (ii) the name and address of the recipient;
- (iii) an individual serialized number and the date upon which the tax invoice is issued;
- (iv) a description and quantity or volume of the goods or services supplied;
- (v) the official department order number issued to the supplier;
- (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.....



Institution name:

UGU HEALTH DISTRICT OFFICE

COMPLAINTS PROCESS FOR QUOTATIONS R2 000.00 TO R500 000.00 INCLUDING V.A.T

1. Supplier Submits Written Complaint / Objection

- Bidders aggrieved by decisions or actions taken by the Department or Institution during the SCM procurement process, must lodge a written complaint **immediately**.
- Complaints lodged two (2) or more days after the award will not be entertained.
- Complaints must be directed to the Responsibility Manager of the institution (Hospital or CHC) and District Finance Manager for District Offices.
- **It must be noted that this is not an appeals process and as such will not halt the procurement process.**

2. Institution Prepares Written Response to Complaint

- The Responsibility Manager, or his appointee, must prepare a response letter to the complainant.
- The complaint must be resolved within **60 days**.
- Should the complainant not be satisfied with the response, the matter will be referred to the District Finance Manager (applicable to all Hospitals and CHC) or District Manager (Applicable to all District Offices) for a final verdict.
- Should the complainant still not be satisfied with the response received, they may then seek legal recourse at their own expense.

Complaints or objections should be directed to:

Responsibility Manager:

MR RS GOVENDER

Email Address:

ronie.govender@kznhealth.gov.za



KWAZULU-NATAL PROVINCE

HEALTH
REPUBLIC OF SOUTH AFRICA

TERMS OF REFERENCE

APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO SUPPLY & INSTALL AN INTEGRATED IP CCTV AT EMRS MARBURG BASE, NO 2 OSCAR NERO ROAD, MARBURG, PORT SHEPSTONE, KZN DEPARTMENT OF HEALTH AND PROVIDE MAINTENANCE FOR A PERIOD OF 24 MONTHS

1. PURPOSE

The purposes of this specification are to appoint a suitable service provider to supply and install an Internet Protocol Close Circuit Television System at the EMRS Marburg Base, no 2 Oscar Nero Road, Marburg, Port Shepstone, KZN Department of Health and provide maintenance for a period of 24 months

2. PROJECT IMPLEMENTATION TABLE

PROJECT PHASE	PROJECT PERIOD
Once of Installation of IP CCTV system (supply, installation, commissioning, training)	3 weeks (21 consecutive days)
Maintenance plan (NB: during the first 12 month of the maintenance period the service provide will be liable for all cost of repairs resulting from deficient/poor workmanship. Further the maintenance plan will commence only once commissioning and handing over of the project.	24 months

3. BACKGROUND

The scope of work is summarised as follows:

- I. To Supply, Install and commission IP CCTV systems;
- II. Train the operator to use the new CCTV systems; and
- III. To provide KZN Health with a comprehensive maintenance plan inline with the maintenance contract
- IV. KZN Department of Health reserve the right to extent the maintenance contract for an additional 24 months

APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO SUPPLY & INSTALL AN INTEGRATED IP CCTV AT EMRS MARBURG BASE, NO 2 OSCAR NERO ROAD, MARBURG, PORT SHEPSTONE, KZN DEPARTMENT OF HEALTH AND PROVIDE MAINTENANCE FOR A PERIOD OF 24 MONTHS

4. GENERAL PROVISIONS APPLYING TO THE SYSTEM AND STANDARD SPECIFICATIONS

Although not bound in nor issued with this document, the latest issues of the following standards and specifications listed hereunder shall form part of the installation compliance of this contract:

- a) Occupational Health and Safety Act, ACT 85 OF 1993

SANS NUMBER	TITLE	ABSTRACT
SABS-0222-5-2	CCTV Installation Guidelines	Guidelines for the installation of CCTV systems
SANS 10222-5-1-1	Electrical security installations Part5-1-1: CCTV installations CCTV surveillance systems for use insecurity applications Operational requirements	Provides a method for analysing and documenting the needs of end users of CCTV surveillance systems. Contains a statement of needs based on a thorough and systematic assessment of the problems to be solved and the resultant desired solutions, provides guidance on writing information checklists and illustrates how these can be applied to the acquisition, installation and management of a CCTV surveillance system.
SANS 10222-5-1-2	Electrical security installations Part 5-1-2: CCTV installations CCTV surveillance systems for use in security applications System design requirements	Gives recommendations for the general design requirements for CCTV surveillance systems used in security applications.
SANS 10222-5-1-3	Electrical security installations Part 5-1-3: CCTV installations CCTV surveillance systems for use insecurity applications - Installation, planning and implementation requirements	Gives recommendations for the planning and installation of closed-circuit television (CCTV) equipment comprising of camera(s) with monitor(s), video recorder(s), switching control and ancillary equipment for use in security applications.
SANS 10222-5-1-4	Electrical security installations Part5-1-4: CCTV installations - CCTV surveillance systems for use in security applications - Testing, commissioning and hand-over requirements	Gives recommendations for the testing, commissioning and hand-over of CCTV systems used in security applications.
SANS 10222-5-1-5	Electrical security installations Part 5-1-5: CCTV installations – CCTV surveillance systems for use insecurity applications – Maintenance requirements	Gives recommendations for the maintenance of closed circuit television (CCTV) equipment comprising cameras, monitors, video recorders, switching control and ancillary equipment for use in security applications
SANS 10400	The application of the National Building Regulations	To provide guidelines and compliance with the building regulations

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4.1 GUARANTEE

- a) The Contractor shall fully guarantee and provide fully comprehensive guarantee list per each component of the system from the date of notice of the completion of installations.
- b) The guarantee shall cover all costs for Warranty Service, e.g. including parts which are readily available in South Africa and delivery etc.
- c) Maintenance plan and licence fees must be supplied (renewable) e.g. service technician, turn-around response, pick-up, transportation etc.

4.2 DELIVERABLES

Please note the following deliverables:

- a) Supply, install and commission an IP CCTV System;
- b) The functionality and reliability of all communications, cables, batteries, surge protection; settings, adjustments, equipment, etc. shall be installing correctly; and
- c) Training shall be provided to the operators and managers. Exceptions shall be explained and rectified.

5. GENERAL INSTALLATION REQUIREMENTS OF THE CCTV CAMERAS

NB: All installations must be mapped on an electronic solution plan, including the wiring colour and marking used on the wires and specifications of all systems used. The electronic plan must be compatible with Microsoft products and these records will be the client's property, and must be editable to update any future changes and installations. The service provider must update the plans every time any updates and/or changes are made. All systems must have redundancy system in place including wiring. All systems used must be accessible on South African open market and of high quality and SANS approved.

All security system data reports must be compatible with Microsoft products. The client may use security specialist to verify the submitted proposals, and may verify hardware/software and security system used. The client also may conduct site visits of the proposed service provider.

NB: The CCTV system must be designed to allow for future expansion and integration of other electronic security systems (adding additional cameras, monitors, NVRs, etc.)

5.1 Security Systems

All hardware and software must be supplied by a service provider, including back-ups and redundancy systems. All computer systems installed must be new and the service provider must provide an acceptable maintenance and repair/replacement plan for the computer systems for the maintenance period, including a software restoration plan. The security system must have a data backup system in place, and backups must be done on a daily basis.

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5.2 Equipment

- a) All equipment and components shall be new, of high quality, the most recent models and suitable for the application. Special attention shall be given to the availability of spare parts and support for at least 5 years.
- b) Power over Ethernet (PoE). Plug-to power supplies will only be allowed if it is not possible to feed a unit from a fixed power supply. **Plug adaptors will not be allowed.**
- c) Fast, accurate, reliable, high quality image capture.
- d) All cameras installed at access points to the buildings must be able to capture the full images at both on entry and exit.
- e) Avoid installing cameras too high above the subject thus preventing 'tip-of-head' video images

5.3 Environment

- a) Ensure that all components are properly protected against possible environmental conditions and tampering by unauthorised person.
- b) Waterproof, anti-dust protection.
- c) Operating temperature shall be -10 to 60 C and -5 -95% none condensing.
- d) Operate in low light 0.5 Lux with colour picture
- e) All galvanising shall be heavy, hot dipped galvanising suitable for high corrosive areas. Painting and finishes shall also be suitable for high corrosive areas.
- f) All screws, bolts, supports and other components shall be galvanised, stainless steel or shall be protected by another suitable method against the corrosive environment.

5.4 Competent Persons

It is definite requirements that competent technicians and engineers be used to install the systems. A second person (as a standby) with similar qualifications and experience shall be identified in case the preferred person cannot attend to a problem. The names, qualifications and experience of the persons shall be submitted to as part of the bid.

The systems require competent persons with in-depth experience of the following fields:

- a) Electronic systems.
- b) CCTV Security systems.
- c) Hardware and software setup and configuration.

6. LABELLING & SIGNAGE

6.1 Labels

All equipment shall have a unique number on a permanent label and fixed to the equipment, design and operating information.

The following information shall be indicated at each piece of equipment:

- a) The battery type and size. (next to the batteries)

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- b) The sizes of all the fuses. (next to the fuses)
- c) The service provider must provide a comprehensive inventory list (including the serial number and area installed) of all cameras, switches, monitors, NVR, computers, etc.
- d) Complete schematic, wiring diagrams and operating instructions shall be laminated and fixed on the inside of all enclosures, kiosks and cabinets or on the wall next to a system.

6.2 Cable numbers

All cables shall be marked and neatly enclosed in conduit. At least the following requirements shall be met: Cables shall be numbered as follows:

- a) Cables shall be numbered with permanent labels fixed to the cables.
- b) Cables numbers shall be installed at each end of the cable, in each manhole and on each side of sleeves or other penetrations.
- c) A detailed cable schedule must be drawn up and submitted to the Department.

7. SYSTEM FEATURES

7.1 Cable Sleeves, wire ways, conduits and fixings

- a) All cable sleeves, wire ways, cable trays and conduits required by the security installation form part of the contract.
- b) The Contractor shall be responsible to ensure that the requirements of the security installation with regard to the cable sleeves, raceways and conduits shall be met.
- c) The cable sleeves, raceways and conduits must conform to the current cable sleeves, raceways and conduits installed in the buildings.
- d) Protect cable ends at all times with acceptable end caps except during actual termination.
- e) Cable layout shall not be integrated with the Departments Information Technology (IT) cable layout infrastructure.

7.2 Sleeves

- a) PVC sleeves shall not be accepted. Only corrugated cable sleeves shall be used.
- b) The Contractor shall seal the ends of all sleeves with a non-hardening watertight and fireproof compound after the installation of cables. All sleeves intended for future use shall likewise be sealed.
- c) The position of sleeves shall be permanently marked on curbs, paving or another suitable surface.

7.3 Conduits

- a) All concealed conduits may be PVC, but conduits exposed to exposed shall be heavy galvanised steel. Only spacer saddles shall be used to fix conduit.
- b) The Contractor shall provide draw boxes in all conduits runs exceeding 25m, every 25 metres and after every two bends.
- c) Outdoor cable runs should be housed in UV-proof conduit.

7.4 Wire ways

- a) All wiring used must be clearly marked, where it connects, and on the inside of the control box where it connects, indicating at minimum the purpose, and to what system the wire is

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connected to.

- b) All control boxes installed must be lockable and have locks and keys.
- c) Concealed trunking may be PVC but exposed trunking shall be painted steel or heavy galvanised steel.
- d) Small PVC trunking may be used for short runs close to installed equipment.

7.5 Cabling and Cable Trays

- a) Heavy galvanised wire mesh cable trays may be installed in equipment rooms and other concealed areas.
- b) All cabling to be neat and enclosed in conduit.
- c) Fibre optic cable shall not be subjected to any bend of less than an eight (8) inch radius.
- d) Avoid cable joins and avoid over-tightening cable-ties.
- e) Outdoor cable runs should be housed in UV-proof conduit.
- f) In lighting prone areas, install surge protection devices.
- g) Under no circumstances shall double sided tape be used anywhere on this installation for whatever purpose.
- h) The service provider can install wireless systems however will be responsible to ensure continuity of singles to prevent disruption of singles or loss of camera images during extreme weather conditions.
- i) The service provider must ensure that the high-quality wireless equipment is installed. No WIFI or utilization of the department's IT network will be allowed.

7.6 Fixings

- a) All conduit, wire ways and equipment shall be fixed with suitable screws. No glue or double-sided tape fixing shall be acceptable.
- b) All fixings shall be according to the fixing supplier's recommendations for the type of surface that items are fixed to.

8. SYSTEMS FEATURES AND STANDARDS

8.1 Cameras

- a) Only high-quality static, IP dome/swivel dome and/or Bullet type cameras and lenses must be installed (auto-iris and auto-focus lenses only).
- b) All cameras must be infrared and provided for motion detection to prevent unnecessary recording.
- c) smooth picture, 1080p@30fps
- d) Composite monitoring, (Designing of the Optimum Viewing Distance where necessary)
- e) Low illumination, 0,05 with colour picture
- f) The cameras must allow for the cabling to exit from the rear end of the camera housing to prevent tampering of the cabling.
- g) Resolution generated by cameras must not be compromised.
- h) The system should be vandal resistance.
- i) The IP Camera must be compatible to support advanced analytics software.
- j) The IP Camera must support redundant recording by streaming to multiple recorders at the same time.
- k) Should be able to detect motion based on localized area, object size & direction.

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- l) The camera interface must be vertical on long corridors to cover the corridors optimality
- m) It must be possible to reset a unit back to Factory Default configuration without losing IP address information.
- n) All cameras must come with a **3 year warranty**

8.2 Network Video Recorder (NVR)

- a) Each NVR must be able to accommodate a minimum for 32 Cameras and internal or external storage of 24 TB.
- b) The NVR must be able to store images for a minimum period of 30 days on the internal/external Hard Drive
- c) The monitoring image quality must be minimum of 1080P (1920x1080).
- d) The NVR should allow for analytic view.
- e) Digital time lapse/real time recorders
- f) The NVR must allow for rotation of cameras view at 5 to 8 seconds per frame and be able to enlarge a specific frame for full viewing.
- g) All NVR must come with a **3-year warranty**

8.3 Monitors

- a) The LED HD monitors/Screen should not be less than 32" and must be wall mounted for easy viewing.
- b) The maximum frames on the monitor must not exceed 16 cameras
- c) 2 Monitor will be used for static view of critical/high risk areas.
- d) 1 Monitor for displaying of maps, graphs and floor plan.
- e) All monitors/screens must come with a **3-year warranty**

8.4 Switches

The switches must comply with the following:

- 50% spare port capacity.
- The switch should not be less than 12Gb/s for a 24-port switch and 17 GB/s for a 48-port switch.
- The forwarding rate shall at least be 9Mbps for a 24 port and 13Mbps for a 48 port switches.
- Operating temperature of 0°C to 50°C.
- Suitable for 24h full capacity duty cycle.

8.5 Operator/Client Workstation

- CPU: Intel i7 4790
- RAM: 8GB
- Network: Ethernet (1000Base-T)
- Graphics card: 2GB Graphics Card
- Disk: 120 GB SSD
- OS: Windows 10 64 bit

8.6 Operating Temperature/humidity

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-10 to 60 C

-5– 95% non- condensing

8.7 Housings

- a) Location indoor and outdoor.
- b) Vandalism resistant and total weight to be considered.
- c) Sufficient physical space for the camera, lens, electrical wiring and enough room to make the connections and allow for the future maintenance.
- d) Aluminium or rustproof and mounted onto load bearing points.
- e) Variation in temperature and washer camera housing.
- f) Intrinsically safe and highly corrosive.
- g) Cabling must exit from the rear of the cameras with protective housing.
- h) The CCTV-camera system must be maintained regularly during the guarantee period at least once quarterly.

8.8 Mounting

- a) Flat surface;
- b) Mounting plate must accept not less than four screws or bolts;
- c) Outdoor applications shall be in a weather-proof, ultra violet resistant housing.

8.9 Dry wall

Plugs or butterfly nuts may be used.

8.10 Brick wall

Expansion bolts or chemical bolts are acceptable

9. TRAINING

- 9.1 The service provider shall supply personnel to train identified Departmental employees on the operation of the system installed.
- 9.2 A training program shall be designed to provide a comprehensive understanding and the basic level competency with the system. It shall be sufficiently detailed to allow Departmental personnel to operate the system independent without any outside assistance and the training information should be inclusive in the system manual.
- 9.3 There must be a 24-hour call centre to provide technical support to the operator/end user of the CCTV system and/or a technician is available twice a week for a period of (6) six months to assist the ender user with any operational challenges. This should not be any additional call out cost for this purpose to KZN Health.

10. EARTHING, BONDING AND LIGHTNING PROTECTION

- a) The Contractor will be responsible for all earthing and bonding of the equipment supplied under this contract.
- b) The earthing and bonding of equipment is to be carried out strictly as described in the standard specifications and to the satisfaction of the Department.
- c) The Contractor shall provide high quality lightning protection equipment to protect the security equipment. The earthing and bonding shall be suitable for the lightning protection.

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- d) The cost of earthing and bonding shall be included in other rates.
- e) All equipment must be guaranteed against lightning damage, and where damaged by lightning, maintenance and repairs will be for the cost of and the responsibility of the Contractor during the **guarantee/warranty period**.

11. OTHER WORK

- a) Construction and electrical works required for the contract should be carried out by persons registered with the CIDB or relevant regulatory bodies. The Contractor is however responsible to identify the work to be done by others and to inform the appropriate parties that the work needs to be done. The Contractor shall also follow up on the progress of the work and expedite the work if necessary.
- b) It is the responsibility of the Contractor to confirm that the quality of the work by others is acceptable for the security contract.

11.1 Builder's work

- a) Builder's work, holes, painting, making good, etc. required for this work forms part of this specification and must be allowed for in the rates.
- b) No cutting of structural concrete will be permitted unless the permission of the Department has been obtained beforehand in writing.
- c) The Contractor shall take care that all pipes, other electrical equipment and accessories to be chased, are firmly fixed in position in a manner acceptable to the Department.
- d) The Contractor shall be responsible for the making good (including painting, plastering and patching) of all chases and openings in building work after equipment has been positioned.

11.2 Electrical work electrical requirement

- a) The electrical supply to the components of the system shall be supplied by others at 240V AC \pm . Any electrical cabling and wiring from electrical supply to the equipment forms part of this contract. **The contractor must appoint a qualified and licenced electrician to perform any electrical work which must be inclusive in the pricing.**
- b) The power supply should comply with the Electrical Regulations and the SANS
- c) All electrical equipment shall be provided with a substantial earth terminal to which all metal parts are connected.
- d) All cabling must be housed in the existing trunking in the buildings. Where it is not possible for cabling to be routed in the existing trunking it shall be routed in YT 2 trunking where only machine bends will be acceptable.
- e) Any trunking shall be secured to walls by means round head brass screws and the correct inserts shall be installed at intervals of not more than 350mm.
- f) A UPS back up must be installed as part of the system and must be able to ensure that the system will work for at least 60 minutes during a power failure.
- g) Bidders must follow installation electrics in accordance with SANS 0142, certificate of compliance for electrical installations.
- h) All electrical equipment shall comply with the compulsory specification for the safety of electrical appliances as published in Government Gazette no 7464 under notice 466 of 1981.
- i) All electrical work is to be affected by, or under the direct supervision of, a licensed electrician.
- j) Ensure proper cooling or ventilation for power supplies

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11.3 The bidder must submit the following requirements with the bid:

- ① ✓ a) Submit the valid PSIRA registration certificate of the company.
- ② ✓ b) Submit valid PSIRA certificate of the project team members.
- ✓ c) Any valid CIDB certificate.
- d) Letter of good standing with Department of Labour for COID and UIF.
- ✓ e) The business must have minimum two (2) years relevant experience in installation of electronic security systems (IP& analogue CCTV systems, Security alarms, Biometric access controls systems and security software configuration).
- ③ ✓ f) The project team utilised must have a minimum of (3) three years' experience in installation of CCTV systems, software set-up and configuration.)
- g) The Curriculum Vitae including **certified qualifications and certificates** of the directors and the project team members that will be utilised for the project must be submitted with the proposal.
- h) Three (3) references and contact details relevant to similar CCTV systems projects.
- i) A comprehensive Health and safety policy including covid 19 compliance.
- j) A comprehensive project plan must form part of the bid which must outline the following:
- timeframes for reporting on progress and dealing with shortcoming,
 - the type of equipment/product that will be utilised,
 - the capabilities and skill of its Human Resources,
 - the testing and commissioning of the CCTV systems,
 - the training strategy of KZN Health personnel,
 - Minimum disruption of Health Care Services during installation, and
 - A comprehensive maintenance plan strategy.

NB: Failure to submit the above documents with the bid will result in being disqualified.

11.4 Mechanical work

A standard air conditioning unit will be supplied by the contractor according to the requirements of the control room. **NB:** This requirement will be identified during the site briefing and if applicable it must be included in the cost.

11.5 Civil work

The security contractor is however responsible to repair areas immediately around the areas that he works. The cost for this should be included in the contract rates.

12. VOLTAGE SURGES

- a) All damage caused by voltage surges must be fixed under this contract at no additional cost. No claims for voltage surge damage will be considered.
- b) Please note that the installation areas may have high incidences of lightning and voltage surges must therefore be expected.
- c) The Contractor is advised to check the surge protection and earthing and install or replace the surge protection equipment on the systems and to regularly check the surge protection equipment for proper operation.
- d) The Contractor shall use the services of a surge protection specialist to determine what surge protection is required and to what standard the surge protection should be installed.
- e) The Contractor will be responsible for all earthing and bonding of the equipment supplied under

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this contract.

- f) The earthing and bonding of equipment is to be carried out strictly as described in the standard specifications and to the satisfaction of the Departments representative.
- g) Back-up emergency power supply should be provided

13. SOFTWARE & HARDWARE

All software supplied shall comply with the following:

- a) Software shall be supplied with installation CDs. Copies of the installation CDs shall be in the manuals and shall kept in the control room.
- b) The licensed of software must not be limited for the required number of users.
- c) Software and hardware licenses shall be permanent i.e. the licenses shall not expire, stop working after a period or attract an annual fee.**
- d) Any annual maintenance fees should be included as part of the maintenance rates.
- e) Setup and configuration information of the operating systems and application software shall be properly documented in the manuals so that it will be easy for another person to set up and configure the system.
- f) Software must be updated/upgraded should a new version become available however it must not interfere with the systems operations.
- g) The system shall provide a graphical user interface (GUI) which enables users to easily see all resources (Cameras, Audio components, databases, Inputs, Outputs, Layouts etc.) on a complete site, and shall not be limited to specific I.P Network Video Servers
- h) The user shall be able to customise the monitors so that they can view different components (e.g. maps, cameras, integration data etc. on different monitors, or on window "tabs" on the same monitor.

14. SECURITY MEASURES

- a) All software programs, computers, networks and associated equipment shall be protected by suitable encryption and password structures to ensure that only authorised persons have access to the systems and software.
- b) Firewalls, passwords, keys and data encryption shall be used on all possible external links to the computer systems and networks. External links include WLAN, GSM, Internet, telephone systems, etc.
- c) A suitable password structure shall be put in place to limit the functions that a person can perform on the systems. At least the following structure shall be implemented:
- d) **Administrator level:** Software and system maintenance including configuration i.e. no restrictions.
- e) **Supervisor level:** This level will allow a supervisor to change some settings, create reports, make backups, etc.
- f) **Operator level:** This level will allow viewing, writing DVDs, printing reports and other operator functions.
- g) **Viewing level:** This is the default level and only allows basic viewing functions.
- h) Damage caused by negligence of a KZN Health employee performing unauthorised functions such as games, videos and music shall be repaired by the contractor at the cost of KZN Health.

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15. SPECIAL TESTING OF AN INSTALLATION

- a) The Department may at any time inspect any part of the entire installation at his discretion order special tests to be carried out on complete installations, to verify the satisfactory functional condition of the installation.
- b) The Department reserves the right to select at random equipment and trade practices to be tested for compliance with specifications as specified in this Contract document.
- c) The Contractor shall provide all equipment, tools and instruments required for testing.
- d) The Contractor shall respond to a breakdown registration by travelling to Site to evaluate the breakdown (scope of repair work), estimate the realistic downtime and provide feedback to the Department.
- e) The delivery time of a new component/subassembly/machine or spares required for the repair of the defective component/subassembly does not enable the Contractor to successfully complete the repair work within the maximum breakdown down-time allowed

16. COMMUNICATION PLAN DURING THE GAURANTEE PERIOD

- a) The plan will provide, after agreement between the Contractor and the Department, including a communication and complaint logging procedure.
- b) The Contractor must be available 24 hours a day 24/7 365 days a year, with a max turnover of 1 hour for calls and a 8 hour max repair time.
- c) The Contractor shall establish a telephone and fax line and a cellular telephone connection to ensure that he/she can be reached at any time.

17. SPECIAL CONDITIONS OF CONTRACT (BY THE END-USER)

- a) The General Conditions of Contract issued by National Treasury as part of Supply Chain Practice Note 1 of 2003 will apply. No amendment to the General Conditions of Contract is allowed. The successful bidder (s) contracts will, in addition, enter into a Service Level Agreement, which will include the following conditions:
 - Quarterly assessment of the performance;
 - Penalties for poor performance;
 - Provisions for Penalties;
 - Communication with the appointed **KZN Health** contract officer;
- b) The Department reserves the right not to award the bid.
- c) Staffing requirements will be identified at the onset of the project and shall remain unchanged for the duration of the project, unless prior written consent has been granted by the **KZN Health**.
- d) No material or information derived from the provision of the services under the contract may be used for any other purposed except for those of the, except where duly authorized to do so in writing by the **KZN Health**.
- e) Copyright in respect of all documents and data prepared or developed for the purpose of the project by the Service Provider shall be vested in **KZN Health**.
- f) The successful Service Provider agrees to keep confidential all records and information of, or related to the project and not disclose such records or information to any third party without the prior written consent of **KZN Health**.

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- g) The contractor is responsible to provide a shed to store all his equipment and tools. The KZN Health will not be held liable to safeguard the property of the contractor while such property is on KZN Health premises.
- h) Registration on the KZN Suppliers' Database.
- i) Over and above the awarding of preference points, the following activities will be regarded as a contribution towards achieving the goals of the Reconstruction and Development Programme. (Published in the Government Gazette No 16085 dated 23 November 1994) and will be taken into consideration during the evaluation and awarding process.
 - a) the promotion of enterprises located in the Province of KZN; or
 - b) the promotion of companies located in the District the bid, or
 - c) the promotion of companies located in a municipal area for services to be rendered in that municipal area

18. BRIEFING SESSION

A compulsory briefing session and site inspection for this service will held on before awarding of the contract.

19. PRICING SCHEDULE

EQUIPMENT	MAKE	COST PER UNIT	COST PER QUANTITY
1 x 4 MP IP infrared bullet camera (vandal proof)			
22 x 2 MP IP infrared bullet camera (vandal proof)			
3x 2 MP Infrared IP smoked dome cameras (vandal proof)			
1x NVRs: minimum 32 channels			
4x 6TB Internal/external Hard Drive (storage for 30 days)			
1x32" HD LED monitors			
1 x20" HD LED monitors			
1x Work Station PC			
1 x lockable sever/NVR racks			
Switchers (to be determined by the service provider)			
CAT6e(krone) or Fibre Optic cabling			
Wireless single transmitter (quantity to be determined by the service provider)			
Consumables and sundries (conduit, screws, etc.)			
3x poles			
Labor cost, travelling cost & profits			

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VAT			
Total			
Maintenance cost for 24 months inclusive of VAT			

- I. Total cost for supplying, installation, commissioning and warrant/guarantee inclusive of VAT: _____
- II. Total cost for maintenance for 24 months inclusive of VAT _____

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“ANNEXURE A”

BILL OF QUANTIITES: EMRS MARBURG BASE

Camera Positions & type:-

- All Camera must comply with the specifications in paragraph 8.1 above and installed to covered the areas listed here under:

QUANTITY	TYPE OF CAMERA AND AREA OF COVERAGE
01	Bus parking 4 Megapixel bullet camera Pole mounted near the main entrance to cover the busses parked outside the premises. NB! Poor lighting at night
02	Vehicle parking (Staff vehicles) 2 Megapixel bullet cameras 1 mounted on the pole near main entrance to cover the vehicle parking area to the control room entrance. 1 mounted on the building to cover the parking area towards the main entrance. NB! Poor lighting at night
02	Main entrance into premises 2 Megapixel bullet cameras mounted on the building to cover the main gate.
06	Undercover parking 2 Megapixel bullet cameras. One to cover entrance to admin building and parking. One to cover storeroom entrance and parking. Four to cover parking area.
05	Wash bay area and parking 1 x 2 Megapixel vandal proof panoramic smoked dome camera to cover the bins. 2 x 2 Megapixel bullet cameras. One mounted on the building to cover parking area and park home. One mounted on a pole near park home to cover parking area and standby generator. 2 x 2 Megapixel bullet cameras. One mounted on pole near park home to cover entrance to crew room and parked vehicles. One mounted on a pole near building to cover entrance into wash bay area and parked vehicles. NB! Poor lighting at night
02	Store room (Crew room) 2 x 2 Megapixel vandal proof dome cameras. One to cover storeroom. One to cover equipment storage area.
02	East fence 2 x 2 Megapixel bullet cameras to cover east facing fence NB! Poor lighting at night
02	Communication Centre 2 x 2 Megapixel vandal proof dome cameras to cover call taking and dispatching sections
02	Server Room 2 x 2 Megapixel vandal proof dome cameras to cover entrance and interior of the server room
02	Adminstration block 2 x 2 Megapixel vandal proof dome cameras to cover passage and lecture hall entrance

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1x 4MP IP infrared vandal proof bullet cameras
22x 2MP IP infrared vandal proof bullet cameras
3x 2MP IP smoked dome vandal proof cameras

Total cameras= 26

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COMPREHENSIVE MAINTENANCE

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1. COMPREHENSIVE MAINTENANCE AFTER THE GUARENTEE/WARRANTY PERIOD HAS EXPIRED

The Contractor shall fully guarantee and provide fully comprehensive maintenance for a period until after completion of the repairs.

The maintenance shall consist of preventative and breakdown maintenance (As specified in the Maintenance Specification) with the purpose of keeping the complete installation in fully working condition as specified in the additional specifications.

Please note the following deliverables:

Allow for monthly, on-site maintenance inspections and for call outs.

The functionality and reliability of all communications, cables, batteries, surge protection, settings, adjustments, equipment, etc. shall be confirmed and repaired and corrected if necessary.

Training shall be provided to the operators and managers. Exceptions shall be explained and rectified.

Software settings and configurations shall be confirmed and rectified. The IP-integrity (dust and water) and locks of all enclosures equipment areas shall be confirmed and rectified.

The log books shall be updated and completed and a monthly report shall be issued and submitted to the Department.

2. PART A

2.1 GENERAL EQUIPMENTS REQUIREMENTS

All equipment and components shall be brand new, of highest quality, the most recent models and suitable for the application. Special attention shall be given to the availability of spare parts and support for at least 5 years, after delivery, installation and commissioning.

Plug-top power supplies will only be allowed if it is not possible to feed a unit from a fixed power supply. Plug adaptors, however, are to be disallowed.

2.2 ENVIRONMENT

Ensure that all components are properly protected against possible environmental conditions.

All galvanising shall be heavy, hot dipped galvanising suitable for high corrosive areas. Painting and finishes, similarly shall also be suitable for high corrosive areas.

All screws, bolts, supports and other components shall be galvanised, stainless steel or shall be protected by another suitable method against the corrosive environments.

2.3 COMPETENT PERSONS

It is definite requirements that competent technicians and engineers be used to test, service, maintain and repair the systems. A competent person shall inspect the systems and shall attend

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to any problems requiring his attention. A second person (as a standby) with similar qualifications and experience shall be identified in case the preferred person cannot attend to a problem. The names, qualifications and experience of the persons shall be submitted to the Department for approval.

The systems require competent persons with in-depth experience in the following fields:

- a) Electronic systems.
- b) Security systems.
- c) Analogue and IP CCTV.
- d) Hardware and software setup and configuration.

2.4 OPERATING AND MAINTENANCE MANUALS

An existing operation and maintenance manual is available and shall be extended if the type of equipment and functioning of any component or system is changed. All additions to the manual shall be provided in printed.

2.5 LABELLING & SIGNAGE

2.5.1 Labels

All equipment shall have a unique number on a permanent label and fixed to the equipment. These numbers shall correspond with that on the drawings and in the manuals.

2.5.2 Design and operating information

The following information shall be indicated on each piece of equipment:

- The battery type and size. (next to the batteries)
- The sizes of all the fuses. (next to the fuses)

Complete schematic, wiring diagrams and operating instructions shall be laminated and fixed on the inside of all enclosures, kiosks and cabinets or on the wall next to a system.

2.5.3 Cable numbers

All cables shall be marked. At least the following requirements shall be met:

Cables shall be numbered as follows:

Cables shall be numbered with permanent labels fixed to the cables.

Cables numbers shall be installed at each end of the cable, in each manhole and on each side of sleeves or other penetrations.

3. CABLE SLEEVES, WIRE WAYS, CONDUITS AND FIXINGS

All cable sleeves, wire ways, cable trays and conduits required by the security installation form

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part of the contract.

The Contractor shall be responsible to ensure that the requirements of the security installation with regard to the cable sleeves, raceways and conduits shall be met. The Contractor shall check the security layout drawings and provide detail layout drawings for the all-cable sleeves, raceways, cable trays and conduits required by the security system for acceptance by the Department.

3.1 Sleeves

PVC sleeves shall not be accepted. Only corrugated cable sleeves shall be used.

The Contractor shall seal the ends of all sleeves with a non-hardening watertight and fireproof compound after the installation of cables. All sleeves intended for future use shall likewise be sealed.

The position of sleeves shall be permanently marked on curbs, paving or another suitable surface.

3.2 Conduits

Concealed conduits may be PVC but exposed conduit shall be heavy galvanised steel. Only spacer saddles shall be used to fix conduit.

The Contractor shall provide draw boxes in all conduits runs exceeding 25m, every 25metres and after every two bends.

3.3 Wire ways

Concealed trunking may be PVC but exposed trunking shall be painted steel or heavy galvanised steel. Small PVC trunking may be used for short runs close to installed equipment.

3.4 Cable trays

Heavy galvanised wire mesh cable trays may be installed in equipment rooms and other concealed areas.

3.5 Fixings

All conduit, wire ways and equipment shall be fixed with suitable screws. No glue or double sided tape fixing shall be acceptable.

All fixings shall be according to the fixing supplier's recommendations for the type of surface that items are fixed to.

4. EARTHING, BONDING AND LIGHTNING PROTECTION

The Contractor will be responsible for all earthing and bonding of the equipment supplied under this contract.

The earthing and bonding of equipment is to be carried out strictly as described in the standard specifications and to the satisfaction of the Department.

The Contractor shall provide high quality lightning protection equipment to protect the security equipment. The earthing and bonding shall be suitable for the lightning protection.

The cost of earthing and bonding shall be included in other rates.

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5. OTHER WORK

Builders work and electrical work form part of this contract but some work as described below may be done by others. The Contractor is, however, remains responsible to identify the work to be done by others and to inform the appropriate parties that the work needs to be done. The Contractor shall, also, follow up on the progress of the work and expedite the work, if necessary.

It is the responsibility of the Contractor to confirm that the quality of the work by others is an acceptable standard for the security contract.

5.1 Builder's work

Builder's work, holes, painting, making good, etc. required for this work forms part of this specification and must be allowed for in the rates.

No cutting of structural concrete will be permitted unless the permission of the Department has been obtained beforehand in writing.

The Contractor shall take care that all pipes, other electrical equipment and accessories to be chased, are firmly fixed in position in a manner acceptable to the Department.

The Contractor shall be responsible for the making good (including painting, plastering and patching) of all chases and openings in building work after equipment has been positioned.

5.2 Electrical work

The electrical supply to the components of the system shall be supplied by others at 230V AC \pm 10% as close as possible to but within 10m of the indicated positions. The Contractor will have to specify at which points he will require a power supply. Any electrical cabling and wiring from electrical supply to the equipment forms part of this contract.

5.3 Mechanical work

Fans and air conditioning units will be supplied by others according to the requirements of the control room.

6 SOFTWARE & HARDWARE

All software supplied shall comply with the following:

- a) Software shall be supplied with installation CDs. Copies of the installation CDs shall be in the manuals and shall kept in the control room.
- b) The licensed of software must not be limited for the required number of users.
- c) Software and hardware licenses shall be permanent i.e. the licenses shall not expire, stop working after a period or attract an annual fee.
- d) Any annual maintenance fees should be included as part of the maintenance rates.
- e) Setup and configuration information of the operating systems and application software shall be properly documented in the manuals so that it will be easy for another person to set up and configure the system.
- f) Software must be updated/upgraded should a new version become available however it must

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not interfere with the systems operations.

- g) The system shall provide a graphical user interface (GUI) which enables users to easily see all resources (Cameras, Audio components, databases, Inputs, Outputs, Layouts etc.) on a complete site, and shall not be limited to specific I.P Network Video Servers
- h) The user shall be able to customise the monitors so that they can view different components (e.g. maps, cameras, integration data etc. on different monitors, or on window "tabs" on the same monitor.

6.1 Security measures

- a) All software programs, computers, networks and associated equipment shall be protected by suitable encryption and password structures to ensure that only authorised persons have access to the systems and software.
- b) Firewalls, passwords, keys and data encryption shall be used on all possible external links to the computer systems and networks. External links include WLAN, GSM, Internet, telephone systems, etc.
- c) A suitable password structure shall be put in place to limit the functions that a person can perform on the systems. At least the following structure shall be implemented:
- d) Administrator level: Software and system maintenance including configuration i.e. no restrictions.
- e) Supervisor level: This level will allow a supervisor to change some settings, create reports, make backups, etc.
- f) Operator level: This level will allow viewing, writing DVDs, printing reports and other operator functions.
- g) Viewing level: This is the default level and only allows basic viewing functions.
- h) Damage caused by negligence of a KZN Health employee performing unauthorised functions such as games, videos and music shall be repaired by the contractor at the cost of KZN Health.

7. VOLTAGE SURGES

All damage caused by voltage surges must be fixed under this contract at no additional cost. No claims for voltage surge damage will be considered.

Please note that the installation areas may have high incidences of lightning and voltage surges must therefore be expected.

The Contractor is advised to check the surge protection and earthing and install or replace the

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surge protection equipment on the systems and to regularly check the surge protection equipment for proper operation.

The Contractor shall use the services of a surge protection specialist to determine what surge protection is required and to what standard the surge protection should be installed.

The Contractor will be responsible for all earthing and bonding of the equipment supplied under this contract.

The earthing and bonding of equipment is to be carried out strictly as described in the standard specifications and to the satisfaction of the Departments representative.

8. MEASUREMENTS & PAYMENTS

8.1 REPAIR PERIOD

Monthly payment will be made for work that have been completed and tested. New rates shall be submitted to the Department for approval before the equipment is ordered and the work is do

8.2 GUARANTEE

The Supplier shall fully guarantee all products for a minimum period of one year. Please note the following deliverables:

- a) Site Maintenance Administrator, Routine Housekeeping & regular Refresher training shall be provided to the operators and managers. Incident and Exceptions reports shall be explained and rectified.
- b) Software settings and configurations shall be confirmed and rectified.

PART B

1. COMPREHENSIVE MAINTENANCE SPECIFICATION

1.1 SCOPE

Maintenance of the specified systems, services and/or parts of buildings and infrastructure shall all be referred to as "Maintenance Control Plan of an Installation". Maintenance of all completed and commissioned installations shall ensure reliable functioning and optimum service life thereof.

Maintenance of an installation shall be performed in accordance with the Specifications, the Operating and Maintenance Manuals (where applicable) and the Maintenance Control Plan.

Remuneration for maintaining "installations" (systems, services and/or buildings and parts of the infrastructure) in good functional condition is provided for in the Bills of Quantities by means of regular service payment items.

This Additional Specification covers maintenance requirements, development of a maintenance control plan, identification of equipment, site maintenance administration, maintenance performance measurement, as well as the items for measurement of the Contractor's service

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level and resulting payment.

2. CONTRACTOR'S RESPONSIBILITIES

The Contractor shall maintain the complete installations for the maintenance period.

Maintenance implies and shall include regular preventative maintenance, corrective maintenance, as well as breakdown maintenance on all components of the specified installations.

The maintenance control plan will be developed by the Contractor, to schedule the frequency of routine inspections and format of reports. The Contractor shall carry out 3-monthly inspections on the equipment as detailed in the maintenance control plan.

Each inspection, test or breakdown shall be recorded in an approved format and listed in the inspection report (part of the maintenance control plan).

The Contractor shall ensure through training that the operating and maintenance personnel are conversant with the instructions as presented in the Operating and Maintenance Manuals. Continued, on-going- regular refresher training shall be included in the scope of maintenance work for the duration of the maintenance contract period.

The Operating and Maintenance Manuals, as approved by the Department, shall be used as a basis of preventative maintenance. The Contractor shall perform all preventative and corrective maintenance as described in the Operating and Maintenance Manuals. This shall be in accordance with the Technical and Particular Specifications.

The Contractor shall, as part of his maintenance responsibilities repair or replace faulty equipment upon logging of a breakdown, within the specified down-time at the Contractor's cost.

The Contractor shall not claim additional establishment costs where repair work is to be carried out during the maintenance phase.

The Contractor shall rectify any faulty condition of which he becomes aware, even if it has not been logged. Such rectification shall also be logged and listed in the inspection report.

3. GUARANTEE & COMPREHENSIVE MAINTENANCE

The Contractor shall fully guarantee and provide fully comprehensive maintenance for a period until after completion of the expansion.

Please note the following deliverables:

Allow for monthly, on-site maintenance inspections and for call outs.

The functionality and reliability of all communications, cables, batteries, surge protection, settings, adjustments, equipment, etc. shall be confirmed and repaired and corrected if necessary.

Site Maintenance Administrator, Routine Housekeeping & regular.

Refresher training shall be provided to the operators and managers.

Incident and Exceptions reports shall be explained and rectified.

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Software settings and configurations shall be confirmed and rectified.

The IP-integrity (dust and water) and locks of all enclosures equipment areas shall be confirmed and rectified.

The log books shall be completed and a monthly report shall be submitted to the Department.

4. CONDITIONS FOR EXCEEDING THE CONTRACTOR'S LIABILITY DUE TO OPERATIONAL DAMAGE BREAKDOWNS

Operational damage shall be defined for the purpose of this clause as being any damage caused on purpose, by accident or through negligence by the User Client's employees, associates (where applicable), suppliers, subcontractors, etc for any reason whatsoever. Where repair work is necessitated during the contract as a result of operational damage caused by User Clients or their associates, the Contractor will be requested to:

- (a) perform the work, using rates bid for the supply, delivery and installation of material forming part of the bills of quantities, within the maximum down-time allowed for operational damage, where the Department rules that the damage has been caused by incorrect operation;
- (b) submit one (1) quotation for repair and/or replacement of the damaged unit, where rates bid are not available and where the Department rules that the damage caused is operational;
- (c) perform the work on receipt of an official order from the Department, within the time offered as part of the quotation,
- (d) notify the Department well in advance of completion of the repair work [in order to] enable inspection, and
- (e) Refrain from claiming additional establishment costs for such work. The responsibility of determining whether damage to the installation was caused by people, other than employees or associates of the Contractor, shall rest with the Department.
- (f) Operational damage caused by the employees, associates, suppliers, subcontractors, etc of the Contractor, shall be repaired by the Contractor at his own cost.

5. CONDITIONS FOR EXCEEDING THE CONTRACTOR'S LIABILITY ABOVE MARGINAL BREAKDOWN COST

- a) The defective parts/components/subassemblies must be identifiable as the result of a single breakdown.
- b) The Contractor shall submit a written report to the Department for approval. This report shall contain the following information
- c) The make and model number of the item serviced/inspected/ repaired/replaced;
- d) A description or name and part number of the defective part/component or subassembly;
- e) A statement on whether the component could be repaired, together with a cost estimate;
- f) A quotation valid for a minimum period of 60 calendar days if the component/part/subassembly has to be replaced or repaired by an outside firm. If the sub-assembly/machine is to be repaired or replaced by an outside company, the Contractor shall supply one (1) quotation for such parts/repairs or a quotation from any sole supplier. Only an original quotation will be accepted.
- g) The expected urgency for the replacement or repairs, and

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- h) The delivery time of a new component/subassembly/machine or delivery times on spares required to repair the defective component/ subassembly.
- i) A written approval to proceed with the work must be issued by the Department. Copies of the original VAT invoices from outside companies for all repairs or spare parts supplied must be attached to the Contractor's invoice.

6. COMPONENTS INCLUDED IN MAINTENANCE SCOPE

An installation is all the systems and all the components associated with the systems as set out below.

- Electronic systems:
 - CCTV surveillance system.
 - Complete electric system for the security systems including UPSs.

The following installations are excluded from the maintenance:

- All building works.
- The electrical installation except the sections that are specifically included above.
- Burglar proofing, gates & doors.
- Painting. (Where original painting has been spoiled due to the work done same paint should be used to retain wall to its initial state).

7. DEFINITIONS

7.1 Routine preventative maintenance

This entails the rendering of services and servicing of equipment according to a predetermined maintenance control plan to:

- (i) replace and service components of equipment, units or parts thereof for each installation at prescheduled moments regardless of condition;
- (ii) re-adjust, reset, clean, corrosion protect all components of equipment, units or parts thereof for each installation, and
- (iii) Carry out all implied actions to maintain installations in their present functional condition.
- (iv) Preventative maintenance shall be aimed at minimisation of breakdowns.

7.2 Corrective maintenance

This entails regular observation of the equipment, identifying pending breakdowns, maladjustment or anomalies of equipment, units or parts of installations and subsequent action to restore installations to the functional condition as before the breakdown.

7.3 Breakdown maintenance

This entails repair and/or replacement of defective equipment, units or parts of installations following a breakdown that leaves the installation inoperable or unsafe, and subsequent action to restore installations to their normal functional

condition, within the maximum down-time allowed.

7.4 Emergency maintenance repairs

These repairs are defined as any work required rectifying an emergency breakdown that disables

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a complete installation and prevents it from functioning to its designed service level.

7.5 Ordinary maintenance repairs

These repairs are defined as all maintenance work required other than emergency maintenance repairs.

8. SITE MAINTENANCE RECORD KEEPING

The Contractor shall provide and maintain hard-cover A4 maintenance files for each installation for the duration of the Contract. All schedules, checklists, breakdown reports, preventative maintenance records, component replacement records and inspection reports shall be filed, together with information regarding repairs exceeding the Contractor's liability.

9. SUPPLY OF LABOUR, EQUIPMENT AND MATERIAL

(a) Labour

Competent personnel shall execute all maintenance work.

(b) Equipment

All tools and equipment and consumables required for maintenance work shall be supplied by the Contractor at his cost.

(c) Material

All material, spare parts, components, equipment and appurtenances necessary for the complete maintenance of each installation shall be supplied and installed by the Contractor at his cost.

The Contractor shall cede any supplier's or factory guarantee of repaired or replaced components to the Employer to ensure that such guarantees are not jeopardised in any way. All workmanship, materials and components used for breakdown repair shall be guaranteed for 12 months.

10. IDENTIFICATION OF EQUIPMENT

A unique identification number will be allocated to each piece of equipment forming part of the installation. This identification number will be allocated and administered in collaboration with the User Client and must be described in the maintenance control plan.

Reference shall be made to identification numbers in the maintenance control plan operating and maintenance manuals and during all maintenance activities, including the logging of breakdowns and other correspondence. Identification numbers shall also be indicated on as-built drawings.

11. MAINTENANCE CONTROL

11.1 SCOPE

Maintenance quality control shall be the responsibility of the Contractor who shall introduce a maintenance control plan to assist him in ensuring that preventative, corrective and breakdown maintenance are performed as described in the operating and maintenance manuals and Technical and Particular Specifications.

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12. PRELIMINARY MAINTENANCE CONTROL PLAN

A preliminary version of the maintenance control plan shall be submitted with the programme and the framework of the preliminary version shall be as close as possible to that of the final maintenance control plan. Detail contained in this preliminary maintenance control plan shall include:

- (a) Actual time that a representative of the Contractor will be present on Site for the duration of the maintenance period;
- (b) The scope and frequency of routine inspections
- (c) Repair methodology

13. MAINTENANCE CONTROL PLAN

- (a) The maintenance control plan shall be based on the Contractor's preliminary maintenance control plan, and shall be bound in a neat, A4-sized, ring-bound document with a cover page and back cover. The contents of the document shall be indexed.
- (b) To ensure that the Department is satisfied that the Contractor understands the purpose and advantage of carrying out maintenance work according to a maintenance control plan he shall, as an introduction to the control plan document, set out his views as to what he believes the implementation of a maintenance control plan will achieve
- (c) The maintenance control plan shall also contain the following:
 - I. A summary of the repair and maintenance work to be carried out under the Contract giving details of the conditions of the various installations at the facility(ies) affected by the activities under the Contract.
 - II. Details of how the Contractor intends to carry out the various types of maintenance work especially breakdown maintenance should breakdowns occur.
 - III. A list of organisations and persons directly involved with the Contract or whose requirements have to be taken into account during the entire Contract Period such as, the User Client. Each person's position within his organisation as well as the applicable phone numbers shall be given
 - IV. Procedures to address complaints and logged breakdowns;
 - V. Details of inspection reports, summarising all inspections, together with inspection data such as nature of test, names of persons carrying out tests and inspection results. Detail of repairs and replacements, together with testing of repaired equipment shall also be reflected in this report, and
 - VI. Assistance to be given by the Department with decisions regarding material, equipment and other recommendations.
- (d) The maintenance control plan shall be upgraded when its contents are no longer representative of actual conditions.
- (f) The Contractor shall check the contents of existing Operating and Maintenance Manuals (if available) and shall update or modify them and then incorporate applicable data into his own manuals. Where no manuals exist, the Contractor shall draw up his own Operating and

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Maintenance Manuals.

Pertinent data contained in the Operating and Maintenance Manual may be transferred to the Maintenance control plan to make it a document which can be used as an independent handbook for maintenance work.

14. COMMUNICATION

The maintenance control plan will provide, after agreement between the Contractor and the Department, for the following communication and complaint logging procedure:

- (a) The Contractor shall establish a telephone and fax line and a cellular telephone connection to ensure that he can be reached at any time.
- (b) The Contractor shall primarily be responsible for determining the items requiring preventative, corrective and breakdown maintenance, and shall communicate this information directly to his maintenance workforce.
- (c) Should the Department or operating personnel of the User Client determine or suspect that preventative, corrective or breakdown maintenance is required, a call shall be logged through the call centre to reach the Contractor as soon as possible.
- (d) All complaints of the User Client shall be reported to the Department via the call centre, as set out in the maintenance control plan, and the Department shall issue instructions to the Contractor. The call centre logs the details of the Department's call and provides feedback to the complainant.

15. PERFORMANCE MEASUREMENT

The performance measurement and associated penalties or payment reductions shall not be applicable in the defect liability period but shall be applicable to a follow-on maintenance contract. The Contractor's performance shall be measured against the following parameters:

16. SPECIAL TESTING OF AN INSTALLATION

The Department may at any time inspect any part of the entire installation. During Maintenance work, the Department may at his discretion order special tests to be carried out on complete installations, to verify the satisfactory functional condition of the installation.

The Department reserves the right to select at random equipment and trade practices to be tested for compliance with specifications as specified in this Contract document.

The Contractor shall provide all equipment, tools and instruments required for testing.

17. MAXIMUM MAINTENANCE DOWN-TIME

After a complaint has been logged and forwarded to the Contractor, the Contractor shall be expected to minimise the maintenance down-time until the system component is fully operational

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to the satisfaction of the Department. Should the Contractor not respond within the maximum down-time, the Department may arrange, at the cost of the Contractor, for the necessary repair work to be done by others.

The Contractor shall respond to a breakdown registration by travelling to Site to evaluate the breakdown (scope of repair work), estimate the realistic downtime and provide feedback to the Department.

Should the Contractor not be able to complete the required repair work within the maximum down-time period allowed, it shall be his responsibility to obtain extension of down-time from the Department. The written report shall clearly state the reasons for the extension, as well as the actual extension required.

Extension of down-time will only be granted by the Department if:

- (a) the maximum down-time is unreasonable in relation to the scope of the repair work required;
- (b) the delivery time of a new component/subassembly/machine or spares required for the repair of the defective component/subassembly does not enable the Contractor to successfully complete the repair work within the maximum breakdown down-time allowed.

Should the actual down-time exceed the maximum down-time the Contractor shall be liable to a payment reduction for the difference between actual down-time and maximum down-time. This is reflected in the table below:

REQUIRED MAINTENANCE	MAXIMUM DOWN-TIME ALLOWED	PAYMENT REDUCTION IF EXCEEDED
Emergency Breakdown	8 hours	R800/h
Ordinary Breakdown	5 days	R600/day
Operational damage repair	7 days	R500/day

"Maximum down-time" shall mean the period of time allowed to repair a breakdown, and "down-time" shall mean the measured period from the instant when the breakdown was logged with the Contractor until the installation has been repaired to its functional specification.

18. MEASUREMENT AND PAYMENT

Payments will be done after each site visit and on receiving the inspection report. The contractor shall receive fixed monthly payments. Note that the monthly payments may be reduced for pro-rata part payment settlement if the maintenance performed by the contractor does not measure up to the prescribed standard. **See the Maintenance Specification for more details.**

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19. ESCALATION

Maintenance rates shall be increased according to the consumer price index

20. MAINTENANCE OF A COMPLETED INSTALLATION UNIT: MONTHS

The unit of measurement shall be the monthly maintenance cost. Allow for monthly site visits.

The payment may be reduced if the maintenance was not up to the expected standard. The reduction may be determined by deducting points for inadequate maintenance.

The tendered rate shall include full compensation for all liabilities and obligations described or implied in the Contract document and deemed by the Contractor to be applicable to the maintenance phase of the Contract, for the complete maintenance of an entire installation, and all appurtenant works deemed to form part thereof, as defined in the relevant Specifications.

The tendered rate shall also include full compensation for training and complete preventative, corrective and breakdown maintenance, including full compensation for all costs related to resetting, repair, procurement, supply, delivery, replacement, protecting, furnishing, installing, testing and commissioning of all items and material required to maintain the complete installation in a perfect functional condition.

Remuneration for all preliminary and general charges shall be deemed included in the maintenance payments for the various installations.

21. PAYMENT REDUCTION DUE TO EXCEEDING OF MAXIMUM ALLOWABLE DOWN-TIME

The unit of measurement shall be the number of hours or days, in excess of permitted downtime, during which a component of an installation was in a dysfunctional condition.

The negative fixed rate shall include full compensation for the User Client's loss in productivity and, multiplied by the number of days or days measured, shall be deducted from the certified amount due to the Contractor.