



Western Cape
Government

Health

SUPPLY CHAIN MANAGEMENT – GROOTE SCHUUR HOSPITAL

REFERENCE: GSH/R/R: PT134/2021

ENQUIRIES: MR. G. CRAUL

TEL: (021) 404 3520

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF GROOTE SCHUUR HOSPITAL,
DEPARTMENT OF HEALTH WESTERN CAPE GOVERNMENT

BID NUMBER: GSH/R/R: PT134/2021

CLOSING DATE: 21 JUNE 2024

CLOSING TIME: 11H00

BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD.

(WITH THE OPTION TO EXTEND THE CONTRACT FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).

NOTE:

THIS BID WILL BE DEALT WITH AS TWO ITEMS:

ITEM 1: PROVISION OF A LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS

ITEM 2: A LINEN MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS)

THIS BID WILL BE AWARDED TO THE COMPANY THAT MEETS ALL THE REQUIREMENTS AS STIPULATED IN THE BID SPECIFICATIONS AND CONDITIONS AS SET OUT IN THE BID.

The successful bidder will be required to complete and sign a written contract form (WCBD7.1).

BID DOCUMENTS MAY BE POSTED
TO:

**GAVIN CRAUL, PROCUREMENT (BID OFFICE),
FIRST FLOOR F46, ROOM 53, OLD MAIN BUILDING,
GROOTE SCHUUR HOSPITAL, OBSERVATORY 7925**

OR

DEPOSITED IN THE **BID BOX** SITUATED IN:

THE FOYER, MAIN ENTRANCE, OLD MAIN BUILDING, GROOTE SCHUUR HOSPITAL, OBSERVATORY 7925

GSH/R/R: PT134/2021 - BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD. (WITH THE OPTION TO EXTEND THE CONTRACT FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).

Please note the following important information and requirements:

Bidders should ensure that bids are delivered timeously to the correct address. If the bid is late, it will not be accepted for consideration. Should uncertainty exist regarding the location of the Institution's bid box, bidders are advised to refrain from soliciting the advice of the Security Personnel on duty and to rather contact **Gavin Craul (Tel: 021 404 3520)** for assistance. No names of bidders or prices will be read out at the time of closing. The bid box is generally open 24 hours a day, 7 days a week.

All bids must be submitted on the official forms – (not to be re-typed) and only originally signed documents will be considered. **Failure to complete and sign the bidding documents, certificates, questionnaires and specification forms in all respects, will invalidate the bid.**

All bids must be accompanied by a letter signed by the bidder authorizing the Institution, in name, instead of the bidder, to confirm with third parties the accuracy of any information submitted as part of this bid.

Bidder to indicate which other currently pending bids issued by the Institution it has applied for, and which bids, if any, have been awarded to it in the past. If bidders have previously submitted offers for other bids or are at the same time bidding in relation to the supply of other goods/services, the Institution reserves the right to compare the respective bid documentation and information provided by the bidder.

This bid is subject to the General Conditions of Contract (GCC) and, if applicable, any other Special Conditions of Contract. **The 90:10 Points System is applicable to this bid.**

All Bidders must be duly registered on the following databases at the time of bid closing:

- The Western Cape Supplier Database (WCSEB, local), and
- The Central Supplier Database (CSD, national)

All prospective **unregistered Bidders** must register as a supplier on the **Western Cape Supplier Evidence Bank and Central Supplier Database**

WESTERN CAPE SUPPLIER EVIDENCE BANK CENTRAL SUPPLIER DATABASE

| | | |
|--------------------------|--|---|
| Self-registration | Not applicable | www.csd.gov.za (self-registration only) |
| Contact email | SCMeProcurement.DOH@westerncape.gov.za | |
| Contact telephone | 021 483 0582 | |

All **Bidders already registered on the WCSEB and the CSD** should ensure that their status is up to date by contacting the Western Cape Government Health eProcurement Helpdesk as above (for WCSEB) and on www.csd.gov.za respectively. All Bidders should have confirmation of their registration **BEFORE bidding**.

Bidders who are not duly registered on both databases at the time of bid closing, or whose registration has been suspended, will be deemed non-compliant and their bids will not be considered.

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Bidders are advised that only the B-BBEE status reflected on form **WCBD 6.1** in their bid document will apply to the evaluation of formal bids and **not their B-BBEE status on the WCSEB or CSD**. All other mandatory documents held on the SEB and CSD (TCC, WCBD 4, etc.), will be accepted by Western Cape Government Health (WCGH) for the consideration of formal bids.

The following completed bid documents are the documents required in your bid and can be submitted to this office in the order as suggested:

- **Special Conditions**
- **WCBD 1 – The Bid. (FAILURE TO COMPLETE AND SIGN PART A & PART B FORMS WILL INVALIDATE YOUR BID.)**
- **WCBD 3.1 - Specification/your schedule of offers**
- **WCBD 4 – Declaration of interest**
- **WCBD 5 – National Industrial Participation Programme**
- **Amended WCBD 6.1 – form to claim points as BEE contributor**
- **Sworn Affidavit – BBBEE Qualifying Small Enterprise**
- **Supplier’s checklist**
- **BEE Certificate (valid original or certified copy)**

Please refer all bid enquiries to the following officials:

- Gavin Craul at telephone number (021) 404 - 3520 or e-mail at email Gavin.Craul@westerncape.gov.za
- Sylvia Dhayalan – Nair at telephone number (021) 404 – 2067 or e – mail at email Sylvia.Dhayalan-Nair@westerncape.gov.za


DEPUTY DIRECTOR: SUPPLY CHAIN MANAGEMENT

DATE: 2/5/24

GSH/R/R: PT134/2021 - BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD. (WITH THE OPTION TO EXTEND THE CONTRACT FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).

NOTICE TO BIDDERS

COMPULSORY BRIEFING SESSION FOR BID GSH/R/R: PT134/2021: BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD.

DATE : 13 JUNE 2024

TIME : 11:00 AM

**VENUE : GROOTE SCHUUR HOSPITAL, OLD MAIN BUILDING, ENTRANCE 5,
E – FLOOR, BIG BENNIE DE WET LECTURE THEATRE.**

REGISTRATION

COMMENCES

FROM : 10:30 AM

**NOTE : NO LATE BIDDERS WILL BE ALLOWED TO ENTER THE VENUE AFTER
11:00 AM, AS THE DOORS WILL BE CLOSED.**

IT IS IMPORTANT TO NOTE THAT PROSPECTIVE BIDDERS MUST BE PUNCTUAL.

ENQUIRIES CAN BE DIRECTED TO OUR BID OFFICE AT THE NUMBER PROVIDED ON THE COVER PAGE.

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WCBD 1

**PART A
INVITATION TO BID**

ZERO-TOLERANCE TO FRAUD, THEFT AND CORRUPTION (ANTI-FRAUD, THEFT AND CORRUPTION)

THE WCG IS COMMITTED TO GOVERN ETHICALLY AND TO COMPLY FULLY WITH ANTI-FRAUD, THEFT AND CORRUPTION LAWS AND TO CONTINUOUSLY CONDUCT ITSELF WITH INTEGRITY AND WITH PROPER REGARD FOR ETHICAL PRACTICES.

THE WCG HAS A ZERO TOLERANCE APPROACH TO ACTS OF FRAUD, THEFT AND CORRUPTION BY ITS OFFICIALS AND ANY SERVICE PROVIDER CONDUCTING BUSINESS WITH THE WCG.

THE WCG EXPECTS ALL ITS OFFICIALS AND ANYONE ACTING ON ITS BEHALF TO COMPLY WITH THESE PRINCIPLES TO ACT IN THE BEST INTEREST OF THE WCG AND THE PUBLIC AT ALL TIMES.

THE WCG IS COMMITTED TO PROTECTING PUBLIC REVENUE, EXPENDITURE, ASSETS AND REPUTATION FROM ANY ATTEMPT BY ANY PERSON TO GAIN FINANCIAL OR OTHER BENEFIT IN AN UNLAWFUL, DISHONEST OR UNETHICAL MANNER.

INCIDENTS AND SUSPICIOUS ACTIVITIES WILL BE THOROUGHLY INVESTIGATED AND WHERE CRIMINAL ACTIVITY IS CONFIRMED, RESPONSIBLE PARTIES WILL BE PROSECUTED TO THE FULL EXTENT OF THE LAW.

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

| | | | | | |
|-------------|---|---------------|---------------------|---------------|--------------|
| BID NUMBER: | GSH/R/R: PT134/2021 | CLOSING DATE: | 21 JUNE 2024 | CLOSING TIME: | 11:00 |
| DESCRIPTION | <p>BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD. (WITH THE OPTION TO EXTEND THE CONTRACTS FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).</p> | | | | |

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

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| | | | |

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO

TECHNICAL ENQUIRIES MAY BE DIRECTED TO:

| | | | |
|------------------|--|------------------|--|
| CONTACT PERSON | MR. G. CRAUL | CONTACT PERSON | MRS. S. DHAYALAN - NAIR |
| TELEPHONE NUMBER | 021 404 3520 | TELEPHONE NUMBER | 021 404 2067 |
| FACSIMILE NUMBER | N/A | FACSIMILE NUMBER | N/A |
| E-MAIL ADDRESS | Gavin.Craul@westerncape.gov.za | E-MAIL ADDRESS | Sylvia.Dhayalan-Nair@westerncape.gov.za |

SUPPLIER INFORMATION

| | |
|----------------|--|
| NAME OF BIDDER | |
| POSTAL ADDRESS | |
| STREET ADDRESS | |

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| | | | | |
|---|--|--|--|------|
| FACSIMILE NUMBER | CODE | | NUMBER | |
| E-MAIL ADDRESS | | | | |
| VAT REGISTRATION NUMBER | | | | |
| SUPPLIER COMPLIANCE STATUS | TAX COMPLIANCE SYSTEM PIN: | | AND CENTRAL SUPPLIER DATABASE No: | MAAA |
| B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE | [TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No | B-BBEE STATUS LEVEL SWORN AFFIDAVIT | [TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| IF YES, WAS THE CERTIFICATE ISSUED BY A VERIFICATION AGENCY ACCREDITED BY THE SOUTH AFRICAN NATIONAL ACREDITATION SYSTEM (SANAS) | [TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| [A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/SWORN AFFIDAVIT (FOR EMEs& QSEs) MUST BE SUBMITTED TOGETHER WITH A COMPLETED 6.1 IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE] | | | | |
| ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS/ SERVICES/ WORKS OFFERED? | <input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF] | ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED? | <input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW] | |
| QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS | | | | |
| IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? | | | <input type="checkbox"/> YES <input type="checkbox"/> NO | |
| DOES THE ENTITY HAVE A BRANCH IN THE RSA? | | | <input type="checkbox"/> YES <input type="checkbox"/> NO | |
| DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? | | | <input type="checkbox"/> YES <input type="checkbox"/> NO | |
| DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? | | | <input type="checkbox"/> YES <input type="checkbox"/> NO | |
| IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? | | | <input type="checkbox"/> YES <input type="checkbox"/> NO | |
| IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW. | | | | |

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GSH/R/R: PT134/2021 - BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD. (WITH THE OPTION TO EXTEND THE CONTRACT FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).

PART B TERMS AND CONDITIONS FOR BIDDING

| |
|---|
| 1. BID SUBMISSION: |
| <p>1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.</p> <p>1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED – (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.</p> <p>1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.</p> <p>1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (WCB07).</p> |
| 2. TAX COMPLIANCE REQUIREMENTS |
| <p>2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.</p> <p>2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.</p> <p>2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) OR PIN MAY ALSO BE MADE VIA E-FILING THROUGH THE WEBSITE WWW.SARS.GOV.ZA.</p> <p>2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE WITH TOGETHER WITH THE BID.</p> <p>2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE AND CSD NUMBER AS MENTIONED IN 2.3 ABOVE.</p> <p>2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.</p> <p>2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."</p> |
| NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID |

SIGNATURE OF BIDDER:

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

DATE:

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SECTION A

EVALUATION CRITERIA

1. ADJUDICATING PROCESS

- 1.1 This bid will be adjudicated in terms of the Preferential Procurement System in accordance with the information provided in the Preference Procurement Points Claim Forms.
- 1.2 However only bids which are found to be acceptable will be allocated Preference Points.
- 1.3 Preference points will be allocated in terms of the balanced scorecard. Bidders must provide a valid BEE certificate at the close of bid.
- 1.4 Only bidders who are registered on the Western Cape Supplier Database will be considered. Proof of current valid registration to be submitted at the close of bid
- 1.5 Bidders whose status is suspended on the Western Cape Supplier Database will only be considered if they adhere to all statutory requirements. It remains the bidder's responsibility to check their status before the close of bid.

2. EVALUATION CRITERIA

Bids will be deemed to be acceptable if:

2.1 COMPLIANT WITH CONDITIONS AND LEGITIMACY TEST

Which includes interalia;

2.1.1 CENTRAL SUPPLIERS DATABASE

Bidders are to be registered on the Central Suppliers Database.

2.2 COMPLIANT WITH THE SPECIFICATION

Which includes interalia;

2.2.1 Statutory Requirements

Only bidders who comply with Part 3: Statutory Requirements will be considered for acceptance.

3. COMPLIANT WITH LATENT AND OTHER FACTORS WHICH MAY AFFECT THE AWARD OF THE BID

Which includes interalia;

3.1 Organisational, Financial and Infrastructure Assessment

Only bidders whose organisation and infrastructure is deemed by the Department to be adequate to provide the foreseeable and specific requirements of the contract in accordance with Part 4: Questionnaire: Organisational, Financial and Infrastructure Capacity of Bidder together with physical validation will be considered for acceptance.

3.2 Sectoral Determination for Wages of employees

- 3.2.1 It is expected that the successful bidder shall pay his/her employees at least a minimum monthly basic wage as prescribed in the Basic Conditions of Employment Act and minimum wage determination as prescribed by the Minister of Labour.
- 3.2.3 Only bids which are in the opinion of the Department priced so as to at least achieve the stated expectation will be considered for acceptance.

BIDDERS RESPONSE

| |
|---|
| <p><u>BIDDERS COMPLIANCE</u> <u>RESPONSE –</u> <u>COMPLY /</u> <u>DO NOT COMPLY</u></p> |
|---|

SECTION B

DEFINITIONS

(Paragraphs 1 to 1.24 inclusive)

1. DEFINITIONS

1.1 Contractor/Successful Bidder/Service Provider/Undertaker Service

The organisation or individual providing contracted undertaker services.

1.2 User/Department

The authority retaining a contractor, to carry out an undertaker service, in accordance with an agreed contract.

1.3 Contract and Conditions

1.3.1 Contract

The contract is a legal document that results from the acceptance of a bid and is inclusive of the bid documentation pertaining to the invitation, site instructions, the bid response and the General Conditions of the Contract.

1.3.2 Conditions

All conditions and procedures laid down and which may affect the legal aspects of the bid or the contract.

1.4 Bid

A written offer, in prescribed format, to provide an undertaker services to the User.

1.4.1 Bidder

The organisation or individual completing and submitting the bid.

1.5 Site Instructions (generic and specific)

An operational document detailing the specific duties to be performed and conditions to be met in terms of the contract.

1.6 Co-ordinator

The representative of the User.

1.7 Check call

Routine communication to verify the location and status of linen service linen staff on duty and to report any deviations from contract conditions.

1.8 Specification

The document setting out proposed services to be supplied in terms of the contract.

1.9 Post / Service / Point of Duty

A designated place or workstation where or from where prescribed duties are performed and controlled namely the Linen Bank.

BIDDERS RESPONSE

| |
|--|
| <u>BIDDERS COMPLIANCE RESPONSE – COMPLY / DO NOT COMPLY</u> |
|--|

GSH/R/R: PT134/2021 - BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD. (WITH THE OPTION TO EXTEND THE CONTRACT FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).

| |
|---|
| BIDDERS COMPLIANCE RESPONSE – COMPLY / DO NOT COMPLY |
|---|

1.10 **Status Quo**

The condition or state of affairs of the bidder and bidding organisation as at the date of bid.

1.11 **General Conditions of Contract**

The General Conditions of the Contract is attached to the bid document.

1.12 **May**

Indicates the existence of an option.

1.13 **Shall/Must**

Indicates that a statement is mandatory.

1.14 **Should**

Indicates recommendations.

1.15 **Interpretations**

1.15.1 Words referring to the singular also include the plural and vice versa where the context so requires.

1.15.2 Any gender includes the other.

1.15.3 Reference to person(s) include all entities (i.e. corporations, associations, partnerships, close corporations, government or local authorities, and other legal entities and natural persons).

1.16 **Personal Protective Wear (PPE)**

Personal protective wear that is provided by the service provider to workers to carry out the respective duties.

1.17 **Contract Linen Bank Supervisor**

The person designated by the service provider, who is on site to manage the staff on site, to make sure replacement is done swiftly and to report any variations in the staff on duty to the Contract Manager. Report on all levels of linen stock and service conditions. This person must be physically fit and able to walk long distances within the hospital and other related areas.

1.18 **Contract Manager**

The person designated by the service provider to ensure that the Supplier comply with all the conditions in the said contract. Make sure that all the linen is on site as and when required. Work in conjunction with the Supervisor of the Service Provider in ensuring that the service provided is in accordance with the Service Level Agreement.

1.19 **Worker**

A person employed by a contractor (Service Provider) to carry out duties namely **Laundry Assistants**

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DO NOT COMPLY

1.20 **Authorised Hospital Representative:**

The official appointed in writing by Hospital Management, known as the Hospital Linen Manager and who deals with specific aspects of the contract administration.

1.21 **Departmental Linen Supervisor:**

Any Departmental Linen Supervisor provided by the Hospital

1.22 **Department of Health:**

The Department of Health of the Provincial Government of the Western Cape under which the Hospital resorts.

1.23 **Department Technical Officer:**

The official appointed by the Department of Health to provide a technical advisory service for the Hospital in respect of laundering and linen management services.

1.24 **He, Him, His, Himself:**

To be read and understood as inclusive of the opposite gender as well.

1.25 **Hospital Infection Control:**

The Infection Control advisory service provided by the Hospital.

1.26 **Hospital, Institution:**

Groote Schuur Hospital as represented by its Management and which resorts under the Department of Health of the Provincial Government of the Western Cape.

1.27 **Hospital Linen Bank:**

The Linen Bank (Zone A23) situated on the A – Level at the Hospital comprising of the Clean Linen Store, Soiled Linen Sorting, Central Sluicing, Toilets, Rest Room and Supervisors Office.

1.28 **Hospital management:**

The Chief Executive Officer or other official appointed in writing to act on their behalf

1.29 **Hospital linen manager:**

The official appointed in writing by the Hospital Management to liaise with the Contract Manager

1.30 **Hospital linen principal supervisor:**

The official appointed in writing by Hospital Management to Liaise with the Contract Linen Bank Supervisor

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| BIDDERS COMPLIANCE RESPONSE – <u>COMPLY /</u> <u>DO NOT COMPLY</u> |
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1.31 **Laundry guidelines:**

A guideline of linen types, quantities and quality to be processed by the Contractor that serves as a measure for bid and evaluation purposes only

1.32 **Laundering specifications:**

The schedule of linen types, quantities and quality to be processed by the Contractor for the Hospital

1.33 **Linen management service:**

The collection, processing and redistribution of linen throughout the hospital

1.34 **Monthly service invoice:**

The concept invoice format that forms the basis of all accounting in respect of monies payable by the Hospital for laundering and linen management services provided by the Contractor

1.35 **On-site:**

At the Hospital

1.36 **Off-site:**

At the Contractors premises

1.37 **Reputable and recognised industrial laundering concerns:**

Well-established laundering businesses with the infrastructure and technical ability to undertake large-scale laundering and linen management services successfully and who comply with SANS Code of Practice 10146:2010.

1.38 **State. Department:**

The Republic of South Africa and/or Government Department/ Provincial Government of the Western Cape according to the context of the sentence in which it appears

1.39 **Ward/departments:**

The individual user areas throughout the Hospital complex using linen namely wards, intensive care units, departments, special services, clinics, units, operating theatres, differentiated service areas.

1.40 **Mandatory**

Refers to a legal requirement.

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| BIDDERS COMPLIANCE RESPONSE – COMPLY / DO NOT COMPLY |
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2. GENERAL

- 2.1 Receipt of the invitation to bid does not confer any right on any party in respect of the services or in respect of, or against, the Department of Health. **GROOTE SCHUUR HOSPITAL reserves the right**, in its sole discretion:
 - 2.2.1 To withdraw any services from the bid process, to terminate any party's participation in the bid process or to accept or reject any response to this invitation to bid on notice to the bidders without liability to any party; accordingly, parties have no rights, expressed or implied, with respect to any of the services as a result of their participation in the bid process'
 - 2.2.2 To amend the bid process, closing date or any other date at its sole discretion,
 - 2.2.3 To cancel the bid or any part of the bid before the bid has been awarded,
 - 2.2.4 Not to accept the lowest or any other bid and to accept the bid which it deems to be in the best interest of GROOTE SCHUUR HOSPITAL.
 - 2.2.5 Not to award the bid to the highest points for price or lowest price,
 - 2.2.6 To reject all responses submitted and to embark on a new bid process.

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SECTION C - SPECIAL CONDITIONS OF CONTRACT (GSH/R/R: PT134/2021)

Bidders are to specify the details of their offer in the column marked "DETAILS OF OFFER". In respect of paragraphs part where the bidder strictly complies with the specified requirement, the words "as specified / comply" are to be inserted next to that paragraph. In cases where bidders do not strictly comply with specification requirements, the nature of the deviation is to be stipulated next to the applicable paragraph. Where the space is insufficient, the details of the deviation can be annexed however proper reference is to be made. This also applies when bidders are to submit requested documentation. If bidders omit to furnish details of offer it would be considered as not complying to specifications.

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| BIDDERS COMPLIANCE RESPONSE – COMPLY / DO NOT COMPLY |
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Note: A tick (✓) is not acceptable, "As Specified" or "Comply" is acceptable.

These conditions form part of the bid and failure to comply may invalidate the bid.
Any additional information should be furnished on a separate annexure with the Bidder's offer.

Bidder to indicate comply/ do not comply for each itemised line. No ticks (✓) are allowed and no dittos ("") allowed

NOTE:

This bid will be dealt with as two items (Item 1 and Item 2) which will be awarded to one (1) company

ITEM1: The provision of an industrial laundry service (for white, theatre/green linen and other miscellaneous linen items) which includes transport to and from Groote Schuur hospital.

ITEM2: The provision of a linen management service (for white, theatre/green linen and other miscellaneous linen items).

1. SCOPE

The Bidder shall bid for the laundering of linen as well as provide a linen management service of white, theatre/green linen and other miscellaneous linen items, which includes transport to and from Groote Schuur hospital for a three (3) year period, as indicated in the bid.

2. OVERVIEW:

Applicable to Item 1 and Item 2 of the specification

2.1 The laundering and linen management service is to be a total integrated service, managed and staffed by the Successful Bidder on a 7-days per week basis with 24 hours service that includes the following:

2.2.1 Collection of soiled linen from the hospital on a 24-hour turn-around time, seven (7) days a week. It includes the sorting, counting, and listing of the soiled linen, as well as the processing (laundering off site) and return of clean linen to the hospital.

2.2.2 Provision of an off-site linen repair service. The service should include the repair of all damaged linen regardless of where the damage was sustained, with a 7-day turnaround time.

2.2.3 Bidders must provide a detailed contingency plan that include downtime during water or power outage, as well as how to deal with an epidemic/ pandemic and management of linen during an epidemic/pandemic.

3. EVALUATION CRITERIA

COMPULSORY BRIEFING SESSION / SITE MEETING

A compulsory briefing session will be held as follows:

Date: 13 JUNE 2024

Time: 11:00 AM

Venue: GROOTE SCHUUR HOSPITAL, OLD MAIN BUILDING, E – FLOOR, BIG BENNIE DE WET

NO LATE BIDDERS WILL BE ALLOWED TO ENTER THE VENUE AFTER 11:00 AM, AS THE DOORS WILL BE CLOSED.

FAILURE TO ATTEND THE COMPULSORY BRIEFING SESSION WILL INVALIDATE THE BID OFFER.

3.1 QUALIFICATIONS AND EXPERIENCE OF BIDDERS

- a) Bidders must have a minimum of **five (5) years'** experience in the Management of Linen and Laundry Service, **servicing of approximately 1009 beds / estimated 360 000 pieces per month. The bidder must have a minimum equipment (washer & dryer) spare capacity requirement of 200 000 kg/per month (dry weight) or 10 000 kg/per day (dry weight)**
- b) Bidders must submit with their bid documentation, detailed information of their experience **(approximately 1009 beds / estimated 360 000 pieces per month)** in the laundering trade and provide acceptable documentary evidence of the proven ability in a large Hospital or a similar environment to provide a quality 24-hour service. A separate sheet can be used for the bidder to provide this information.
- c) Bidders must submit a list of current laundering contracts. (Period and value to be indicated) Refer to Part 4: Questionnaire: Organisational Financial statements of the past 2 x years & Infrastructure Capacity of The Bidder with the bid offer. **Note: Bidder to provide this information (UPON REQUEST)**
- d) In the case of partnerships or closed corporations, an affidavit reflecting the names, ID numbers and addresses of partners or members, and in the case of a company, the same information regarding the directors (Refer to WCBD4 included in this bid document) must be submitted together with a copy of the latest audited financial statement.
- e) Bidders must submit with their bid documentation, a **project plan which would address the implementation of the service and a Standard Operating procedure (SOP) for the contract period. Upon request, bidders will be required to present their project plan to the bid evaluation committee.**
- f) **Bidders must have** industrial laundering experience in the provision of laundering and linen management services to large institutions as well as the capacity to meet disinfection and infection control standards.
- g) Bidders **must** comply with SANS Code of Practice 10146 of 2018 **(as per attached Annexure J)** All bidders must submit a list of consumables / detergents and material safety data sheets that will be used in processing of the soiled / dirty linen. The consumables will be verified for acceptability as used in the Departments Laundry.

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- h) The length of the cycle: washer cold – 35 minutes; hot – 60 minutes; dryer – average of 90 minutes.
- i) Taking into account the large amount of linen to be laundered and managed, only Bidders who have the required skills, capabilities and capacity as indicated in the bid requirements will be considered. A checklist (**Annexure H**) will be used during the site inspection.

3.2 CAPACITY OF THE BIDDER

3.2.1 Bidders will be requested to provide, the following documents with the bid offer:

- Staffing capacity (management team and employees)
- Payroll of staff

3.2.2 Bidders will be requested to provide the following documents:

- Bidder's financial statements for the past 2 x years and a proposal of how the company will finance the contract.
- Equipment capacity – number of washers / dryers / laundomats.
- Capacity of each washer
- Length of cycle

3.2.3 Only bidders whose organisation and infrastructure are deemed by the Department to be adequate to provide the foreseeable and specific requirements of the contract in accordance with Part 4: Questionnaire: Organisational, Financial and Infrastructure Capacity of Bidder together with physical validation, will be considered for acceptance.

3.2.4 The successful bidder shall always ensure that the staff deployed on site shall work within the parameters of the applicable labour legislation. Failure to comply with statutory requirements could lead to the termination of the contract

3.3 BIDDER'S NEAREST PREMISES TO THE HOSPITAL

- The minimum requirement is the provision of a physical address.
- For the promotion of efficient liaison between the Hospital and the Contractor it is imperative that the Successful Bidder must have an established laundry premises and offices situated within the radius of 60km from the hospital.

3.4 CONTRACT PERIOD AND BID PRICE

- The contract shall be for a period of three years.
- The bid price(s) shall remain firm from inception of the contract.
- Any claim for price increases after the initial 12-month period must be applied for on the basis of the escalation formula (See WCBD 3.1/2) and be submitted through the office of the Hospital Linen Manager.
- The bid price(s) must be quoted inclusive of Value Added Tax.

3.5 COMMENCEMENT DATE OF SERVICE

The successful Bidder shall commence providing the service at a mutually agreed upon date after signing of form WCBD 7.1 "Contract Form – Purchase of Services and the Service Level Agreement.

3.6 CONTRACTORS STAFF

- The Successful Bidder shall employ all staff necessary to provide the specified laundering and linen management service on his own conditions of service. The costs of such staff are to be included in the bid prices as per the specifications.
- **Contract (Service Provider) Manager-** Within 14 days before the commencement date of the contract, the successful Bidder must supply the curriculum vitae of the appropriately qualified Contract (Service Provider) Manager who will manage the laundering and linen management service for the Hospital for the duration of the contract. The Hospital will simultaneously provide the name of the Hospital Linen Manager who will be appointed by Hospital Management to liaise with the Contract Manager.
- The Contract (Service Provider) Manager will be based at the contractor's premises and will liaise with the hospital linen manager daily, as, and when needed. The Contract (Service Provider) Manager should visit the GSH site for a minimum of three (3) days a week.

3.7 TRANSFER AND CESSION OF CONTRACT

The Successful Bidder must provide the proposed laundering and linen management service and **the use of sub-contractors will NOT be allowed.**

3.8 BREACH, TERMINATION AND EXPIRY OF CONTRACT

- Should a Party breach any or all of the terms and conditions of the contract and remain in such breach seven (7) calendar days after receipt of a written notice calling upon it to remedy such breach, then the Party who served such notice shall be entitled, in addition to any remedy which it may have in law, to cancel the contract or to remedy the breach itself.
- The Contractor agrees that the Hospital premises may be viewed at any reasonable time by other prospective bidders accompanied by the Departmental Officials during the last 6 months of the contract period.

3.9 OCCUPATIONAL HEALTH AND SAFETY ACT

The Contractor shall accept liability in terms of Section 37 of the Occupational Health and Safety Act (No 85 of 1993).

3.10 PROTECTION OF CONTRACTORS STAFF

- Although all reasonable precautions will be undertaken by Hospital/Institution prior to dispatch to the Contractor, the Hospital will not be held liable for any contracted illness or infection to the Contractor or his staff arising from the handling of potentially infectious linen.
- The Contractor shall ensure on a continuous basis that all staff working with soiled linen are inoculated against Hepatitis B. In this connection the Contract (Service provider) Linen Bank Supervisor shall maintain onsite, a file with certificates of Inoculation of all staff for inspection by Occupational Health.
- Staff shall be fully trained in Infection Control and Health and Safety practices.

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- The bidder must provide a portfolio of evidence of training provided to staff prior to commencement of duty, as well as refresher training during the contract period.

Copy of the training module and staff attendance registers must be provided to the Hospital Linen Manager for audit purposes.

- The contractor should provide a Standard Operational Procedure on various points within the Hospital that clearly specify the duties at each point.
- Staff handling soiled linen must always wear appropriate protective clothing, eg: waterproof aprons, gloves, masks, overalls, headwear, and footwear. The contractor must provide PPE at their own cost
- The contractor shall also provide appropriate on-site hand washing consumables.
- The contractor shall maintain the soiled area and clean areas as follows:
 - Scrub the floors at least 3 times weekly.
 - Daily sweeping and mopping of floors
 - Provide the scrubbing equipment and consumables as recommended by the Dept. of Health Technical experts
 - As well as any other recommendation made to him / her by Hospital Infection Control /Occupational Health at his / her own cost.

3.11 LOSS, DAMAGE AND SAFEKEEPING OF HOSPITAL PROPERTY

- The Contractor is to exercise every precaution to ensure that all Hospital property entrusted to his/her care is secure and the possibility of loss, unauthorized use and damage is minimised. Proper and auditable paper and electronic trails are to be implemented so that the point of loss can be established, and the responsible party identified.
- Excepting fair wear and tear, the Contractor will be responsible for any loss or damage to linen in his/her possession at all times. The Contractor undertakes to replace such linen in the event that linen in his/her possession is damaged, destroyed, lost, or stolen, notwithstanding the cause of the damage, destruction or loss.
- Any lost or damaged linen caused by the Contractor must be replaced by not later than the end of the month following the month in which the item(s) was / were damaged or lost.
- The above-mentioned clause will also apply for the GSH sluice machine provided in the sluice room that result in damages or losses due to negligence.
- The Contractor will provide the necessary consumables, i.e the enzymes washing powder and soluble plastic laundry bags for the Sluice machine as recommended by the Department of Health: Facilities management.
- **The Hospital linen management in consultation with the Contractor shall determine the replacement cost of linen and any other Hospital property which has been lost, stolen or damaged whilst in the care of the Contractor, and to withhold such costs from any payment due by the Hospital to the Contractor.**

3.12 HOSPITAL / PATIENT / STAFF PROPERTY FOUND

The contractor shall immediately return to the Hospital Linen Manager any item of Hospital / Patient / Staff property found in bags of soiled linen sent for processing.

3.13 WASTE REMOVAL / DISPOSAL

Normal and contaminated waste found amongst the Hospital linen on-site (GSH) will be disposed of by the Hospital's cost. The Contract Service Staff must deliver such waste in the appropriate coloured plastic bags to be supplied by the Hospital to the AZ Level.

3.14 LIABILITY

Contractor shall at all times be responsible for the acts and omissions, e.g., death, injury, assault, unlawful unrest, etc. of his/her employees when they provide any services to the Provincial Government in terms of the bid and act within the course and scope of these duties and employment. The contractor indemnifies and holds the Provincial Government blameless against the damage to property and loss of property of the Provincial Government and any third party that may be involved.

3.15 PUBLIC LIABILITY INSURANCE

3.15.1 The successful bidder **must** obtain Public Liability Insurance at his/her own cost commensurate with the risks to which he or she is exposed. Such insurance must also make provision for all vicarious losses and claims for which the bidder or his staff may be responsible. **This information must be submitted by the bidder at bid closure. Failure to do so will invalidate the offer.**

3.15.2 Proof of validity of the public liability insurance cover must be submitted to the User Department, on an annual basis.

3.15.3 The contractor shall supply an adequate labour force in order to render a service of a standard acceptable to the client and ensure that all staff are immunised against Hepatitis B. Three doses of vaccine are required for every employee, each four weeks apart. Booster doses are required every five years. Staff who have been vaccinated less than five years ago, do not require vaccination. It is a condition of this bid that the successful bidder must submit, on commencement of service, proof that all staff to be deployed on site has been vaccinated. **Proof must be provided.**

3.16 ADVERTISING AND TRADING

Neither the successful bidder nor his staff shall be entitled to offer any article for sale, sell any article or distribute any article free of charge on the site.

3.17 REPLACEMENT / RELIEVING OF STAFF

The contractor shall make use only of his or her own trained staff in accordance with the specifications described in this bid. Should any problems arise wrt staff replacement, the contractor must immediately discuss the matter with the User.

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3.18 CHANGES TO BIDDERS’ OPERATIONAL STATUS

3.18.1 As the bid is awarded on the information provided/available at the time, the successful bidder must maintain the status quo for the contract period. Should any deviation or changes occur, the successful bidder must advise the Department in writing.

Material deviations from the position as it was at the time of awarding the bid may result in the Department having to apply remedial action.

3.19 SERVICE LEVEL AGREEMENT

A service level agreement will be entered into with the successful bidder. All Standard Operating Procedures must be adhered to.

4. PENALTIES AND PRO RATA DEDUCTIONS

- Deductions and penalties will be incurred against the service provider for non-compliance to the Bid specification and conditions.
- The Service Provider will be penalized, and pro rata deductions will be made for not adhering to Bid specifications.
- The Successful Bidder must note that penalties will also be instituted in respect contraventions/non-compliance of bid specifications or General Conditions.
- Penalties will be levied against the Successful Bidder for every incident and/or provision of this agreement which the service provider fails to honour.
- The table below set out the miscellaneous penalties in relation to the service:

| Transgression | Penalty |
|---|---------------------------|
| Late arrival of staff placed in the various designated areas within the hospital per person (½ hour after schedule time). | R500 per person/ incident |
| Late coming of linen (this will be developed in the SLA and the penalty will be imposed taking the SLA into consideration). | R3000 per incident |
| Failure to collect soiled linen and/or return clean linen with a 24-hour turn-around time. | R2000 per incident |
| Late arrival of staff placed in the various designated areas within the hospital per person more than 2 hours after scheduled time. | R1000 per person/incident |
| Failure to post staff placed in the various designated areas within the hospital per person per day. | R2000 per incident |
| Staff sleeping on duty. | R500 per person/incident |
| Failure of staff to wear and display identity cards. | R500 per person/incident |
| Failure of staff to adhere to dress code. | R500 per person/incident |
| Absence of staff from point of duty without permission. | R500 per person/incident |
| Posting of untrained staff who have no knowledge of Linen and Laundry process. | R1000 per person/incident |
| Failure to repair damaged linen with a 7-day turn-around time. | R 500 per piece/ per day |
| Non-compliance to SANS 10146 procedures | R3000/ transgression |
| Damage to linen due to the service provider processes | R 500 per piece |
| Non-compliance with delivery and collection times | R2000/ incident |

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5. Loss, Damage and Safekeeping of Hospital Property-Lifts

- The Service Provider is to exercise every precaution to ensure that all Hospital equipment and property entrusted to his/her care is secure and the possibility of loss, unauthorized use and damage is minimised.
- Excepting fair wear and tear, the Service Provider shall be responsible for any loss or damage to Hospital equipment and property in his possession at all times. The Service Provider undertakes to replace such items in the event that equipment or property in his/her possession is damaged, destroyed, lost, or stolen, notwithstanding the cause of the damage, destruction or loss.
- The Hospital in consultation with the Service Provider shall determine the replacement cost of Hospital equipment and property, other Hospital property which has been lost, stolen or damaged whilst in the care of the Service Provider, and to withhold such costs from any payment due by the Hospital to the Service Provider.
- Similarly the loss or damage of any other Hospital property due to the negligence of the Service Provider will be recovered from any payments due to the Service Provider.
- Authorised Hospital representatives of Hospital Management, Hospital Infection Control, Occupational Health, and Safety (OHS), Hospital Security, and the Hospital Linen Manager shall always be given reasonable access to any facility by the Contractor. Such access may not be refused for functional, control or inspection purposes when requested by the Hospital Management.
- Any wilful or negligent damage to the hospital building, fittings or equipment will be for the Contractors own responsibility and account to make good.
- No change/alterations/additions to the building or infrastructure are allowed without prior written authority from the Hospital Engineer.

6. Hospital Property Found

The Service Provider shall immediately return to the authorised Hospital representative any item of Hospital property found/recovered by the Service Provider's staff during their duties.

7. Particulars of Contractors Staff to be Deployed at the Site

- The Service Provider must provide full particulars of the staff to be deployed one (1) week prior to the commencement of the service. A separate list must be completed for each posting.
- The Service Provider, at his own cost, must make all staff that are to be deployed at the site available for on-site training before commencement of the service period. The training should not take longer than one day.
- The Service Provider shall ensure that the staff provided shall be cleared by the South African Police Service to indicate that they have no criminal record. The successful bidder to provide documentary proof before commencing of the service.

8. General Standards for Site Administration and Staff

8.1 Profile of staff to be provided:

- a) The Service Provider may only employ South African citizens, foreigners who obtained South African permanent residency permits or foreigners who are entitled to work in South Africa in terms of South African law in the sector relevant to the bid, to perform the services required in the bid.
- b) Must be able to work independently.
- c) Must be able to communicate, read and write in at least one of the three official languages of the Western Cape.
- d) Supervisors must be able to communicate, read and write in at least two of the three official languages of the Western Cape.

8.2 Service Aids for every worker

A clear identification card of the Service Provider with the member's photo, full name and identification number must be worn conspicuously on his/her person at all times.

8.3 On-Site Administration

8.3.1 All on-site administration shall be done in accordance with the site instructions as communicated to the Service Provider in writing from time to time by the User.

8.3.2 Although details may differ, the following aspects shall be dealt with:

- The code of conduct of the worker
- Standards of performance of workers and deviations from standards.
- Uniform and dress standards.
- Equipment to be used.
- Duty lists and duty sheets.
- Lost and found property administration.
- Controlling of services and attendance.
- Removal of workers from the site
- Reporting of incidents to the User.
- Time and attendance registers as well as late coming.
- Redeployment of workers

8.4 Conduct of Staff

The Department expects the highest possible standards of conduct from the staff.

8.5 Changes at Points of Duty

The User has the right to inform the Service Provider to re-deploy staff to best advantage, either permanently or temporarily.

8.6 Continuity of service

The Service Provider is to ensure that the specified numbers of staff are continuously deployed at each specified point of service as allocated. Workers may not leave their registered point of duty without authorization from their supervisor. Workers may however leave their registered point of duty during their lunch break. (Not exceeding one hour)

8.7 Duties

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| <p><u>BIDDERS</u> <u>COMPLIANCE</u> <u>RESPONSE – COMPLY</u> <u>/ DO NOT COMPLY</u></p> |
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The Service Provider is to provide after consultation with the Hospital Authorised Representative, prior to the commencement of the service detailed activities to be carried out for each post which is to form the basis of a site procedure manual at each post. See the specifications for more detail on duties.

8.8 Particulars of Workers to be Deployed at the Site

At the beginning of each month the Service Provider shall deliver to the User a comprehensive and detailed roster giving the details on a shift-by-shift basis of the names of the workers to be deployed on the site. Details are to include off-days, relievers, names, surnames, and point to which he/she is to be deployed. Daily changes to the roster and reasons therefore are to be communicated to the User immediately.

8.9 Posting of workers and Inspection:

- a) Should an incident occur, the Service Provider shall report the incident to the User before end of shift or within 8hrs of incident and after full investigation, the Contractor will hand to the User a detailed written report within 24 hours of the incident occurring.
- b) Inspections and posting of staff on site must be done before every shift in terms of a duty roster and the completed posting sheets must be signed off by the Hospital Linen Manager daily.
- c) The service provider shall ensure that the day and night staff compliment is full for every shift as per specification.

8.10 Permanency

The Service Provider shall provide a list of workers, including relievers, working permanently for the period of the contract, if it is practically possible.

8.11 Site Management/Supervision:

The Service Provider is responsible for overall management and supervision of the workers provided in terms of the agreement and the Hospital supervisor and Manager will monitor the compliance and performance standards and delegate new project request as they arise. Where a worker performs a duty under the direct supervision of a designated Hospital Official the worker shall be expected to take reasonable instructions from the official.

9. Hospital and private property

- The Contractor shall immediately return to the Hospital Security any item of Hospital or private property found in the course of their duties.
- The Contractor is to exercise every precaution to ensure that all Hospital property entrusted to his care is secure and the possibility of loss, unauthorised use and damage is minimised.

10. Liaison

- The Hospital Linen Principal Supervisor shall work closely with the Contract (Service provider) Supervisor on a daily basis and report any challenges to the Hospital Linen Manager who will communicate with the Contract (Service Provider) Manager regularly to

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| <u>BIDDERS</u> |
| <u>COMPLIANCE</u> |
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| <u>/ DO NOT COMPLY</u> |

monitor the standard , quality and performance of the linen and laundry service provided, and to attend to operational as well as technical problems in a positive manner and resolve challenges.

- The Hospital Linen Manager will have monthly meetings with the Service Provider to monitor the contract performance and discuss new projects, challenges, and improvement plans

11. Monitoring

- The Hospital Principal linen supervisor has the prerogative to declare that all the services rendered by the Contractor conform to the specifications of the contract in terms of quality and process. Discrepancies will be referred to the Hospital Linen Manager.
- Control sheets and management reports shall be submitted to the Hospital Linen Manager daily.

12. Communication

- The Hospital Linen Manager shall communicate with the Contract (Service Provider) Manager on an ongoing basis about routine issues and to monitor the standard and quality of the service rendered.
- The Hospital Linen Manager shall also address operational and technical problems that may arise in consultation with the Contract (Service Provider) manager.
- A Standing Liaison Forum with identified role players from the Hospital and Contractor will be held on at least a monthly basis with the DD: Support Services as Chairperson.
- Monthly and other ad hoc meetings will be held with the Contractor and other stakeholders as determined by the Departmental Manager of Linen Services.

13. FACILITIES

13.1 Staff Facilities

- a) In terms of the Facilities Regulations promulgated in Notice R 924 it is a requirement that proper facilities are provided for workers in terms of safekeeping of possessions, toilets, changing rooms and dining facilities.
- b) The Contractor shall be responsible to comply with these regulations at his / her own cost.
- c) However, the following facilities are made available for these purposes under the following conditions:

13.2 Change Rooms and Toilets

- a) The (A23) area in the New Main Building shall be made available at no charge to the Contractor for the duration of the contract to be used as a change room and toilets and shall be controlled, managed and supervised by the Contract Linen Supervisor.
- b) It shall be used for the purpose of safekeeping (lockers) and changing facilities as described in the Regulations.
- c) The Contractor shall provide his/her own safekeeping lockers for his/her own staff.
- d) The Contractor shall be responsible for the security of the Change Room as well as the safekeeping of Hospital property entrusted to his/her care. The Contractor is to devise and

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implement control systems to prevent vandalism, graffiti, theft and damage to the building infrastructure and fittings etc.

- e) The Contractor shall ensure that adequate notices are displayed informing all users that the safekeeping facilities (lockers) are used at their own risk.
- f) The Contractor is to provide all the necessary staffing, services and consumables at his / her own cost to keep the Change Room in a clean and hygienic condition.

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| <u>BIDDERS</u> |
| <u>COMPLIANCE</u> |
| <u>RESPONSE – COMPLY</u> |
| <u>/ DO NOT COMPLY</u> |

13.3 Dining Facilities

- The Contractors Staff are permitted to use the facility known as the A23 for staff dining.
- The Contractor shall at his / her own risk and cost provide his / her own furniture, enough dining tables and chairs.

13.4 Administration and Storage Facilities

- a) The area - A23 will be made available at no charge to the Contractor for on-site administration, clocking, storage of equipment and consumables.
- b) The contractor staff on site must adhere to infectious control regulations in the workplace as stipulated by the department of health.
- c) The area shall be staffed, controlled, managed and supervised by the Contractor who shall have a supervisor on duty at the area.
- d) The Contractor shall be responsible for the security of the entire area as well as the safekeeping of Hospital property entrusted to their care.
- e) The key to the area shall not be removed from the Hospital premises and shall be signed in and out each day in the special key register at the E-floor Security Office.
- f) The Contractor is to provide all the necessary staffing, services and consumables at his own cost to keep the area in a clean and hygienic condition.

13.5 Other Facilities

- a) It may be necessary for operational reasons to establish other similar satellite facilities in other buildings for use by the Contractor.
- b) Where this occurs, it will be formally documented together with the condition of use and appended to the Service Level Agreement.

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| BIDDERS COMPLIANCE RESPONSE – COMPLY / DO NOT COMPLY |
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13.6 Staffing

13.6.1 Organisation

- a) Sufficient and appropriate numbers and levels of staff must be provided by the Contractor to render the specified on-site (GSH) services satisfactorily and efficiently at all times:
- b) Bidders shall submit an organogram of the proposed Linen Service staff that will be deployed on-site at the Hospital. Where possible their previous experience and duties must also be provided.
- c) Bidders shall ensure that appropriate supervisory structures are in place in order that the Contract Service Staff engaged in the provision of the service are always adequately supervised and perform their duties properly.
- d) Full details shall be submitted of the numbers and categories of staff to be deployed per shift.

13.7 Dress Code of Staff

- a) The Contractor shall ensure that the staff are always appropriately dressed and presentable while on the Hospital premises.
- b) All of the Contractor's staff shall wear appropriate protective clothing (i.e., safety shoes, gowns, aprons etc.) and uniform, which must be clearly and prominently embossed with a company logo and shall be of a standard that is not inferior to that of the Hospital's own staff engaged in similar duties.
- c) When staff are working in clinical areas, they must follow bare below elbow approach unless working in the soil sorting area.
- d) The Contractor shall provide his staff with photo-identification badges, which shall always be worn and displayed by the staff while on the Hospital premises.

14 Smoking

The Contractor's staff shall comply with the Hospital smoking policy.

15 Control of Staff

The Contractor's staff engaged in the provision of service shall be under the control and direction of the Contractor's on-site supervisory staff that shall always be responsible to maintain control and discipline.

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| BIDDERS COMPLIANCE RESPONSE – COMPLY / DO NOT COMPLY |
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16 Conduct of Staff

- a) The Contractor shall ensure that the staff carry out their duties and behave in as quiet and orderly manner as may be reasonably practicable while on Hospital premises; that they shall have regard for the nature of the duties they perform and, that no unreasonable or unnecessary disruption will be caused to the routine and procedures of the Hospital's staff and Hospital functioning.
- b) Contractor's staff is to respect the hospital patients' rights of privacy and confidentiality.
- c) While on the Hospital premises, staff shall comply with Hospital policies and procedures and shall comply with safety and security directives.
- d) The Hospital Linen Manager shall have the right to instruct the Contract Project Officer to remove, from the Hospital premises, any of the Contractor's staff who engages in horseplay, is disorderly, is disruptive, who transgresses any Hospital policy, who is under the influence of alcohol or other substance, who divulges any detail of hospital patients or whose presence onsite is undesirable.
- e) No organised labour activity is allowed on Hospital premises.
- f) The use of communication and music devices (cellphones, tablets etc) is strictly prohibited whilst on duty, unless in a case of emergency. This includes the usage of earphones.

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**BIDDERS
COMPLIANCE
RESPONSE – COMPLY
/ DO NOT COMPLY**

ITEM 1: APPLICABLE TO LAUNDERING SERVICES

1. Provision of an off-site laundering service, 7-days per week with a 24-hour turn-around time.
2. The daily transport of used linen from Groote Schuur Hospital to the service providers premises and the return of clean linen to Groote Schuur Hospital.
3. The bidder must submit a contingency plan e.g., a suitable water storage backup supply on site, in the event of water disruption from the council or any other unforeseen circumstances, to ensure that the laundry service does not get disrupted. An estimated calculation would be 15L water /kg linen to be washed
4. The Successful Bidder shall at own costs warrant that the following tests are carried out at an off-site facility. These tests must be conducted in the presence of the Department’s Liaison Officer and the results must be submitted within one month to the respective representative of the hospital:

| Quality Aspect | Nature of test | Frequency of testing | Responsibility |
|----------------------------------|---|-----------------------------|-----------------------|
| Stain removal | EMPA (definition) test pieces | three-monthly | Successful Bidder |
| Hygiene | Microbiological test pieces | three-monthly | Successful Bidder |
| Whiteness Maintenance | Reflectometer readings on random linen pieces of the same classification taken in the laundry | three-monthly | Successful Bidder |
| Fabric damage | Physical observation and assessment | Daily | Successful Bidder |
| Creasing | Physical observation and assessment | Daily | Successful Bidder |
| Folding and general Presentation | Physical observation and assessment | Daily | Successful Bidder |

Please note: EMPA test pieces are standard stained test pieces used to ensure staining is being removed without causing excessive damage to textiles

5. The successful bidder must consult with the hospital representative regarding the laundry requirements of the hospital to determine the specific laundry needs and to comply accordingly.
6. The contractor must clean and disinfect laundry vehicles, before the loading of clean linen into the vehicles.

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ITEM 2: APPLICABLE TO LINEN MANAGEMENT

1. The Hospital's linen is to be managed per ward/department through the entire laundering cycle from the various soiled linen collection areas and back again, unpacked onto the shelves in the linen bank, distribution to the wards and unpacking the linen in the various clean linen rooms at ward level.
2. Provision of a comprehensive recognized computer aided linen stock management and usage system per individual ward/department.
3. Contract staff must collect soiled linen from all areas, including possible infectious/isolation wards allocated areas.
4. The contractor shall provide its own numbered, colour coded laundry bags for soiled linen (blue); clean linen (white) and ward distribution (yellow) and the cleaning and maintenance of these bags at no cost to the department.

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| BIDDERS COMPLIANCE RESPONSE – COMPL / DO NOT COMPLY |
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SECTION D: STATUTORY REQUIREMENTS

- A. Every question must be answered by marking the applicable "Yes" or "No" block with an "x".
- Failure to comply with this requirement or the provision of acceptable, well-motivated written explanations where deviations occur, may lead to immediate disqualification of the bid.
- B. All information provided in this Section shall or may be verified by The Department.
- C. Where documentary evidence is required, such documentation so required must be the original or copies certified by a Commissioner of Oaths.
- D. Relevant documentation and copies of such documentation must be attached to the last page of this section.

1. Organisational status of Bidder

| | | |
|--|-----|----|
| • Individual ownership | Yes | No |
| • A company | Yes | No |
| • A close corporation | Yes | No |
| • Partnership | Yes | No |
| • Joint venture | Yes | No |
| 1.1. <u>Documentary Evidence Required</u> | | |
| 1.1.1. Company: Public or private company registration issued by the Registrar of Companies, including the names of the directors and shareholders certificates of each shareholder | Yes | No |
| 1.1.2. Close corporation: CK1 and CK2 certificates of the Registrar of Close Corporations. | Yes | No |
| 1.1.3. Copy of partnership agreement and in the case of joint ventures and consortia a memorandum of understanding. | Yes | No |
| 1.2. <u>Registration in terms of the Compensation for Occupational Injuries and Diseases Act 130 of 1993 (COIDA)</u> | | |
| 1.2.1. Is the bidder registered as an employer with the Commissioner? Provide documentary evidence of current valid registration certificate which indicates nature of business as laundry and linen / textile. Failure to provide this certificate will invalidate the bid offer. | Yes | No |
| 1.3. <u>Unemployment Insurance Fund Registration</u> | | |
| 1.3.1. Is the bidder registered with the UIF? | Yes | No |
| 1.3.2. Provide documentary evidence of current valid registration. (SARS Status) | | |

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| 1.4. | <u>Occupational Health and Safety Act, 1993 (Act 85 of 1993) and Regulations of the Act</u> | | |
| 1.4.1. | Is the bidder prepared to accept full responsibility in terms of Section 37(2) of the said Act? See attached | Yes | No |
| 1.5. | <u>Skills Development Levies Act (9 of 1999)</u> | | |
| 1.5.1. | Is the bidder registered with the Department of Labour? | Yes | No |
| 1.5.2. | Provide documentary evidence of current valid registration. (SARS Status) | | |
| 1.6. | <u>VAT Registration</u> | | |
| 1.6.1. | Is the bidder registered for VAT? | Yes | No |
| 1.6.2. | Provide VAT Registration Number. | | |
| 1.7. | <u>Pay as you earn (PAYE)</u> | | |
| 1.7.1. | Is the bidder registered with the Commissioner for PAYE? | Yes | No |
| 1.7.2. | Provide documentary evidence (letter of good standing) of current valid registration. (SARS Status) | | |
| 1.8. | <u>Provident Fund</u> | | |
| 1.8.1. | Is the bidder contributing to a Provident Fund? | Yes | No |
| 1.8.2. | Provide documentary evidence of current valid contribution from Fund Manager. | | |
| 1.9. | <u>Public Liability Insurance</u> | | |
| 1.9.1. | Is the bidder currently insured against public liability? | Yes | No |
| 1.9.2. | Provide documentary evidence of current public liability insurance | | |
| 1.9.3. | What is the amount insured? | R..... | |

PROOF OF ABOVEMENTIONED VALID ORIGINAL / CERTIFIED COPIES MUST BE SUBMITTED WITH BID OFFER AT BID CLOSURE DATE.

FAILING TO ADHERE TO WILL INVALID YOUR BID SUBMISSION.

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SECTION E - QUESTIONNAIRE: ORGANISATIONAL FINANCIAL AND INFRASTRUCTURE CAPACITY OF THE BIDDER

- A. The information requested will assist the Department to evaluate the organisational and infrastructure capacity of the bidder to perform the specified requirements of this bid.
- B. The Department reserves the right to carry out physical inspections in order to validate all or some of the information provided.
- C. The information provided in this section is therefore of critical importance. If, after careful consideration, the Department is of the opinion that the bidder does not have the capacity, infrastructure or managerial/supervising skills to properly manage, perform and maintain the requirements of this bid, such a bid shall not be considered for acceptance.
- D. Bidders may furnish additional information in writing and attach it to the last page of this section when submitting the bid.
- E. Where applicable the appropriate "YES" or "NO" block must be marked with an "X".

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1. Organisational Infrastructure

1.1. Ownership (members, partners, directors, sole owners)

| SURNAME & INITIALS | ID NUMBER | DESIGNATION OR TITLE | CITIZENSHIP | MALE OR FEMALE | ETHNIC GROUP | % OWNERSHIP |
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34.

Do any of the above have any ownership or interest in any other linen management / laundry service providers or linen management / laundry service Businesses.

Yes No

1.1.2. If YES full details must be declared by the bidder.

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1.1.3. Management

| SURNAME & INITIALS | I.D. NUMBER | MALE OR FEMALE | ETHNIC GROUP | CITIZENSHIP | DESIGNATION OR TITLE |
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2. Financial Standing

The bidder must be financially self-sufficient to pay all costs, uniforms, overheads, including salaries for the first two months of the contract, as well as for any on-site training period.

The first payment can only be expected between 45 and 60 days after the commencement of the contract. Thereafter payment may be expected within 30 days of submission of invoice at the end of the month in which the service was provided.

Full details with documentary evidence are to be provided as to how the bidder will finance the contract.

Note: Bidder to provide this information UPON REQUEST.

3. Restraint of Trade

3.1 Does the bidder or any official or an employee have a restraint of trade order against him or her? Yes No

3.2 If Yes, does he or she comply with the restriction. Yes No

4. Total Number of Employees :

Designation

- Management
- Administration
- Supervisors
- Linen staff
- Laundry staff
- Other

Number

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5. Physical Infrastructure

Administrative Offices

5.1 Where is the bidder's administrative office which will be responsible to handle the request for the service? **State physical address and telephone numbers.**

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5.2 Does the bidder have a contingency capacity in case of emergencies? **State capacity.** (Equipment to be addressed as well)

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5.3 Does the bidder have a rapid deployment plan for deployment of standby staff in case of emergencies? **State details including guaranteed response time.**

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4. Further Information Regarding the Administration Office:

- 4.1 Is it a guaranteed 24-hours service? Yes No
- 4.2 Is it situated at home? Yes No
- 4.3 Is it a dedicated Administration Office? Yes No
- 4.4 Land-line telephones in Administration Office. Yes No
- 4.5 Activated cellphones in Administration Office. Yes No
- 4.6 Fax in Administration Office. Yes No
- 4.7 Administration Office always manned by well-trained staff who can handle emergency situations. Yes No
- 4.8 Does the company have a computerised linen management / laundry Yes No
- 4.9 **Uniforms**
- Does the bidder have a dress code that makes it compulsory for staff to wear a clean and neat uniform at all times? Yes No
- 4.10 **Identification Badges**
- Does the bidder have its own corporate photo-identification badge which is compulsory for employees to display clearly when on site. Yes No

4.11 Industrial Linen and Laundry Management Experience

Previous Industrial Laundry and Linen Management experience over the past five (5) years.

| Bidder to complete details (bidder to list on a separate page if space is insufficient) | | | | | Bidder to indicate the experience relating to the applicable service by inserting a tick ✓ | | No of beds or pieces |
|--|--------------------------------------|------------------------|----------------|------------------|--|-----------------|----------------------|
| Company/State Department/ Provincial Department | Period of contract in months / years | Reason for termination | Contact person | Telephone number | Linen Management | Laundry service | |
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GSH/R/R: PT134/2021 - BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD. (WITH THE OPTION TO EXTEND THE CONTRACT FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).

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4.12 Current Industrial Laundry and Linen Management experience

| Bidder to complete details (Bidder to list on a separate page if space is insufficient) | | | | | | Bidder to indicate the applicable service by inserting a tick ✓ | | No of beds or pieces |
|--|--------------------------------------|-------------------------------|---------------------------------|----------------|------------------|---|-----------------|----------------------|
| Company/ State Department/ Provincial Department | Period of contract in months / years | No. of linen management staff | No. of laundry management staff | Contact person | Telephone number | Linen Management | Laundry service | |
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GSH/R/R: PT134/2021 - BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD. (WITH THE OPTION TO EXTEND THE CONTRACT FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).

SPECIFICATIONS

Bidders are to specify the details of their offer in the column marked "DETAILS OF OFFER". In respect of paragraphs where the bidder strictly complies with the specified requirement, the words "as specified / comply" are to be inserted next to that paragraph. In cases where bidders do not strictly comply with specification requirements, the nature of the deviation is to be stipulated next to the applicable paragraph. Where the space is insufficient, the details of the deviation can be annexed however proper reference is to be made. This also applies when bidders are to submit requested documentation. If bidders omit to furnish details of offer it would be considered as not compiling to specification.

Note: A tick (v) will not be accepted "as specified" or "comply" is acceptable.

SPECIFICATION ITEM 1:

| <u>THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE (FOR WHITE, THEATRE/GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) FOR A THREE (3) YEAR PERIOD.</u> | DETAILS OF OFFER - BIDDERS COMPLIANCE RESPONSE COMPLY / DO NOT COMPLY |
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| <p>1. <u>INTRODUCTION</u></p> | |
| <p>2. <u>GENERAL SCOPE OF WORK:</u></p> <p>The Bidder shall bid for an industrial laundry service (for white, theatre/green linen and other miscellaneous linen items) at Groote Schuur Hospital as indicated in the bid specifications which includes the transportation of linen to and from the service providers premises to Groote Schuur Hospital.</p> | |
| <p>3. <u>QUANTITIES</u></p> <p>The linen volumes indicated in WCBD 3.1, represent the approximate monthly requirements for the Hospital and no guarantee can be given regarding actual usage. The quantities may vary considerably from week to week and the Hospital will not be responsible for any claim in cases where the Hospital does not meet the estimated quantity for processing for any week.</p> | |
| <p>4. <u>COMMISSIONING/DECOMMISSIONING OF WARDS</u></p> <p>4.1 Due to the continued imposition of strict financial measures on the Hospital, no guarantee as to the continued functioning of a ward/department or the downscaling in the number of beds at the Hospital can be given.</p> | |
| <p>5. <u>COLLECTION AND DELIVERY</u></p> <p>5.1 Articles for processing must be collected and delivered to the Hospital once only, daily. The collection and delivery times shall be agreed upon with the Contractor in consultation with the Hospital Linen Manager. Linen to be processed will be bagged in numbered laundry bags supplied by the Contractor labelled per ward/department and entered on a consignment note prior to collection.</p> | |

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| | <p align="center"><u>DETAILS OF OFFER -</u> <u>BIDDERS</u> <u>COMPLIANCE</u> <u>RESPONSE COMPLY /</u> <u>DO NOT COMPLY</u></p> |
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| <p>6. <u>VARIATIONS</u></p> | |
| <p>6.1 Annexure C is a list of standard items for laundering that will be processed in terms of this contract. However, the Hospital's requirements might not be confined to the standard items specified in Annexure C and could include items that the Hospital requires to be processed. The price charged for any additional items laundered by i.e., the Contractor must be negotiated with the Hospital Management and will be for the Hospitals account.</p> | |
| <p>7. <u>PROCESSING REQUIREMENTS</u></p> | |
| <p>7.1 All articles of linen shall be thoroughly washed, rinsed and finished by a process which:</p> | |
| <p>7.2 Leaves such articles hygienically clean, fresh and in accordance with accepted hospital laundering practice as confirmed in the Service Level Agreement. In event of a dispute the prescripts of the SANS 10146 Code of Practice shall apply.</p> | |
| <p>7.3 Does not cause damage or undue deterioration, distortion or creasing of the fabrics of which the articles are composed.</p> | |
| <p>7.4 After processing by the Contractor, flat surfaced articles e.g., pillowcases, white coats etc. which are white, must register not less than the following percentage figures when checked with an FCRA reflectometer used in accordance with the instructions supplied with that instrument:</p> | |
| <p>Articles made of pure cotton, or which have a cotton content greater than 70%</p> <ul style="list-style-type: none"> - Bed sheets 79% - Pillowcases 79% - White coats 79% - Other articles 79% - Theatre linen 79% <p>Articles made of 100% polyester or have a cotton content of less than 70%</p> <ul style="list-style-type: none"> - White coats 75% - Bed sheets 75% - Pillowcases 75% - Other articles 75% - Theatre linen 75% | |
| <p>7.5 These test results must be conducted in the presence of the Hospital linen Management team.</p> | |
| <p>8. <u>DISINFECTION</u></p> | |
| <p>8.1 Except for heat sensitive items, all linen articles shall be washed by a process that includes a stage to disinfect these articles by means of heat. Heat sensitive items such as acrylic blankets and medical sheepskins shall be processed as detailed in paragraphs 9.2 and 9.3 below.</p> | |
| <p>8.2 The washing process must be programmed to ensure that the wash temperature is maintained at 65°C for not less than 10 minutes or preferably at 71°C for not less than 3 minutes to achieve thermal disinfection.</p> | |

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DETAILS OF OFFER -
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COMPLIANCE
RESPONSE COMPLY /
DO NOT COMPLY

8.2.1 For conventional machines with a low degree of loading (i.e., below 0.056 kg/litre) 4 minutes must be added to these times to provide "mixing time".

8.2.2 For machines with a high loading factor (i.e., above 0.056 kg/litre) 8 minutes must be added.

8.3 Where necessary, bleaching at temperatures below 60°C may be achieved by the adding of sodium hypochlorite to the first rinse. This should be a low-dip of at least 5 minutes duration and hypochlorite must be added to achieve a concentration of not more than 150-ppm available chlorine. Alternatively, chemical disinfection and bleaching can be undertaken by using peracetic acid where textiles shall be exposed to 0.3% (by mass) of 5% (by mass) active peracetic acid (calculated on the full load of liquor plus dry textiles) for at least 5 minutes at a temperature of at least 71°C.

8.4 All washing machines shall have a disinfection cycle and will include two wash cycles, the first being at 60°C and the second as mentioned in paragraph 9.2.

8.5 All washing machines shall be fitted with accurate thermometers of which sensing elements are correctly placed to register the true wash temperature i.e., the temperature of the wash water in contact with the load.

8.6 Temperatures shall be checked after each wash and thermometers shall be tested at six-weekly intervals and calibrated annually. Records shall be kept of the six-weekly testing and annual calibration. Copies of the results will be provided to the Hospital linen Manager.

9. WASH CLASSIFICATIONS

9.1 The Contractor must specify the minimum wash processes employed and the detergents/chemicals used for processing each of the specified classifications. Detergents used for the general wash process must be in accordance with the SANS 1044 specification for Industrial Laundry Detergents (or equivalent, acceptable to the Department).

CLASSIFICATION 1

- Sheets
- Counterpanes/Cotton blankets
- Small flatwork
- Towels
- Theatre linen
- Baby linen

CLASSIFICATION 2

- Patient garments
- Nurses' uniforms/coats/protective clothing

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| <p style="text-align: center;"><u>CLASSIFICATION 3</u></p> <ul style="list-style-type: none"> - Woollen blankets – maximum temperature 30°C - Medical sheepskins – see following - Detergent specification – maximum temperature 40°C <p>9.2 A detergent sanitiser containing bactericides shall be used for the washing of medical sheepskins and shall be constituted approximately as follows:</p> <ul style="list-style-type: none"> • Bio-degradable non-ionic detergent 22% (by volume) • Quaternary Ammonium Compound 22% (by volume) • Disinfectant 45% (by volume) • Balance water 11% (by volume) <p>9.3 This detergent sanitiser shall be effective against both gram-positive and gram-negative bacteria, particularly those associated with more severe cases of cross-contamination in hospitals, even in the presence of organic residues. The product shall also be environmentally acceptable and shall not contain phenols, chlorine or iodine.</p> <p>10. FINISHING</p> <ul style="list-style-type: none"> • Refer to the Service Level Agreement regarding acceptable levels of staining/ marking. • No organic matter, tape, paper residue, etc is to be visible • All items shall be dry to the touch. • Items shall be free of galling. • Items shall be securely packed to prevent re-soiling or damage. • Flatwork items like sheets, draw sheets, theatre towels etc. that are calendar finished shall be folded by means of primary and cross folds depending on the size of the article. • All items shall be folded to allow them to be neatly packed on storage racks. • The minimum reflectance values for white flatwork items must register not less than the following percentage figures when checked with an FCRA reflectometer used in accordance with the instructions supplied with that instrument: <p>These test results must be conducted in the presence of the Hospital linen Management representative.</p> <p>END OF SPECIFICATION ITEM 1</p> | <p><u>DETAILS OF OFFER -</u> <u>BIDDERS</u> <u>COMPLIANCE</u> <u>RESPONSE COMPLY /</u> <u>DO NOT COMPLY</u></p> |
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SPECIFICATION: ITEM 2:

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| <p><u>PROVISION OF LINEN MANAGEMENT SERVICE (FOR WHITE, THEATRE/GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) FOR A THREE (3) YEAR PERIOD.</u></p> <p>1. INTRODUCTION</p> <p>2. GENERAL SCOPE OF WORK:</p> <p>The Bidder shall bid for the <u>linen management service</u> (for white, theatre/green linen and other miscellaneous linen items) at Groote Schuur Hospital as indicated in the bid specifications which includes the transportation of linen to and from the service providers premises to Groote Schuur Hospital.</p> <p>2.1 The Successful Bidder shall enter into a Service Level Agreement with the Hospital upon the award of the contract.</p> <p>2.2. This service is required 7 days (including public holidays) with a 24-hour service requiring:</p> <ul style="list-style-type: none"> • Staffing, managing and operating the Hospital Linen Bank • The ad hoc delivery of clean linen to ward/departments from the Hospital Linen Bank • Distribution and the collection of clean and soiled linen at the ward/departments • The counting of clean linen and the unpacking onto ward/department linen room shelves. • The sorting and counting of soiled linen. • The bidder must be able to manage fouled, infected, infested and infectious linen in the various areas. • Daily linen count of the ward/department linen rooms. • Monthly stock taking of linen in the ward/departments. • Provision of Contract Departmental Linen Assistants in specified areas. • Marking of replacement of additional linen. • Transport of linen from GSH to the bidder’s premises and back. <p>2.2.1. The Department of Health: Groote Schuur Hospital Linen Management Policy specifies rigid processes and procedures to minimise losses and to pinpoint responsibility. Bidders are to familiarize themselves with this document, prescribed forms and procedures and are to implement these where practically possible. <u>(See attached as annexure K)</u></p> <p>2.2.2. Contract staff must collect soiled linen from all areas, including infectious allocated areas. Soiled linen must be collected from the wards between 7:00 and 9:00 daily.</p> <p>2.2.3. Failure to comply with the processes and procedures may be regarded as a breach of contract and the Contractor held liable for losses thus incurred by the hospital.</p> | <p>DETAILS OF OFFER - BIDDERS COMPLIANCE RESPONSE COMPLY / DO NOT COMPLY</p> |
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| <p>3. <u>SCOPE OF SERVICE</u></p> <p>Included in this service is the repair of damaged and torn linen and the stipulation of a seven (7) day turnaround time.</p> <ul style="list-style-type: none"> • Linen count per day (shelf, clean, soiled). • Linen losses per item per day. • Linen replenishment per item per day. • Linen discrepancies per item per day i.e., linen not laundered for the day. • Linen use per user area per item per day. • Linen cost per user area per item per month. • Monthly linen stocktaking. • Linen Inventory Registers. • Daily reconciliation between soiled items removed and clean items returned. • A numbering tracking system needs to be put in place to make the follow-up of the above processes easier. • Staffing, management, control and operation of the Hospital Linen Bank in conjunction with GSH Linen Staff. • Provision of an on-site (GSH) linen distribution and exchange service. • Provision of an on-site (GSH) soiled linen sorting and counting service. • Provision of an on-site (GSH) sluicing of linen service. • Provision of an on-site (GSH) linen marking service. • Provision of Contract Departmental Linen Assistants in specified areas in the Hospital to operationally manage and control all aspects of the linen service for that area. • The Contractor shall provide these services seven days per week, within the hours mutually agreed upon between the Hospital and the Contractor and as confirmed in the Service Level Agreement. <p>4. <u>QUANTITIES AND BID PRICING</u></p> <p>4.1. The quantities of linen indicated on the pricing schedule (WCBD3.1) represents the approximate monthly requirements for the hospital indicated in the bid documents and no guarantee can be given in regard to actual usage. The quantities may vary considerably from week to week and the Department will not be responsible for any claim in respect of the hospital not having the estimated quantity for processing for any week.</p> <p>4.2. The cost price per piece for the Laundering and Linen Management Service as indicated, must be fixed for the initial 12-month period. The cost for overheads, wages and management service must be a fixed monthly fee and must also be at a fixed rate for the initial 12-month period before an increase can be considered for approval.</p> <p>4.3. Staffing</p> <p>4.3.1. The hospital has APPROXIMATELY 96 wards that must be serviced daily for collection of soiled linen and distribution of clean linen. In order to render a sufficient service, the following staff is required daily rendering a 24-hour service:</p> | <p style="text-align: center;"><u>DETAILS OF OFFER - BIDDERS COMPLIANCE RESPONSE COMPLY / DO NOT COMPLY</u></p> |
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| <p>1 x Principal supervisor, 4 x Linen Supervisors</p> <p>Monday- Friday, 07:00 – 15:30 Monday -Sunday, 06:30 – 15:30</p> <p><u>Day shift (daily)</u> 16x Linen Assistants Monday -Sunday, 06:30 – 15:30 2x Linen Assistants Monday -Sunday, 07h00 – 18:30 1 x Gen Assistant – Maternity (Including MOT Theatre) Monday -Sunday, 07:00 – 16:00 1x Gen Asst - CPD Monday - Friday, 07:00 – 16:00 1 x Gen Asst - OPD Monday - Friday, 07:00 – 16:00 1 x Gen Asst- Theatre Monday - Sunday, 07:00 – 19:00</p> <p><u>Night shift</u> 1 x linen asst Monday -Sunday, 18:30 – 06:30</p> <p>Total of 28 staff (27 Day shift/day and 1 /night shift)</p> <p>4.4. <u>Liaison</u></p> <p>4.4.1. The Contractor shall appoint a Contract Project Manager who shall work in close co-operation with the Hospital Linen Manager to facilitate the flow of accounts, payments, information, solving of problems, etc. between the parties.</p> <p>4.4.2. The Hospital shall likewise appoint a Hospital Linen Manager to communicate with the Contract (Service Provider) Manager on an ongoing basis to monitor the standard and quality of the laundering service provided and to attend to operational as well as technical problems in a positive manner. The Departmental Technical Officer shall assist the Hospital Linen Manager in this function.</p> <p>4.4.3. The Contract (Service Provider) Manager shall liaise with the Hospital Linen Manager daily</p> <p>4.5. <u>Monitoring</u></p> <p>4.5.1. The Hospital Linen Manager in consultation with the Departmental Technical Officer has the final responsibility to ensure that all the services rendered by the Contractor conform to the specifications of the contract in terms of quality and process.</p> <p>4.5.2. The contractor’s logistic resources shall be properly evaluated to ensure that the contractor meets the Hospital demand and scope of works, specifically the linen trolleys, which must be conducive for the safe transport of hospital linen to and from the areas. A picture/brochure of the trolley to be used is included in the bid document. (see attached annexure L)</p> | <p><u>DETAILS OF OFFER</u> <u>- BIDDERS</u> <u>COMPLIANCE</u> <u>RESPONSE</u> <u>COMPLY / DO NOT</u> <u>COMPLY</u></p> |
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| | <u>DETAILS OF OFFER -</u> <u>BIDDERS</u> <u>COMPLIANCE</u> <u>RESPONSE COMPLY /</u> <u>DO NOT COM</u> |
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| <p>4.5.3. The Contractor should specify the size and amount of the placement sluice machines that will be provided on site. The minimum requirement is for two (2) sluice machines with a capacity of 25kg each or four (4) sluice machines with a minimum capacity of 12kg each.</p> | |
| <p>4.5.4. All maintenance and repairs to the placement sluice machine situated at A23 Linen Bank shall be covered by the contractor. The department shall not be held responsible for any maintenance and repairs.</p> | |
| <p>4.5.5. Control sheets and management reports for linen shall be submitted to Hospital Linen Manager daily after the numbers has been verified.</p> | |
| <p>4.5.6. The Contractor is to exercise every precaution to ensure that all Hospital property entrusted to his/her care is secure and the possibility of loss, unauthorized use and damage is minimised. Proper auditable paper and electronic trails are to be implemented so that the point of loss can be established, and the responsible party identified.</p> | |
| <p>4.6. <u>Linen procedure and timeframes</u></p> | |
| <p>4.6.1. Soiled linen is divided into colour coded streams. The Hospital is divided into 3 wings namely</p> <ul style="list-style-type: none"> • H3 (blue /green passages- G25 to A floor) • H2 (Orange, beige passages – G16 to A floor) and • H1 (Brown passages – G7 – A floor) • Maternity • Outpatients • CPD/Theatre • L& J Block • GSH Creche | |
| <p>4.6.2. Soiled linen must be collected daily from the wards starting promptly at 7:00 and be completed by 9:30.</p> | |
| <p>4.6.2.1. The sorting, counting and bagging of linen must be concluded by 9:30 and thereafter loaded into the truck to ensure that the truck leaves GSH linen bank no later than 10:30.</p> | |
| <p>4.6.2.2. Blue soiled linen bags must be provided by the contractor specifically for the transport of soiled linen.</p> | |
| <p>4.6.2.3. Soiled Bags should not be mixed with items when filled and it must be filled only halfway, weighing not more than 25 kg to safeguard the staff from any back injuries.</p> | |
| <p>4.6.2.4. Quantities of soiled bags must be determined by the contractor based on a soiled daily count of estimated 10 000 pieces. Soiled bags must be blue.</p> | |
| <p>4.6.2.5. Soiled bags must be tagged (item nr, total, hospital name and date); properly closed and recorded before it is loaded onto the truck.</p> | |
| <p>4.6.3. Bulk Clean linen must be delivered to the hospital linen bank between 6:30 and no later than 7:00 daily.</p> | |

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| | <u>DETAILS OF OFFER -</u> <u>BIDDERS</u> <u>COMPLIANCE</u> <u>RESPONSE COMPLY /</u> <u>DO NOT COM</u> |
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| <p>4.6.3.1. The truck must be cleaned and sanitized daily before loading clean linen for delivery to GSH linen bank. No mixing of soiled and clean bags in the same truck will be accepted as it will render all linen transported as contaminated.</p> | |
| <p>4.6.3.2. White clean linen bags must be provided by the contractor specifically for the transport of clean linen from the laundry site to the hospital linen bank.</p> | |
| <p>4.6.3.3. All other outstanding owing's of the previous day must be returned to the linen bank the following morning before 9:30 to enable the linen bank to conclude the daily count and ensure sufficient quantities of clean linen for distribution to the wards.</p> | |
| <p>4.6.3.4. No 2nd counting will be allowed later during the day. Processes must keep strictly to timeframes to ensure that the wards receive their daily quota of clean linen timeously every morning.</p> | |
| <p>4.6.4. Distribution of linen- The contractor will provide enough yellow color-coded bags to pack and distribute clean linen from the linen bank to the wards</p> | |
| <p>4.6.4.1. The contractor's staff will ensure that the wards receive their daily required linen between 13:30 and 15:30 and manage the ward linen storerooms as follows:</p> <ul style="list-style-type: none"> • unpack the linen onto the shelves • count linen on the shelf • ensure the shelf labels are correct and the room contains only linen. Any other items stored in the room must be reported to the Operational manager, as well as to the Hospital Linen Manager to eliminate any cross contamination. • Implement and maintain a bin card system for each linen storage room and update the records daily. | |
| <p>4.6.5. CPD Operators- The contractor will provide 1 staff to assist CPD operators with operational duties that include the following:</p> <ul style="list-style-type: none"> • Assist with the preparation of linen packs | |
| <p>4.6.5.1. These staff must be dedicated staff, as CPD training is very specific, and is not recommended within a 6-month time frame. CPD will undertake to train the staff and relievers according to their needs.</p> | |
| <p>4.6.6. The Successful Bidder will ensure that the daily on-site staff compliment and service time standards will be maintained for key activities surrounding the laundering service processes. If any of the staff is absent, the Departmental Liaison Officer will inform the Successful Bidder, who must provide a suitable replacement at no extra cost to the Department.</p> | |
| <p>4.6.7. Where it is necessary to adjust the time roster or the daily schedule of activities of any of the on-site staff compliment this may only be done with the mutual consent of both Parties. Such arrangements, if permanent, must be done in writing.</p> | |

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| <p>4.7. <u>Communication</u></p> <p>4.7.1. The Hospital Linen Manager shall communicate with the Contract (Service Provider) Manager on an ongoing basis about routine issues and to monitor the standard and quality of the laundering and linen management service rendered.</p> <p>4.7.2. The Hospital Linen Manager shall also address operational and technical problems that may arise in consultation with the Department Technical Officer.</p> <p>4.7.3. A Standing Liaison Forum with identified role players from the Hospital, Department and the Contractor will be held on at least on a monthly basis.</p> <p>4.7.4. Operational weekly/ monthly and other ad hoc meetings will also be held with the Contractor as determined by the Hospital Linen Manager.</p> | |
| <p>4.8. <u>Accounting</u></p> <p>4.8.1. The Contractor shall apply Generally Acceptable Accounting Practices (GAAP) and maintain all accounting records relating to the provision of the specified laundering and linen management service.</p> <p>4.8.2. The accounting period shall run from the first day until the last day of each calendar month.</p> <p>4.8.3. The actual pieces of linen processed must be certified as correct by the Hospital Linen Manager and the value reflected in the accounting schedules provided in Annexure B.</p> <p>4.8.4. The Hospital Linen Manager shall record and monitor the quantity of linen that is processed in terms of this contract.</p> <p>4.8.5. Claims for payment for linen processed must be submitted to the hospital on the official invoice of the Contractor's organisation, supported by the schedules specified in Annexure B every Tuesday on a weekly basis covering the service from previous Monday to Sunday for verification purposes and payments will be done monthly .</p> <p>4.8.6. The Hospital Linen Manager shall certify as correct each monthly invoice submitted by the Contractor to him/her for payment. The invoice shall be submitted within the specified period. (Refer par 20.8.9 above and Section D, Par 17.1.4).</p> <p>4.8.7. Claims submitted to the Hospital for payment for the laundering and linen management service rendered, will be paid within thirty (30) days after receipt of a correctly completed and certified invoice.</p> <p>4.8.8. The Hospital will not accept responsibility for delays in payment resulting from the submission of faulty or incomplete invoices and supporting documentation.</p> | |

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| <p>4.8.9. The Contractor shall be paid monthly as full compensation (Section D, Par 17.1.4) for the laundering and linen management service rendered on receipt of the invoices in the form of Annexure B, Appendix 1. A single monthly payment for services rendered will be affected. No part or interim claims for payments shall be made.</p> | |
| <p>4.8.10. At any reasonable time, the Hospital Management or the Department shall be entitled to inspect all the records, accounts, invoices, purchases and other documentation of the Contractor relating to the provision of the specified laundering and linen management service in terms of the contract.</p> | |
| <p>4.9. <u>Collection and Dispatch of Soiled and Clean Linen</u></p> | |
| <p>4.9.1. <u>Laundry Bags</u></p> | |
| <ul style="list-style-type: none"> a. Laundry bags are to be provided and maintained (i.e., cleaned and repaired) by the Contractor for linen in transit. Each laundry bag must be individually and prominently numbered on the bottom and side. The numbers shall be printed in bold lettering to make them easily legible. b. The quantities of linen indicated on the pricing schedule (WCBD3.1) represents the approximate monthly requirements for the hospital indicated in the bid documents and no guarantee can be given in regard to actual usage. The quantities may vary considerably from week to week and the Department will not be responsible for any claim in respect of the hospital not having the estimated quantity for processing for any week c. All laundry bags in transit must be properly sealed by means of a tie-wire or similar and tagged while in use. d. The laundry bags must be cleaned and thermally disinfected on each occasion prior to use. e. White bags will be used for delivering of bulk clean linen to the hospital linen bank and yellow bags will be used to distribute clean linen to the wards. Blue bags will be used to collect soiled linen from the wards and transport to the contractors' laundering premises. | |
| <p>4.10. <u>Linen Repairs</u></p> | |
| <p>4.10.1. The Contractor will be responsible for the repair of linen and to ensure that the work returned to the Hospital is in a serviceable condition. Included in this service is the repair of damaged and torn linen and the stipulation of a seven-day turn-around time. Examples of repairs required include:</p> <ul style="list-style-type: none"> • Holes smaller than 3 mm shall be darned. • Theatre and special drapes with small holes may be repaired with heat seal patching. • Minor tears/holes on linen shall be mended (putting in a seam or using zig-zag mend stitching to render the item suitable for use. • Repair to theatre clothing, replacement of tie tapes, cuffs and collars on gowns. • Repair of patient gowns cut at the shoulder through the front panel during emergencies must be mended as close as possible to the original cut line. No deforming pockets will be accepted. • Hemming of sheets, theatre towels etc. where seams have frayed. • Replacement of missing buttons and snap fasteners. • Repair of burst seams. • Repair of dropped hems. • Blankets to be repaired/rebound or stitched as close as possible to the original product | |

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| <p>4.10.2. These examples are not exhaustive in content. Repairs will be undertaken after washing and finishing the articles, and before their return to the Hospital. The average return time for items in need of repair shall be no more than seven (7) working days in addition to the laundering turn around cycle.</p> | |
| <p>4.10.3. Repaired items are to be dispatched under separate cover and delivered to the Hospital Linen Controller for inspection and quality control before the repaired linen is returned into circulation.</p> | |
| <p>4.11. <u>Condemnable Linen</u></p> | |
| <p>4.11.1. The condemned linen should be kept totally separate from the good/usable linen - bagged & marked as such.</p> | |
| <p>4.11.2. Linen that is considered unfit for use and which in the opinion of the Contractor cannot be repaired economically must be identified by the Contractor and returned to the Hospital Linen Bank for further inspection daily. The quantities and descriptions and ward of origin must be listed and the linen to be condemned must be sent back to the Hospital in questions' Linen Bank in separate bags marked "For Condemning" together with the lists.</p> | |
| <p>4.11.3. The condemning of linen will only be done on-site during the sorting of soiled linen.</p> | |
| <p>4.11.4. The Contractor must deliver this linen under separate cover to the Hospital Linen Controller for inspection and further processing.</p> | |
| <p>4.11.5. Linen, which the Hospital Linen Controller or the Disposals Board consider to be usable, will be returned to circulation.</p> | |
| <p>4.11.6. Linen, which is found to be condemnable, will be disposed of by the Hospital after mutual agreement to condemn.</p> | |
| <p>4.11.7. The Hospital will order replacement linen as its financial constraints permit. The frequency of the condemning will be dependent on the volume of linen involved.</p> | |
| <p>4.12. <u>Nonconforming linen</u></p> | |
| <p>4.12.1. The Successful Bidder must ensure that non-conforming linen emanating from the laundering process, including damaged or stained linen is clearly identified so that appropriate action can be taken (such action may include rewashing, appropriate treatment for stain removal, or repair)</p> | |
| <p>4.12.2. The Successful Bidder shall reprocess such identified non-conforming linen before attempting to deliver it to the hospital.</p> | |
| <p>4.12.3. Laundry linen pieces that cannot be satisfactorily reprocessed or repaired shall be identified and set aside for special delivery to the hospital for possible disposal.</p> | |
| <p>4.12.4. A linen pre-condemning committee will meet weekly to facilitate the disposal process and Hospital Condemning committee will condemn monthly/by-monthly.</p> | |
| <p>4.12.5. If the Departmental Technical Officer or the Departmental Liaison Officer is dissatisfied with the quality and presentation of any laundered article received from the Successful Bidder, the article shall be returned to the Successful Bidder with details of the complaint.</p> | |

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| <p>All details of such complaint shall be recorded. The article returned under complaint shall be rewashed 'free of charge' by the Successful Bidder until the complaint is remedied.</p> | |
| <p>4.13. <u>Fully Managed Linen Service</u></p> | |
| <p>4.13.1. <u>Service Requirements</u></p> | |
| <p>4.13.1.1. The Linen Management Service is to be a total integrated service managed and staffed by the contractor on a 7-day per week basis with a 24-hour service. The Hospital's linen to be managed per ward/department through the entire laundering cycle from the various soiled linen collection areas and back again, unpacked onto the shelves in the various clean linen rooms.</p> | |
| <p>4.13.1.2. Provision of a comprehensive computer aided linen stock management and usage system per individual ward/department encompassing:</p> | |
| <ul style="list-style-type: none"> • Linen count per day (shelf, clean, soiled). • Linen losses per item per day. • Linen replenishment per item per day. • Linen discrepancies per item per day i.e., linen not laundered for the day. • Linen use per user area per item per day. • Linen cost per user area per item per month. • Weekly and monthly linen stocktaking. • Linen Inventory Registers. • Daily reconciliation between soiled items removed and clean items returned. • Staffing, management, control and operation of the Hospital Linen Bank in conjunction with GSH Linen Management Department. • Provision of an on-site (GSH) linen distribution and exchange service. • Provision of an on-site (GSH) soiled linen sorting and counting service. • Provision of an on-site (GSH) sluicing of linen service. • Provision of an on-site (GSH) linen marking service. • Provision of Contract Linen Assistants in specified areas in the hospital to operationally manage and control all aspect of the linen service for that area. | |
| <p>4.13.2. <u>Hospital Linen Bank</u></p> | |
| <p>4.13.2.1. The Hospital Linen Bank (Zone A 23, A-level at the Hospital comprising of the Clean Linen Store, Soiled Linen Sorting, Central Sluicing, Toilets, Rest Room and Supervisors Office) shall be staffed, managed, controlled and operated by the Contractor and monitored by Hospital linen supervisors.</p> | |
| <p>4.13.2.2. The Hospital Linen Bank shall be staffed daily with 1 Principal Supervisor, 4 Supervisors, 22 Linen Assistants /Gen asst (Contract Service Staff) on day shift and 2 Linen Assistants for night shift, 7 days per week 24 hours a day as indicated in par. 20.3.1.</p> | |

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| <p>4.13.2.3. A Principal Linen Bank Supervisor shall be on duty in the Hospital Linen Bank and shall utilise the existing Supervisors Office for control and other administrative functions.</p> <p>4.13.2.4. The Contract Service Staff shall conduct the exchange of linen and protective clothing at the Linen Bank.</p> <p>4.13.2.5. The Contractor is also to provide an ad hoc delivery service for telephonic requests. Proper records must be kept of all these transactions and included into the daily reports for linen usage. In conjunction with the GSH Linen Management Department.</p> <p>4.13.2.6. The Contractor shall provide a 24-hour service, 7 days a week with the Contract (Service Provider) Manager available on call should special circumstances or emergencies require.</p> <p>4.13.2.7. The Contractor shall always be responsible for the total security of the Hospital Linen Bank as well as the safekeeping of Hospital property entrusted to his/her care.</p> <p>4.13.2.8. The keys to the Hospital Linen Bank shall, however, not be removed from the Hospital premises and shall be signed in and out each day in the special key register at the E-floor Security Office by the Contract Linen Bank Supervisor.</p> <p>4.13.2.9. The Contractor is to provide all the necessary services to keep the Hospital Linen Bank (all areas) including equipment (trolleys, sluice machines, counters worktops etc) clean, sanitised and disinfected. Special attention is to be paid to the Central Sluicing Area.</p> <p>4.13.3. Authorised Hospital representatives of Hospital Management, Hospital Infection Control, Hospital Security, the Hospital Linen Manager and the Hospital Linen Controller shall always be given reasonable access to the Linen Bank by the Contractor. Such access may not be refused for functional, control or inspection purposes when requested in writing by the Hospital Management.</p> <p>4.14. <u>Linen Distribution in the Hospital</u></p> <p>4.14.1. <u>General</u></p> <p>4.14.1.1. The collection and delivery of laundry bags of soiled and clean linen to all ward/department linen rooms shall be carried out by the Contractor Service Staff.</p> <p>4.14.1.2. Laundry bags are to be provided and maintained (i.e., cleaned and repaired) by the Contractor. Each laundry bag must be individually and prominently numbered on the bottom and side. The numbers shall be printed in bold lettering to make them easily legible.</p> | <table border="1"> <tr> <td style="text-align: center;"> <p>DETAILS OF OFFER - BIDDERS COMPLIANCE RESPONSE COMPLY / DO NOT COMPLY</p> </td> </tr> </table> | <p>DETAILS OF OFFER - BIDDERS COMPLIANCE RESPONSE COMPLY / DO NOT COMPLY</p> |
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| <p>4.14.1.3. The Contractor must provide its own trolleys when conveying the laundry bags within the Hospital. The trolleys shall be maintained and kept in good working order by the Contractor at his own cost for the duration of the contract. These specifications must be mentioned in the bid when tendering. The trolleys must also be numbered for identification purposes. Preferably not less than 10 trolleys</p> | |
| <p>4.14.2. <u>Collection of Soiled Linen in the Hospital</u></p> | |
| <p>4.14.2.1. The Contract Service Staff must complete a consignment note when collecting laundry bags with soiled linen from the various soiled collection areas. The consignment note is to specify the total number of bags removed, bag numbers, name of the ward/department and the date removed.</p> | |
| <p>4.14.2.2. The Contract Service Staff shall ensure that each bag has been sealed and labelled before delivery/collection. The Authorised Hospital Representative must also sign the consignment note and retain a copy.</p> | |
| <p>4.14.2.3. At the Hospital Linen Bank, the Contract (Service provider) Linen Bank Supervisor shall receive the laundry bags, sign and check the delivery against each consignment note and forward it the Hospital Linen Controller for verification and safekeeping.</p> | |
| <p>4.14.2.4. If the Successful Bidder fails, or will or is likely to fail to make any collection or delivery within the agreed upon time period for whatsoever reason, the Successful Bidder shall contact the Departmental Liaison Officer or if the Departmental Liaison Officer cannot be contacted, the Successful Bidder can contact the Hospital Chief Executive Officer to explain:</p> <ul style="list-style-type: none"> • the cause of the delay (limited to 2 hours). • when the delayed delivery or collection will take place • A record will be maintained by both the Departmental Liaison Officer and the Successful Bidder of all such non-compliant deliveries and collections. | |
| <p>4.14.2.5. Any additional deliveries or collections that are necessary as a result of the Successful Bidder's failure to adhere to the agreed upon time period or as a result of a failure by the Successful Bidder to return any linen pieces in accordance with the turnaround time, or as a result of any breach by the Successful Bidder of the contract, will be free of charge and at the sole expense of the Successful Bidder.</p> | |
| <p>4.14.2.6. The Successful Bidder must supply its own laundry bags as referred to the scope in the contract. If the Successful Bidder fails to supply laundry bags, the hospital will purchase or procure additional laundry bags for the account of the Successful Bidder. The total cost of the laundry bags will be deducted from the invoice of the Successful Bidder in the month the laundry bags were procured by the hospital. The Departmental Liaison Officer must inform the Successful Bidder in advance of the laundry bags shortage in writing.</p> | |

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| <p>4.14.3. <u>Transport vehicles</u></p> | |
| <p>4.14.3.1. The vehicle of the Successful Bidder must be large enough to collect and deliver linen within a reasonable time frame for that particular day. The collection and delivery must not compromise the 24-hour turnaround period for soiled linen processing and the vehicle’s loading platform must be totally enclosed without any leakages, secure and lockable.</p> | |
| <p>4.14.3.2. The security of the Successful Bidder’s vehicles is to be ensured prior to leaving the premises of the Successful Bidder or the hospital by locking the vehicle with a high security padlock and an appropriate seal is to be fastened in place with the lock shank as well.</p> | |
| <p>4.14.3.3. The vehicle of the Successful Bidder conveying the clean linen from its premises to the linen bank of the hospital must be disinfected and sanitised to standards acceptable to hospital infection control before each delivery is made. Proof in the form of a register must be provided to Departmental Liaison Officer of the hospital within 24 hours when it is requested. If proof is not provided the payment can be withheld for that specific month.</p> | |
| <p>4.14.3.4. The Successful Bidder is not allowed to transport mixtures of soiled and clean linen simultaneously.</p> | |
| <p>4.14.3.5. The cost relating to the loss of linen due to the negligence of the Successful Bidder or its employees, caused by various reasons, including the carelessness of the vehicle used or failure to lock the vehicle will be borne by the Successful Bidder</p> | |
| <p>4.14.3.6. The Successful Bidder shall ensure that all vehicles are maintained and serviced regularly and professionally (proof can be requested by the Department Liaison Officer).</p> | |
| <p>4.14.3.7. The Departmental Liaison Officer, officials responsible for hospital infection control and the Departmental Technical Officer shall be entitled at any reasonable time to perform spot checks on any vehicle of the Successful Bidder to establish whether the Successful Bidder is complying with its obligations in terms of the contract.</p> | |
| <p>4.14.4. <u>Distribution of Clean Linen in the Hospital</u></p> | |
| <p>4.14.4.1. Clean linen being returned from the Contractor’s premises to the Hospital Linen Bank shall comply with the procedures as specified.</p> <ul style="list-style-type: none"> • The Contract Service Staff shall deliver the clean linen in the sealed bags to A23 Linen Bank and the unpacking and counting of clean linen onto the specific clean linen room shelves. Linen should only be folded on the correct side, whereby GSH marking is visible. • The delivery of clean linen and unpacking onto shelves shall only occur at the pre-arranged time when the hospital’s authorised representatives is available to check and sign for the receipt of the clean linen as itemised on the laundry list. | |

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| <ul style="list-style-type: none"> The signed laundry list is to be returned to the Contract (Service provider) Linen Bank Supervisor who will forward it to the hospital linen controller for verification and safekeeping. | |
| <p>4.14.5. <u>Sorting and Counting of Soiled Linen in the Hospital Linen Bank</u></p> | |
| <p>4.14.5.1. The Contract Service Staff shall sort the soiled linen received at the Linen Bank into groups of similar items (per ward/department) and then count the linen together with the Hospital Linen Controller and the Contract Linen Bank Supervisor</p> | |
| <p>4.14.5.2. Sorting and counting shall be an orderly, directly observed, supervised process and no more than two counting bays shall be in operation at the same time. The Hospital Linen Controller shall ensure that the sorting and counting process is carried out in accordance with the prescribed procedures.</p> | |
| <p>4.14.5.3. The counted linen shall be itemised onto the prescribed laundry list per ward/department, packed into individually numbered laundry bags and sealed in the presence of the Hospital Linen Controller by means of a tie-wire applied with a wire-tying tool. Each bag shall be labelled with the name of the ward / department and the date of dispatch and the item code with the quantity. Bags should not exceed 25kg each.</p> | |
| <p>4.14.5.4. The removal of soiled linen to the Contractor’s premises shall comply with the procedures as prescribed.</p> | |
| <p>4.14.6. <u>Central Sluicing in the Hospital Linen Bank</u></p> | |
| <p>4.14.6.1. The Contract Service Staff deployed to the Central Sluicing area shall be properly protected by means of gowns, masks, gloves, headwear, and footwear (to be supplied by the Contractor). Proper barrier control must be implemented between the Central Sluicing area and the rest of the Linen Bank. All fouled and contaminated linen should be handled with caution.</p> | |
| <p>4.14.6.2. Fouled linen that is collected from ward/departments should be contained in a special biodegradable yellow- / clear bag with pink stripped plastic. Such linen is not safe to handle in the normal manner. Upon receipt of such linen the Contract (Service provider) Linen Bank Supervisor is to immediately deliver it to the Central Sluicing area in the Linen Bank.</p> | |
| <p>4.14.6.3. Fouled (sluiced) linen may not be removed for off-site sluicing at the Contractor’s own premises. It must be sluiced at GSH using sluice machines onsite.</p> | |
| <p>4.14.6.4. The Contract Service Staff shall immediately empty the bag onto an appropriate sorting surface in order to remove solid and other waste. The waste shall be put into Hospital supplied red plastic bags and delivered to the AZ level daily for the Hospital to dispose of.</p> | |

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| <p>4.14.6.5. The fouled linen is to be put into a sluicing machine. When the items have been thoroughly sluiced, they must be appropriately bagged and returned to the Contract (Service provider) Linen Bank Supervisor for inclusion in the soiled linen count.</p> | |
| <p>4.14.7. <u>Infected Linen.</u></p> | |
| <p>4.14.7.1. Infected linen to be placed in a special biodegradable / clear plastic bag with pink stipe with tags to seal it tightly at ward level. This special bag and tag must be properly identified at the end user area for this purpose.</p> <p>The Contractor may for this purpose utilise the existing Hospital owned sluicing machines at the Linen Bank. The Hospital is unable to repair or maintain these machines and cannot replace them if they break down. It is the Contractor's own responsibility to provide suitable and sufficient sluice machines for this purpose.</p> | |
| <p>4.14.7.2. Any other requirement e.g., hand washing consumables must be provided by the Contractor at his/her own cost. Any structural changes must, however, be approved by Hospital Management before implementation.</p> | |
| <p>4.14.8. <u>Differentiated Service Areas</u></p> | |
| <p>4.14.8.1. The Hospital Linen Manager may at any time direct the Contract Project Officer to treat designated areas or services as a "closed loop linen cycle". In other words, the linen for these areas must be handled separately and not as for pooled linen. The linen for these areas shall thus, only be used for that ward/service. Separate documentation needs to be in place for this i.e. F4 Haematology / G23 Dermatology / GSH Creche / William Slater (ACE)/ Clarendon House etc. and as per emergency needs.</p> | |
| <p>4.14.9. <u>Daily Linen Shelf Count</u></p> | |
| <p>4.14.9.1. The Contract Service Staff shall conduct daily linen shelf count in the ward/ department linen rooms and the results shall be reported to Hospital Linen Controller.</p> | |
| <p>4.14.10. <u>Linen Stocktaking</u></p> | |
| <p>4.14.10.1. The Contractor Service Staff shall conduct comprehensive monthly stock taking of linen in the ward/departments and the results shall be reported.</p> | |
| <p>4.14.10.2. Linen Inventory Management - the Contractor shall be responsible for managing and controlling linen in the Hospital and minimising linen stock losses. The Contractor shall also furnish a mutually agreed upon plan to identify potential linen losses. These findings shall be reported to the Hospital Linen Manager on a continuous basis.</p> | |

GSH/R/R: PT134/2021 - BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD. (WITH THE OPTION TO EXTEND THE CONTRACT FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).

DETAILS OF OFFER -
BIDDERS
COMPLIANCE
RESPONSE COMPLY /
DO NOT COMPLY

4.14.11. Marking of Linen

- 4.14.11.1. The Contractor will be required to mark all additional and replacement linen on-site (GSH) as well as the remarking of existing linen as directed from time to time by the Hospital Linen Manager. This process to take place within Linen Management Department at agreed times.
- 4.14.11.2. The Contractor may for this purpose utilise the Hospital’s Heat-seal Press and Hospital’s own consumables (labels) for this service.
- 4.14.11.3. The Contractor shall be responsible for the care and maintenance of the Heat-seal Press whilst in his/her care.

4.14.12. Contract Departmental Linen Assistants

- 4.14.12.1. The Contractor is to provide Contract Departmental Linen Assistants to receive, control, issue and manage all aspects of the local linen service at each of the following areas:

| Amount of Personnel | Area | Activity | Hours and Days Required |
|--------------------------|--|--|---|
| One Principal Supervisor | <ul style="list-style-type: none"> • Entire Hospital | Overall Supervision | <ul style="list-style-type: none"> • 07h00-15h30 Monday to Friday |
| Four Linen Supervisors | <ul style="list-style-type: none"> • Linen Bank | Supervision of the activities within the Linen | <ul style="list-style-type: none"> • 06h30-15h30 Monday-Sunday, including Public Holidays |
| One General Assistant | <ul style="list-style-type: none"> • Main Theatre Suite. • E4 theatre. • C6 Trauma Theatre; E16 theatre. • C9 Radiation Oncology Theatre. • C7 C8-C10 theatre. • C24 Day Surgery Theatre. • C25 theatre, Cath Lab | To maintain clean linen levels in theatres as well as organise for the removal of soiled linen from these areas | <ul style="list-style-type: none"> • 07h00 to 19h00, Mondays to Sundays, including Public Holidays |
| One General Assistant | Central Processing Department | <ul style="list-style-type: none"> • Preparation work, i.e., folding of linen within the CPD. • To maintain clean linen levels at CPD as well as organise for the removal of soiled linen from CPD | <ul style="list-style-type: none"> • 07h00 to 16h00, Mondays to Friday |

GSH/R/R: PT134/2021 - BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD. (WITH THE OPTION TO EXTEND THE CONTRACT FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).

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|--------------------------|---|---|--|---|
| One General Assistant | <ul style="list-style-type: none"> One Out-patient Services: Out-patient Theatre Out-patient Clinics OPD Building Out-patient Clinics OMB Out-patient Clinics NMB OG 10 theatre | <ul style="list-style-type: none"> To maintain clean linen levels at the OPD area as well as organise for the removal of soiled linen from OPD | <ul style="list-style-type: none"> 07h00 to 16h00, Mondays to Fridays No service required Saturdays, Sundays and Public Holidays | <p><u>DETAILS OF OFFER -</u> <u>BIDDERS</u> <u>COMPLIANCE</u> <u>RESPONSE COMPLY /</u> <u>DO NOT COMPLY</u></p> |
| One General Assistant | <ul style="list-style-type: none"> Maternity Centre including MOT theatre | <ul style="list-style-type: none"> To maintain clean linen levels at maternity as well as organise for the removal of soiled linen from maternity | <ul style="list-style-type: none"> 07h00 to 16h00, Mondays to Sundays, including Public Holidays | |
| Sixteen Linen Assistants | Linen Bank/Sorting Area | <ul style="list-style-type: none"> To collect, sort, count, sluice, soiled linen, distribute clean linen as specified in the scope of work. Maintain hygiene. As well as manage the other related linen/laundry duties. | <ul style="list-style-type: none"> 06h30 to 15h30, Mondays to Sundays. | |
| Two Linen Assistants | Linen Bank/Sorting Area | <ul style="list-style-type: none"> To collect, sort, count, sluice, soiled linen, distribute clean linen as specified in the scope of work. Maintain hygiene. As well as manage the other related linen/laundry duties. | <ul style="list-style-type: none"> 07h00-18h30 Monday -Sunday, including Public Holidays | |
| One Linen Assistant | After hour linen service | <ul style="list-style-type: none"> Maintain the linen needs including delivery and collection, throughout the hospital. | <ul style="list-style-type: none"> 18H30 to 06H30, Monday to Sunday, including Public Holidays | |
| | | | | |

GSH/R/R: PT134/2021 - BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD. (WITH THE OPTION TO EXTEND THE CONTRACT FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).

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| <p>4.14.12.2. Should any department be closed the Contract Laundry Assistant shall be re-deployed to another area of need as determined by the Hospital Linen Manager in consultation with the Contract Manager.</p> | <p><u>DETAILS OF OFFER -</u> <u>BIDDERS</u> <u>COMPLIANCE</u> <u>RESPONSE COMPLY /</u> <u>DO NOT COMPLY</u></p> |
| <p>4.14.13. <u>Staffing</u></p> | |
| <p>4.14.13.1. Bidders shall submit an organogram of the proposed Linen Management Service staff that will be deployed on-site at the Hospital. (Where possible their qualifications, experience and duties must also be provided).</p> | |
| <p>4.14.13.2. Bidders shall ensure that appropriate supervisory structures are in place in order that the Contract Service Staff engaged in the provision of the service are always adequately supervised and perform their duties properly.</p> | |
| <p>4.14.13.3. Full details shall be submitted of the numbers and categories of staff to be deployed per shift.</p> | |
| <p>4.14.13.4. The Hospital reserves the right to permanently decrease the number of <u>workers(labourers)</u> giving the service provider three (3) months (90) days written notice of its intention to do so.</p> | |
| <p>4.14.13.5. It is mandatory that all health workers be vaccinated against Hepatitis B. A minimum of three doses of vaccine is required, as per ordinary schedule (usually at 0, 1 and 6 months). Alternatively, an accelerated schedule may be indicated (0, 1, 2 and 12 months). Immunity must be checked one month after completion of the vaccination course. A Hepatitis B surface antibody titre greater than ten is considered adequate immunity. It is a condition of this bid that the successful bidder must submit, on commencement of service, proof that all staff to be deployed on site have started their first doses of vaccine or is still immune since last course of vaccines. The first doses of vaccination must be done two weeks prior to the commencement of the contract. Then 6 months after the commencement of the Contract, thereafter they can be tested within 5 years for antibody titre levels.</p> | |
| <p>4.14.13.6. Successful bidder must submit proof that all staff deployed on site has been vaccinated as well as proof of Staff Hepatitis B Surface antibody titre levels.</p> | |
| <p>4.14.13.7. Thereafter the successful bidder must submit on an annual basis updated proof of all staff's Hepatitis B Surface antibody titre level. Proof of vaccination and should be given to the employee and a record kept at the company and a copy provided to Hospital Linen Manager.</p> | |
| <p>4.14.13.8. The successful bidder to supply the hospital with their policies and SOP on the treatment of Occupational Injuries and Diseases prior to the commencing of service.</p> | |
| <p>4.14.13.9. The successful bidder shall provide details of their nominated medical practitioner who will manage Occupational Injuries and Diseases (i.e., Needle prick injuries, Splashes), to the client, on commencement of service. The nominated medical practitioner will be required to meet with the Linen Management and the Occupational Health and Safety representatives within three months of Commencement of Service. The Hospital Occupational Health clinic / Trauma unit will render the first aid immediately after the incident, where after the nominated medical practitioner will proceed with follow-up /consultations/treatments.</p> | |
| <p>4.14.13.10. The Successful bidder shall provide details of their nominated nursing practitioner who will provide Hepatitis B vaccination and immunity testing, as well as N95 respirator seal and/or fit testing, to the Linen Manager, on commencement of service. The Successful bidder nursing's practitioner will be required to meet with the Linen Management and the Occupational</p> | |

GSH/R/R: PT134/2021 - BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD. (WITH THE OPTION TO EXTEND THE CONTRACT FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).

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|---|---|
| <p>Health and Safety representative/s within 3 months of commencement of service.</p> <p>4.14.13.11. The Successful bidder shall provide Health & safety training to all staff deployed on site by the service provider's nominated trainer, prior to the commencement of the Contract. The successful bidder's nominated trainer must meet with Linen Management and the Quality Assurance team prior to commencement of service, and annually thereafter.</p> <p>4.14.14. <u>Dress Code of Staff</u></p> <p>4.14.14.1. The Contractor shall ensure that his staff are always appropriately dressed and presentable while on the Hospital premises.</p> <p>4.14.14.2. All the Contractor's staff shall wear appropriate uniform, protective clothing, which must be clearly and prominently embossed with a company logo and shall be of a standard that is not inferior to that of the Hospital's own staff engaged in similar duties.</p> <p>4.14.14.3. The Contractor shall provide his staff with photo-identification badges, which shall always be worn and displayed by the staff while on the Hospital premises.</p> <p>5. <u>Employees' Wages</u></p> <p>5.1 It is expected that the successful bidder shall pay his/her employees at least a minimum monthly basic wage, prescribed in line with the Bargaining Council for the Industry, as published in the applicable Government Gazette for the sector. It is a condition of the bid that the bidder is registered with the Bargaining Council for the Laundry, Cleaning and Dyeing Industry (Cape). Bidder to supply proof with bid. Failure to do so will invalidate the bid offer.</p> <p>5.2 Only bids which are in the opinion of the Department priced so as to at least achieve the stated expectation will be considered for acceptance.</p> <p>END OF SPECIFICATION ITEM 2</p> | <p><u>DETAILS OF OFFER -</u> <u>BIDDERS</u> <u>COMPLIANCE</u> <u>RESPONSE COMPLY /</u> <u>DO NOT COMPLY</u></p> |
|---|---|

GSH/R/R: PT134/2021 - BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD. (WITH THE OPTION TO EXTEND THE CONTRACT FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).

WCBD 3.1

PRICING SCHEDULE

BID GSH/R/R: PT134/2021: BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE AND LINEN MANAGEMENT SERVICE (FOR WHITE AND GREEN/THEATRE LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) (WHICH INCLUDES TRANSPORT) TO GROOTE SCHUR HOSPITAL FOR A THREE (3) YEAR PERIOD.

| BID NUMBER | | GSH/R/R: PT134/2021 | | VALIDITY DATE: 16 JULY 2024 (OFFER TO BE VALID FOR 60 DAYS FROM THE CLOSING DATE OF BID) | | |
|------------------------------|--|--|---|---|---|--|
| CLOSING DATE AND TIME | | 21 JUNE 2024 @ 11:00AM | | | | |
| PERIOD | | THREE YEAR | | | | |
| NAME OF BIDDER | | | | | | |
| ITEM NO. | | DESCRIPTION | BID PRICE IN RSA CURRENCY (INCLUDING VAT) | | | |
| | | | YEAR 1 | YEAR 2 | YEAR 3 | |
| | | <u>BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE AND LINEN MANAGEMENT SERVICE (FOR WHITE AND GREEN / THEATRE LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) (WHICH INCLUDES TRANSPORT) TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD</u> | | | | |
| 1. | Estimated quantities: 360 000 pieces / month | Provision of an Industrial laundering service for white linen | R Per piece | R Per piece | R Per piece | |
| | | Sub Total | R per month | R per month | R per month | |
| | | GRAND TOTAL FOR LAUNDRY PIECES | R | R | R | |
| 2. | 1 Service per month | Linen management service (for white and green theatre linen other miscellaneous linen items) | R per Linen Management | R per Linen Management | R per Linen Management | |
| | | Sub Total | R per month (for 1 x Linen Management) | R per month (for 1 x Linen Management) | R per month (for 1 x Linen Management) | |
| | | GRAND TOTAL FOR ONE (1) LINEN MANAGEMENT SERVICE | R | R | R | |

GSH/R/R: PT134/2021 - BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD. (WITH THE OPTION TO EXTEND THE CONTRACT FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).

| | | | | | |
|--|-------------------------------|---|---|---|---|
| | 1 Principle Supervisor | Provision of one (1) Linen Supervisors (Mondays – Fridays – 07h00 to 15h30) No service required Saturdays, Sundays, Public Holidays | R Per Principle Supervisor | R Per Principle Supervisor | R Per Principle Supervisor |
| | | Sub Total | R per month (for 1 x Principle Supervisor) | R per month (for 1 x Principle Supervisor) | R per month (for 1 x Principle Supervisor) |
| | | GRAND TOTAL FOR ONE (1) PRINCIPLE SUPERVISOR | R | R | R |
| | | | | | |
| | 4 Linen Supervisors | Provision of four (4) Linen Supervisors (Mondays – Sundays – 06h30 to 15h30) Including Public Holidays | R Per Linen Supervisor | R Per Linen Supervisor | R Per Linen Supervisor |
| | | Sub Total | R per month (for 4 x Linen Supervisors) | R per month (for 4 x Linen Supervisors) | R per month (for 4 x Linen Supervisors) |
| | | GRAND TOTAL FOR FOUR (4) LINEN SUPERVISORS | R | R | R |
| | | | | | |
| | 1 General Assistant | Provision of one (1) General Assistant (Mondays to Sundays – 07h00 to 19h00) Including Public Holidays | R Per General Assistant | R Per General Assistant | R Per General Assistant |
| | | Sub Total | R per month (for 1 x General Assistant) | R per month (for 1 x General Assistant) | R per month (for 1 x General Assistant) |
| | | GRAND TOTAL FOR ONE (1) GENERAL ASSISTANT | R | R | R |
| | | | | | |
| | 2 General Assistants | Provision of two (2) General Assistants (Mondays to Fridays – 07h00 to 16h00) No service required Saturdays, Sundays, Public Holidays | R Per General Assistant | R Per General Assistant | R Per General Assistant |
| | | Sub Total | R per month (for 2 x General Assistants) | R per month (for 2 x General Assistants) | R per month (for 2 x General Assistants) |
| | | GRAND TOTAL FOR TWO (2) GENERAL ASSISTANTS | R | R | R |

GSH/R/R: PT134/2021 - BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD. (WITH THE OPTION TO EXTEND THE CONTRACT FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).

| | | | | | |
|--|------------------------------------|--|--|--|--|
| | 1 General Assistant | Provision of one (1) General Assistant (Mondays to Sundays – 07h00 to 16h00) Including Public Holidays | R Per labourer | R Per labourer | R Per labourer |
| | | Sub Total | R per month (for 1 x General Assistant) | R per month (for 1 x General Assistant) | R per month (for 1 x General Assistant) |
| | | GRAND TOTAL FOR ONE (1) GENERAL ASSISTANT | R | R | R |
| | 16 Linen Assistants | Provision of sixteen (16) Linen Assistants (Mondays to Sundays – 06h30 to 15h30) Including Public Holidays | R Per Linen Assistant | R Per Linen Assistant | R Per Linen Assistant |
| | | Sub Total | R per month (for 16 x Linen Assistants) | R per month (for 16 x Linen Assistants) | R per month (for 16 x Linen Assistants) |
| | | GRAND TOTAL FOR SIXTEEN (16) ASSISTANTS | R | R | R |
| | 2 Linen Assistants | Provision of two (2) Linen Assistants (Mondays to Sundays – 07h00 to 18h30) - Including Public Holidays | R Per Linen Assistant | R Per Linen Assistant | R Per Linen Assistant |
| | | Sub Total | R per month (for 2 x Linen Assistants) | R per month (for 2 x Linen Assistants) | R per month (for 2 x Linen Assistants) |
| | | GRAND TOTAL FOR TWO (2) LINEN ASSISTANTS | R | R | R |
| | 1 Linen Assistant | Provision of one (1) Linen Assistant (Mondays to Sundays – 18h30 – 06h30) - Including Public Holidays | R Per Linen Assistant | R Per Linen Assistant | R Per Linen Assistant |
| | | Sub Total | R per month (for 1 x labourer) | R per month (for 1 x labourer) | R per month (for 1 x labourer) |

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| | | GRAND TOTAL FOR ONE (1) LINEN ASSISTANT | R | R | R |
|--|--|--|----------|------------------------------------|----------|
| | | | | | |
| GRAND TOTAL FOR THE LOT: LINEN MANAGEMENT SERVICE AND LAUNDRY (YEARS 1 – 3) | | | R | The Lot (Including VAT) | |

IMPORTANT: THE QUESTIONNAIRE BELOW MUST BE COMPLETED IN FULL BY REPLYING TO EACH AND EVERY QUESTION.

A. Required by: **Groote Schuur Hospital,
Observatory, Cape Town**

At: **Linen Department
Services Department**

B. Brand name (if applicable).

C. Product code (if applicable).

D. Country of origin.

E. Does the offer comply with specification? Please circle your option. **YES/NO**

F. If not to specification, please indicate deviation(s).

G. Period required for delivery of the service?

H. Are the prices firm for the duration of the contract? Please circle your option. **YES/NO**

I. If non-firm prices are offered, please complete attached WCBD 3.1/2 forms.

Note: All delivery costs must be included in the bid price for delivery at the prescribed destination.

**** "all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.**

***Delete if not applicable**

NB: Bidders are required to include costs of reliever staff to cover luncheon breaks, or any other statutory requirement as stipulated in the following Acts, but not limited to the Acts below:

- Basic condition of Employment Act
- Employment Equity Act
- Occupational Health and Safety Act
- Labour Relations Act and Laundry Bargaining Council

Note: Bidders to pay workers the rates as prescribed by the Laundry Bargaining Council

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| IMPORTANT: THE QUESTIONNAIRE HEREUNDER/ATTACHED MUST BE COMPLETED IN FULL BY REPLYING TO EACH AND EVERY QUESTION. | | |
|---|--------|----------------|
| Are you registered in terms of sections 23(1) or 23(3) of the Value Added Tax Act, 1991 (Act No. 89 of 1991), and if so, state your VAT registration number? | YES/NO | VAT NO: |
| Is/are the price(s) firm for the duration of the contract? Please circle your option. | YES/NO | |
| If (a) non-firm price(s) is/are offered, please complete attached WCBD 3.1/2 form. | YES/NO | |
| Period required commencing with service after receipt of a requisition or order. | | |
| Are you a member of any accredited organisation/institute for linen / laundry service? If so, what is the name of such organisation and your membership number? | YES/NO | MEMBERSHIP NO: |
| What is the current value of fixed assets of your company? | | |
| | | |
| | | |
| Are you a subsidiary of a holding company? If yes, name the holding Company. | YES/NO | |
| Contact person and telephone number should any further information be required. | | |
| | | |

GSH/R/R: PT134/2021 - BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD. (WITH THE OPTION TO EXTEND THE CONTRACT FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).

WCBD 3.1/2

DEFINITION OF PRICING STRUCTURES

For the purpose of this bid the following explanations are provided:

- 1. **Firm prices**
- 1.1 Firm prices are prices which are only subject to **adjustments in accordance with the actual increase or decrease** resulting from the changes, imposition or abolition of customs or excise duty and any other duty, levy, or tax which is binding upon the contractor in terms of a law or regulation and has a demonstrable influence on the prices of any supplies, for the execution of the contract.

The following two pricing structures will also be considered as firm prices:

- 1.2 Firm prices linked to fixed period adjustments, i.e. two-tier prices (firm 1st and firm 2nd year prices), only subject to the variables indicated in the above paragraph.
- 1.3 Firm prices subject to rate of exchange fluctuations - claim shall be made within 60 days of delivery. (It is compulsory that the table below be completed for prices subject to rate of exchange variations). The Bill of entry, confirmation of the amount remitted abroad, and supplier invoice must accompany all claims.

Note: Any advantage due to a more profitable exchange rate must be passed on to the Province.

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

| PARTICULARS OF FINANCIAL INSTITUTION | ITEM NO | PRICE | CURRENCY | RATE | PORTION OF PRICE SUBJECT TO ROE | AMOUNT IN FOREIGN CURRENCY REMITTED ABROAD |
|--------------------------------------|---------|-------|----------|------|---------------------------------|--|
| | | | | ZAR= | | |
| | | | | ZAR= | | |
| | | | | ZAR= | | |
| | | | | ZAR= | | |
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GSH/R/R: PT134/2021 - BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD. (WITH THE OPTION TO EXTEND THE CONTRACT FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).

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GSH/R/R: PT134/2021 - BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD. (WITH THE OPTION TO EXTEND THE CONTRACT FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).

WCBD 3.1/2

2. Non-firm prices

Non-firm prices are either prices **linked to proven adjustments** or prices **linked to escalation formula adjustments**.

2.1 It is compulsory that the variable factors and their weights be indicated where prices are linked to **proven adjustments**.

The table below serves only as a guide and bidders must include all other information deemed necessary.

| ITEM NO | PRICE | OVERHEADS AND PROFIT | VARIABLE FACTOR (Provide factor e.g. manufacturer increase) | WEIGHT OF VARIABLE FACTOR/S |
|---------|-------|----------------------|---|-----------------------------|
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2.2 In cases where prices are subject to the **escalation formula**, the next table **must** be completed.

IN THIS CATEGORY PRICE ESCALATIONS WILL ONLY BE CONSIDERED IN TERMS OF THE FOLLOWING:

Where:

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

3. THE FOLLOWING INDEX/INDICES WAS USED TO CALCULATE THE BID PRICE:

| | | | |
|------------|------------|------------|------------|
| Index..... | Dated..... | Index..... | Dated..... |
| Index..... | Dated..... | Index..... | Dated..... |
| Index..... | Dated..... | Index..... | Dated..... |

68.

GSH/R/R: PT134/2021 - BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD. (WITH THE OPTION TO EXTEND THE CONTRACT FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).

WCBD 3.1/2

PLEASE FURNISH A BREAKDOWN OF YOUR PRICE IN TERMS OF ABOVE-MENTIONED FORMULA. THE TOTAL OF THE VARIOUS FACTORS MUST ADD UP TO 100%.

| FACTOR (D1, D2 etc. eg. Labour, transport etc.) | PERCENTAGE OF BID PRICE |
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Please note: **Proven cost adjustments and formula-based adjustments cannot both be entertained at the same time.**

GSH/R/R: PT134/2021 - BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD. (WITH THE OPTION TO EXTEND THE CONTRACT FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).

ANNEXURE A

ACCOUNTING SCHEDULES

APPENDIX 1: DAILY STATEMENT

The **daily statement** forms the basis of the accounting system through which claims and payments for services rendered by the **Contractor** to the Department is maintained. The **daily statement** is to be completed to reflect all the actual items of linen processed for that day. The **daily statement** must be completed for each day by the **Contractor** and certified correct by the Hospital or his authorised representative.

APPENDIX 2: BROAD SHEET

The **broad sheet** reflects a summary of all linen items processed per month. The **broad sheet**, with **daily statements** which support it, attached hereto, is to be checked and certified as correct by Hospital Linen Manager (or any other designated and authorised Hospital representative) and must be attached to the monthly invoice for payment by the Hospital in respect of all linen processed.

APPENDIX 3: MONTHLY INVOICE

The **monthly invoice** reflects a summary of all items of linen processed for the month, which forms the basis for the **Contractor's** claim for services rendered to the Hospital. Before any payment of the amount thus claimed may be affected, the Hospital linen Manger or his authorised representative must ensure himself of the correctness of the amount claimed by the **Contractor** by auditing the **broad sheets** supporting the **invoice** for mathematical correctness and certification by an authorised Hospital representative. When the Hospital linen Manager or his authorised representative is absolutely certain that the furnished **invoice** is correct, he must certify thereto and hand the **invoice**, with its supportive documents, over to the **Hospital Finance Department** for payment.

70.

GSH/R/R: PT134/2021 - BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD. (WITH THE OPTION TO EXTEND THE CONTRACT FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).

ANNEXURE A, APPENDIX 1

| | |
|-------|------|
| MONTH | YEAR |
| | |

| | | DAYS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------------|--|------|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-------|
| WARD/DEPT | | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | TOTAL |
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The above amounts are certified correct

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|---------------------------|--|
| NAME | |
| RANK | |
| DATE | |
| SIGNATURE | |
| FOR THE CONTRACTOR | |

The above amounts are certified correct

| | |
|-------------------------|--|
| NAME | |
| RANK | |
| DATE | |
| SIGNATURE | |
| FOR THE HOSPITAL | |

inclusive of overhead costs

GSH/R/R: PT134/2021 - BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD. (WITH THE OPTION TO EXTEND THE CONTRACT FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).

| | | Month | | Year | |
|------------------|-------------------------|------------------|-------------------------|------|--|
| | | | | | |
| Ward/Dept | Pieces Processed | Ward/Dept | Pieces Processed | | |
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| The above amounts are certified correct | | The above amounts are certified correct | |
| Name | | Name | |
| Rank | | Rank | |
| Date | | Date | |
| | | Signature | |
| FOR THE CONTRACTOR | | FOR THE HOSPITAL | |

GSH/R/R: PT134/2021 - BID FOR THE PROVISION OF AN INDUSTRIAL LAUNDRY SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD. (WITH THE OPTION TO EXTEND THE CONTRACT FOR AN ADDITIONAL TWO (2) YEARS, SUBJECT TO SUPPLIER PERFORMANCE AND DEPARTMENTAL PRESCRIPTS, AT THE SOLE DISCRETION OF THE DEPARTMENT).

MONTHLY INVOICE – HOSPITAL

ANNEXURE A, APPENDIX 3

| Month: | | Invoice Number: | |
|--|--------------------------------------|----------------------------------|--------------------------------------|
| Budgetary Number: | | Trading days: | |
| Ward/Department | Total pieces processed for the month | Wards | Total pieces processed for the month |
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| Grand Total for the month | | Grand Total for the month | |
| Number of pieces processed for department | | | |
| Quantity | | | |
| Surplus | | | |
| Total | | | |
| The above amounts are certified correct | | | |
| Name | | Name | |
| Rank | | Rank | |
| Date | | Date | |
| Signature | | Signature | |
| For the Contractor | | For the Hospital | |

GSH: PT134/2021 – BID FOR THE PROVISION OF AN INDUSTRIAL SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD.

ANNEXURE B

GROOTE SCHUUR HOSPITAL: LIST OF STANDARD LINEN ITEMS

| ARTICLE | WASH | IRON | DRY | FOLD |
|------------------|-------------|-------------|------------|-------------|
| Escort gowns | X | X | X | X |
| Theatre trousers | X | X | X | X |
| Tops | X | X | X | X |
| Towels dressing | X | X | X | X |
| Towels huckaback | X | X | X | X |
| Trousers | X | X | X | X |

If you know of any corrupt, fraudulent or collusive actions in the Institution, please report it by calling the National Hotline 0800 701 701.

GSH: PT134/2021 – BID FOR THE PROVISION OF AN INDUSTRIAL SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD.

ANNEXURE C

GROOTE SCHUUR HOSPITAL

SPECIAL CONDITIONS OF CONTRACT (REFER TO NO. 28 OF GENERAL CONDITIONS OF CONTRACT)

LIABILITIES:

| | BIDDER'S REPLY |
|--|-----------------------|
| <p>1. The successful Service Provider will be required to: -</p> <p>1.1 Indemnify, the GROOTE SCHUUR HOSPITAL against any losses or damages to the Service Provider's property. Every endeavour will be made to protect the firm's property, but GROOTE SCHUUR HOSPITAL will not accept responsibility for any loss or damage thereof.</p> | |
| <p>1.2 Obey all applicable GROOTE SCHUUR HOSPITAL rules and regulations whilst on GROOTE SCHUUR HOSPITAL premises.</p> | |
| <p>1.3 Answer any claim arising from injury - fatal or otherwise and proved to have been caused due to negligence on the part of the Service Provider or his employee(s) to any person legally on the GROOTE SCHUUR HOSPITAL premises.</p> | |
| <p>1.4 The GROOTE SCHUUR HOSPITAL will not accept any responsibility in the event of Injury, fatal or otherwise to the Service Provider or his staff on the GROOTE SCHUUR HOSPITAL premises in the execution of their duties.</p> | |
| <p>1.5 The Service Provider will accept responsibility for any damage to GROOTE SCHUUR HOSPITAL property or that of staff or members of the public and their property legally on the GROOTE SCHUUR HOSPITAL premises.</p> | |
| <p>NB: FAILURE TO REPLY ON THE ABOVE MAY INVALIDATE YOUR BID</p> | |

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75.

GSH: PT134/2021 – BID FOR THE PROVISION OF AN INDUSTRIAL SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD.

ANNEXURE D

GROOTE SCHUUR HOSPITAL

EXEMPTION OF LIABILITY WITH RESPECT TO INJURY ON DUTY BY SERVICE COMPANY PERSONNEL

| | |
|--|----------------------------|
| COMPANY / CONTRACTOR | <hr/> <hr/> <hr/> <hr/> |
| CONTRACT / BID / SERVICE NUMBER | GSH/R/R: PT134/2021 |

1.1 CONTROL OF AGREEMENT

- (a) It is duly expected of the Company / Contractor to adhere to all rules and regulations stipulated by the Occupation Health and Safety Act. (Act No. 85 / 1993)
- (b) Company / Contractor are required adhere to all Internal Safety and Security Rules stipulated by this Institution's Management.
- (c) Company / Contractor are required to take all reasonable precautions and measures to prevent injury or death to any person or damage to property on the premises of this institution whilst carrying out the Contract / Bid or Service No. **GSH/R/R: PT134/2021**
- (d) Hereby this institution is exempted of any claim or legal action taken by any person/s suffering any loss as stipulated in paragraph 1.1 (c).

1.2 COMPANY / CONTRACTOR

| | |
|----------------------------|--|
| Manager | |
| Designated Work Supervisor | |

1.3 INSTITUTION'S AUTHORISATION

| | |
|----------|------------|
| Manager: | Signature: |
| Date: | Place: |

If you know of any corrupt, fraudulent or collusive actions in the Institution, please report it by calling the National Hotline 0800 701 701.

GSH: PT134/2021 – BID FOR THE PROVISION OF AN INDUSTRIAL SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD.

ANNEXURE E

GROOTE SCHUUR HOSPITAL

OCCUPATIONAL HEALTH AND SAFETY

AGREEMENT BETWEEN EMPLOYEE (principal) AND MANDATORY (contractor)

WRITTEN AGREEMENT BETWEEN _____ (EMPLOYER)

AND _____ (MANDATORY)

AS ENVISAGED BY SECTION 37(2) OF THE OCCUPATIONAL HEALTH & SAFETY ACT NO. 85 OF 1993 AS AMENDED.

I, _____ representing _____ (mandatory) do hereby acknowledge that _____ (mandatory) is an employer in its own right, and user of machinery, with duties as prescribed in the Occupational Health and Safety Act no. 85 of 1993 as amended. I agree to ensure that all work will be performed, or machinery and plant used in accordance with the provisions of the said Act. I furthermore agree to comply with the requirements of (employer) as contained in the documents attached hereto (if any) and any subsequent documentation as may be deemed necessary to comply with the Occupational Health and Safety Act no. 85 of 1993 as amended and to liaise with the employer should I, for whatever reason, be unable to perform in terms of this Agreement.

Signed this _____ day of _____ 2024 at _____

Signature on behalf of _____ (mandatory)

Signature on behalf of _____ (employer)

GENERAL INFORMATION

1. The Occupational Health and Safety Act comprises **SECTIONS 1 to 50** and all un-repealed **REGULATIONS** promulgated in terms of the former Machinery & Occupational Safety Act no. 6 of 1983 as amended as well as other **REGULATIONS** which may be promulgated in terms of the new Act.
2. "Mandatory" is defined as including an agent, a contractor or subcontractor for work but **WITHOUT DEROGATING FROM HIS STATUS IN HIS OWN RIGHT AS AN EMPLOYER** or user of plant or machinery.
3. Section 37 of the Occupational Health & Safety Act potentially punishes employers (principals) for the unlawful acts or omissions of mandatories (contractors) save where a Written Agreement between the parties has been concluded containing arrangements and procedures to ensure compliance with the said Act **BY THE MANDATORY**.
4. All documents attached or referred to in the above Agreement form an integral part of the Agreement.
5. To perform in terms of this Agreement, mandatories must be familiar with the relevant provisions of the Act.

If you know of any corrupt, fraudulent or collusive actions in the Institution, please report it by calling the National Hotline 0800 701 701.

GSH: PT134/2021 – BID FOR THE PROVISION OF AN INDUSTRIAL SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD.

6. Mandatories who utilise the services of their own mandatories (subcontractors) are advised to conclude a similar Written Agreement.
7. Be advised that this Agreement places the onus on the mandatory to contact the employer in the event of inability to perform as per this Agreement. The Employer however reserves the right to unilaterally take any steps as may be necessary to enforce this Agreement.

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GSH: PT134/2021 – BID FOR THE PROVISION OF AN INDUSTRIAL SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD.

ANNEXURE F

GROOTE SCHUUR HOSPITAL - HEPATITIS B INFORMATION SHEET

1. WHAT IS HEPATITIS "B"?

Hepatitis B virus causes an inflammation of the liver cells. It is a serious disease that can be prevented by vaccination prior to exposure. People can carry the Hepatitis B virus for 30-50 years without knowing they are infected.

2. HOW IS HEPATITIS B TRANSMITTED?

- Contaminated blood or blood products.
- Contaminated syringes, needles, surgical instruments or razor blades.
- Sexual contact.

3. HOW IS HEPATITIS B PREVENTED?

- By vaccination. Hepatitis B vaccine is safe and effective.
- By practising safe sex: one uninfected sexual partner and the use of condoms.
- By following universal (standard) precautions.
- Protective wear: gloves, masks, eye protection and clothing (aprons and gowns).
- Hand hygiene: wash hands thoroughly; cover cuts and abrasions.
- Needles, syringes, and sharps: correct disposal.
- Equipment: must be routinely cleaned. Invasive procedure equipment must be sterilised, and non-invasive equipment must be surgically cleaned before use.

4. WHAT DOES THE VACCINATION INVOLVE?

A course of Hepatitis B vaccine consists of 3 doses of vaccine, each 4 weeks apart, followed by one booster dose every 5 years.

5. WHAT WILL HAPPEN IF A HEALTH WORKER SUFFERS A SHARPS INJURY OR OTHER EXPOSURE?

- A sample of the health worker's blood will be drawn and sent for testing to establish whether the health care worker has adequate protection against Hepatitis B i.e. the Hepatitis B antibody level is tested.
- If the antibody level is not adequate, a booster dose of Hepatitis B will be given.

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GSH: PT134/2021 – BID FOR THE PROVISION OF AN INDUSTRIAL SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD.

WCBD4

DECLARATION OF INTEREST, BIDDERS' PAST SCM PRACTICES AND INDEPENDENT BID DETERMINATION

This registration form must be completed annually. Should the information herein declared change in the course of the year or before the next renewal or in relation to any bid, quotation or contract, it is the entity's responsibility to advise the institution in writing of the change of such details.

1. To give effect to the requirements of the Western Cape Treasury Instructions, 2019: Supply Chain management (Goods and services), Practice Note 4 of 2006: Declaration of Bidders Past SCM Practices-(SBD8), Instruction Note 33 of 2011: Enhancing Compliance Monitoring and Improving Transparency and Accountability in Supply Chain Management: Declaration of Interest (SBD4), Practice Note 2010, Prohibition of Restrictive Practices (SBD9), Section 4 (1) (b) (iii) of the Competitions Act No. 89 of 1998 as amended together with its associated regulations, The Prevention and Combat of Corrupt Activities Act, No 12 of 2004 and regulations pertaining to the tender defaulter's register, paragraph 16A9 of the National Treasury Regulations and/or any other applicable legislation.
2. All prospective bidders intending to do business with the institution must be registered on the Central Supplier Database (CSD) and the Western Cape Supplier Evidence Bank (WCSEB) if they wish to do business with the Western Cape Government (WCG) via the Electronic Procurement Solution (EPS).

3. Definitions

"Bid" means a bidder's response to an institution's invitation to participate in a procurement process which may include a bid, price quotation or proposal;

"Bid rigging (or collusive bidding)" occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors;

"Business interest" means -

- (a) a right or entitlement to share in profits, revenue or assets of an entity;
- (b) a real or personal right in property;
- (c) a right to remuneration or any other private gain or benefit,
- (d) or includes any interest contemplated in paragraphs (a), (b) or (c) acquired through an intermediary and any potential interest in terms of any of those paragraphs;

"Consortium or Joint Venture" 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;

"CSD" means the Central Supplier Database maintained by National Treasury;

"Employee", in relation to –

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(a) a department, means a person contemplated in section 8 of the Public Service Act, 1994 (Proclamation 103 of 1994) but excludes a person appointed in terms of section 12A of the Act; and

(b) a public entity, means a person employed by the public entity;

“Entity” means any –

(a) association of persons, whether incorporated or registered in terms of any law, including a company, corporation, trust, partnership, close corporation, joint venture or consortium; or

(b) sole proprietorship;

“Entity conducting business with the Institution” means an entity that contracts or applies or tenders for the sale, lease or supply of goods or services to the Province;

“Family member” means a person’s -

(a) spouse; or

(b) child, parent, brother or sister, whether such a relationship results from birth, marriage or adoption or some other legal arrangement (as the case may be);

“Intermediary” means a person through whom an interest is acquired, and includes a representative or agent or any other person who has been granted authority to act on behalf of another person;

“Institution” means -

a provincial department or provincial public entity listed in Schedule 3C of the Act;

“Provincial Government Western Cape (PGWC)” means -

(a) the Institution of the Western Cape, and

(b) a provincial public entity;

“RWOPS” means -

Remunerative Work Outside the Public Service;

“Spouse” means a person’s -

(a) partner in marriage or civil union according to legislation;

(b) partner in a customary union according to indigenous law; or

(c) partner with whom he or she cohabits and who is publicly acknowledged by the person as his or her life partner, or permanent companion;

4. Regulation 13 (c) of the Public Service Regulations (PSR) 2016, effective 1 February 2017, prohibits any employee from conducting business with an organ of state, or holding a directorship in a public or private company doing business with an

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organ of state unless the employee is a director (in an official capacity) of a company listed in schedules 2 and 3 of the Public Finance Management Act.

(a) Therefore, by 31 January 2017 all employees who are conducting business with and organ of state should either have:

(i) resigned as an employee of the government institution or;

(ii) cease conducting business with an organ of state or;

(iii) resign as a director/shareholder/owner/member of an entity that conducts business with an organ of state.

5. Any legal person, or their family members, may make an offer or offers in terms of this invitation to bid. In view of potential conflict of interest, in the event that the resulting bid, or part thereof, be awarded to family members or persons employed by an organ of state, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where the bidder is employed by the Institution;

6. The bid of any bidder may be disregarded if that bidder or any of its directors have abused the institution’s supply chain management system; committed fraud or any other improper conduct in relation to such system; or failed to perform on any previous contract.

7. Section 4 (1) (b) (iii) of the Competitions Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging). Collusive bidding is a prohibition *per se*, meaning that it cannot be justified on any grounds.

8. Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:

(a) disregard the bid of any bidder if that bidder, or any of its directors have abuse the institution’s supply chain management system and or committed fraud or any other improper conduct in relation to such system.

(b) cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.

9. Communication between partners in a joint venture or consortium will not be construed as collusive bidding.

10. 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 Competitions 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 Activilengths Act, No 12 of 2004 or any other applicable legislation.

SECTION A: DETAILS OF THE ENTITY

| | | |
|------------|-------------------------|------------|
| A1. | CSD Registration Number | MAAA |
|------------|-------------------------|------------|

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| | | |
|------------|---|--|
| A2. | Name of the Entity | |
| A3. | Entity registration number (where applicable) | |
| A4. | Entity Type | |
| A5. | Tax Reference Number | |
| A6. | Full details of directors, shareholder, member, partner, trustee, sole proprietor or any persons with a right or entitlement to share in profits, revenue or assets of an entity, must be disclosed in the Table A below. | |

| TABLE A | | | | |
|------------------|---|--------------------|----------------------------|-----------------------------|
| FULL NAME | DESIGNATION Where a director is a shareholder, both should be confirmed | IDENTITY NO | PERSONAL TAX REF NO | % INTEREST IN ENTITY |
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SECTION B: DECLARATION OF THE BIDDER’S INTEREST

The Supply Chain Management system of an institution must, irrespective of the procurement process followed, prohibit any award to an employee of state, who either individually or as a director of a public or private company or a member of a close corporation, seek to conduct business with the WCG, unless such employee is in an official capacity as director or a company listed in Schedule 2 or 3 of the PFMA as prescribed by the Public Service Regulation 13(c).

Furthermore, an employee employed by an organ of state conducting remunerative work outside public enterprise should first obtain necessary approval (RWOP), failure to submit proof of such authority, where applicable, may result in the disciplinary action.

| | | | |
|------------|---|----|-----|
| B1. | Are any persons listed in Table A identified on the CSD as employees of an organ of state? <i>(If yes, refer to Public Service Circular EIM 1/2016 to exercise the listed actions)</i> | NO | YES |
| B2. | Are any employees of the entity also employees of an organ of state? <i>(If yes, complete Table B and attached their approved “RWOP”)</i> | NO | YES |
| B3. | Are any family members of the persons listed in Table A employees of an organ of state? <i>(If yes, complete Table B)</i> | NO | YES |

| FULL NAME OF INSTITUTION EMPLOYEE | IDENTITY NO | DEPARTMENT / ENTITY OF EMPLOYMENT | DESIGNATION/ RELATIONSHIP TO BIDDER | INSTITUTION EMPLOYEE NO/PERSAL NO Indicate if not known |
|-----------------------------------|-------------|-----------------------------------|-------------------------------------|--|
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SECTION C: PERFORMANCE MANAGEMENT AND BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

To enable the prospective bidder to provide evidence of past and current performance with the Institution.

| | | | |
|------------|---|----|-----|
| C1. | Did the entity conduct business with the Institution in the last twelve months? <i>(If yes, complete Table C)</i> | NO | YES |
|------------|---|----|-----|

TABLE C

Complete the table below to the maximum of the last 5 contracts.

| NAME OF CONTRACTOR | PROVINCIAL DEPT/ PROVINCIAL ENTITY | TYPE OF SERVICES OR COMMODITY | CONTRACT/ ORDER NO | PERIOD OF CONTRACT | VALUE OF CONTRACT | |
|--------------------|--|----------------------------------|-----------------------|-----------------------|----------------------|-----|
| | | | | | | |
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| C3. | Is the entity or its principals listed on the National Database as companies or persons prohibited from doing business with the public sector? | | | | NO | YES |

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| | | | | |
|-----|---|-----|-----|-----|
| C4. | <p>Is the entity or its principals listed on the National Treasury Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004?</p> <p><i>To access this Register enter the National Treasury's website, www.treasury.gov.za, click on the icon "Register for Tender Defaulters" or submit your written request for a hard copy of the Register to facsimile number (012) 3265445.</i></p> | NO | YES | |
| C5. | <p>If you replied yes to C3 or C4, were you informed in writing about the listing on the database of restricted suppliers or Register for Tender Defaulters by National Treasury?</p> | N/A | NO | YES |
| C6. | <p>Was the entity or persons listed in Table A convicted for fraud or corruption during the past five years in a court of law, including a court outside the Republic of South Africa?</p> | NO | YES | |
| C7 | <p>Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?</p> | NO | YES | |

SECTION D: DULY AUTHORISED REPRESENTATIVE TO DEPOSE TO AFFIDAVIT

The form should be signed by a duly authorised representative of the entity before a commissioner of oaths.

I, _____ hereby swear/affirm;

- i that the information disclosed above is true and accurate;
- ii that I understand the content of the document;
- iii that the entity undertakes to independently arrive at any offer at any time to the Institution without any consultation, communication, agreement or arrangement with any competitor. In addition, that there will be no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to the Institution.
- iv that the entity or its representative is aware of and undertakes not to disclose the terms of any bid, formal or informal, directly or indirectly, to any competitor, prior to the awarding of the contract.

DULY AUTHORISED REPRESENTATIVE'S

SIGNATURE

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1. I certify that before administering the oath/affirmation, I asked the deponent the following questions and wrote down his/her answers in his/her presence:

1.1 Do you know and understand the contents of the declaration? ANSWER: _____

1.2 Do you have any objection to taking the prescribed oath? ANSWER: _____

1.3 Do you consider the prescribed oath to be binding on your conscience? ANSWER: _____

1.4 Do you want to make an affirmation? ANSWER: _____

2. I certify that the deponent has acknowledged that he/she knows and understands the contents of this declaration, which was sworn to/affirmed before me and the deponent's signature/thumbprint/mark was place thereon in my presence.

SIGNATURE

FULL NAMES

Commissioner of Oaths

Designation (rank) _____ ex officio: Republic of South Africa

Date: _____

Place: _____

Business Address: _____

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WCBD 5

This document must be signed and submitted together with your bid

THE NATIONAL INDUSTRIAL PARTICIPATION PROGRAMME

INTRODUCTION

The National Industrial Participation (NIP) Programme, which is applicable to all government procurement contracts that have an imported content, became effective on 1 September 1996. The NIP policy and guidelines were fully endorsed by Cabinet on 30 April 1997. In terms of the Cabinet decision, all state and parastatal purchases / lease contracts (for goods, works and services) entered into after this date, are subject to the NIP requirements. NIP is obligatory and therefore must be complied with. The Industrial Participation Secretariat (IPS) of the Department of Trade and Industry (DTI) is charged with the responsibility of administering the programme.

1. PILLARS OF THE PROGRAMME

1.1 The NIP obligation is benchmarked on the imported content of the contract. Any contract having an imported content equal to or exceeding US \$10 million will have an NIP obligation. This threshold of US \$10 million can be reached as follows:

(i) Any single contract with imported content exceeding US \$10 million;

or

(ii) Multiple contracts for the same goods, works or services each with imported content exceeding US \$3 million awarded to one seller over a 2-year period which in total exceeds US \$10 million;

or

(iii) A contract with a renewable clause, where should the option be exercised the total value of the imported content will exceed US \$10 million.

or

(iv) Multiple suppliers of the same goods, works or services under the same contract, where the value of the imported content of each allocation is equal to or exceeds US \$3 million worth of goods, works or services to the same government institution, which in total over a two (2) year period exceeds US \$10 million.

1.2 The NIP obligation applicable to suppliers in respect of sub-paragraphs 1.1 (a) to 1.1 (c) above will amount to 30% of the imported content whilst suppliers in respect of paragraph 1.1 (d) shall incur 30% of the total NIP obligation on a *pro-rata* basis.

1.3 To satisfy the NIP obligation, the DTI would negotiate and conclude agreements such as investments, joint ventures, sub-contracting, licensee production, export promotion, sourcing arrangements and research and development (R & D) with partners or suppliers.

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1.4 A period of seven years has been identified as the time frame in which to discharge the obligation.

2. REQUIREMENTS OF THE DEPARTMENT OF TRADE AND INDUSTRY

2.1 In order to ensure effective implementation of the programme, successful bidders (contractors) are required to, immediately after the award of a contract that is in excess of **R10 million** (ten million Rands), submit details of such a contract to the DTI for reporting purposes.

2.2 The purpose for reporting details of contracts in excess of the amount of R10 million (ten million Rands) is to cater for multiple contracts of the same goods, works or services; renewable contracts and multiple suppliers for the same goods, works or services under the same contract as provided for in paragraphs 1.1. (b) to 1.1. (d) above.

2.3 For bids above R10 million, accounting officer's authorities are required to obtain clearance from the Department of Trade and Industry regarding the National Industrial participation Programme prior to the award of any bid in excess of R10 million (ten million rands).

3. BID SUBMISSION AND CONTRACT REPORTING REQUIREMENTS OF BIDDERS AND SUCCESSFUL BIDDERS (CONTRACTORS)

3.1 Bidders are required to sign and submit this Standard Bidding Document (SBD5) together with the bid on the closing date and time.

3.2 In order to accommodate multiple contracts for the same goods, works or services; renewable contracts and multiple suppliers for the same goods, works or services under the same contracts as indicated in sub-paragraphs 1.1 (b) to 1.1 (d) above and to enable the DTI in determining the NIP obligation, successful bidders (contractors) are required, immediately after being officially notified about any successful bid with a value in excess of R10 million (ten million Rands), to contact and furnish the DTI with the following information:

- Bid / contract number
- Description of the goods, works or services.
- Date on which the contract was accepted.
- Name, address and contact details of the government institution.
- Value of the contract.
- Imported content.
- Imported content of the contract, if possible

3.3 The information required in paragraph 3.2 above must be sent to the Department of Trade and Industry, Private Bag X 84, Pretoria, 0001 for the attention of Mr Elias Malapane within five (5) working days after award of the contract. Mr Malapane may be contacted on telephone (012) 394 1401. Facsimile (012) 394 2401 or e-mail at Elias@thedti.gov.za for further details about the programme.

4. PROCESS TO SATISFY THE NIP OBLIGATION

4.1 Once the successful bidder (contractor) has made contact with and furnished the DTI with the information required, the following steps will be followed:

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- (a) The contractor and the DTI will determine the NIP obligation;
- (b) The contractor and the DTI will sign the NIP obligation agreement;
- (c) The contractor will submit a performance guarantee to the DTI;
- (d) The contractor will submit a business concept for consideration and approval by the DTI;
- (e) Upon approval of the business concept by the DTI, the contractor will submit detailed business plans outlining the business concepts;
- (f) The contractor will implement the business plans; and
- (g) The contractor will submit bi-annual progress reports on approved plans to the DTI.

4.2 The NIP obligation agreement is between the DTI and the successful bidder (contractor) and, therefore, does not involve the purchasing institution.

| | |
|-----------------------------|------------------------------|
| Bid Number | Closing Date |
| Name of bidder | |
| Postal address | |
| | |
| Signature | Name (in print) |
| Date | |

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WCBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017 AND CODES OF GOOD PRACTICE

This preference form must form part of all bids 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 (TENDERERS) MUST STUDY THE BROAD BASED BLACK ECONOMIC EMPOWERMENT ACT AND THE CODES OF GOOD PRACTICE

1. DEFINITIONS

- 1.1 **“acceptable tender”** means any tender which, in all respects, complies with the specifications and conditions of tender as set out in the tender document.
- 1.2 **“affidavit”** is a type of verified statement or showing, or in other words, it contains a verification, meaning it is under oath or penalty of perjury, and this serves as evidence to its veracity and is required for court proceedings.
- 1.3 **“all applicable taxes”** includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies;
- 1.4 **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- 1.5 **“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;
- 1.6 **“bid”** means a written offer on the official bid documents or invitation of price quotations and “tender” is the act of bidding /tendering; *(Therefore in the context of the 2017 regulations “bidder” and “tenderer” have the same meaning*
- 1.7 **“Code of Good Practice”** means the generic codes or the sector codes as the case may be;
- 1.8 **“consortium or joint venture”** 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;
- 1.9 **“contract”** means the agreement that results from the acceptance of a bid by an organ of state;
- 1.10 **“EME”** is an Exempted Micro Enterprise with an annual total revenue of R10 million or less.
- 1.11 **“Firm price”** means the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax, which, in terms of the law or regulation, is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;
- 1.12 **“functionality”** means the ability of a tenderer to provide goods or services in accordance with specification as set out in the

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tender documents;

- 1.13 “**Large Enterprise**” is any enterprise with an annual total revenue above R50 million;
- 1.14 “**non-firm prices**” means all prices other than “firm” prices;
- 1.15 “**person**” includes a juristic person;
- 1.16 “**price**” includes all applicable taxes less all unconditional discounts;
- 1.17 “**proof of B-BBEE status level contributor**” means-
- (a) The B-BBEE status level certificate issued by an authorized body or person;
 - (b) A sworn affidavit as prescribed in terms of the B-BBEE Codes of Good Practice; or
 - (c) Any other requirement prescribed in terms of the Broad- Based Black Economic Empowerment Act.
- 1.18 **QSE** is a Qualifying Small Enterprise with an annual total revenue between R10 million and R50 million;
- 1.19 “**rand value**” means the total estimated value of a contract in Rand, calculated at the time of the tender invitation;
- 1.20 “**sub-contract**” means the primary contractor’s assigning, leasing, making out work to, or employing, another person to support such primary contractor in the execution of part of a project in terms of the contract;
- 1.21 “**the Act**” means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000);
- 1.22 “**the Regulations**” means the Preferential Procurement Regulations, 2017;
- 1.23 “**total revenue**” bears the same meaning assigned to this expression in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act and promulgated in the *Government Gazette on 11 October 2013*;
- 1.24 “**trust**” means the arrangement through which the property of one person is made over or bequeathed to a trustee to administer such property for the benefit of another person; and
- 1.25 “**trustee**” means any person, including the founder of a trust, to whom property is bequeathed in order for such property to be administered for the benefit of another person.

2. GENERAL CONDITIONS

2.1 The following preference point systems is applicable to all bids:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included) and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

2.2 Preference point system for this bid:

The value of this bid is estimated to exceed R50 000 000 (all applicable taxes included) and therefore the 90/10 preference point system shall be applicable.

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2.3 Preference points for this bid shall be awarded for:

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

2.4 The maximum points for this bid are allocated as follows:

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

2.5 Failure on the part of a bidder to fill in, sign this form and submit in the circumstances prescribed in the Codes of Good Practice either a B-BBEE Verification Certificate issued by a Verification Agency accredited by the South African Accreditation System (SANAS) or an affidavit confirming annual total revenue and level of black ownership together with the bid or an affidavit issued by Companies Intellectual Property Commission, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

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

3 ADJUDICATION USING A POINT SYSTEM

3.1 Subject to Regulation 11 of the Regulations, the bidder obtaining **the highest number of total points** will be awarded the contract.

3.2 A tenderer must submit proof of its B-BBEE status level of contributor in order to claim points for B-BBEE.

3.3 A tenderer failing to submit proof of B-BBEE status level of contributor or is a non-compliant contributor to B-BBEE will not be disqualified but will only score:

- (a) points out of 80 for price; and
- (b) 0 points out of 20 for B-BBEE

3.4 Points scored must be rounded off to the nearest 2 decimal places.

3.5 In the event that two or more bids have scored equal total points, the successful bid must be the one scoring the highest number of preference points for B-BBEE.

3.6 When functionality is part of the evaluation process and two or more bids have scored equal total points including equal preference points for B-BBEE, the successful bid must be the one scoring the highest points for functionality.

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3.7 Should two or more bids be equal in all respects; the award shall be decided by the drawing of lots.

4. POINTS AWARDED FOR PRICE

4.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEM

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20

90/10

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right) \quad \text{or} \quad P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = Points scored for price of bid under consideration

P_t = Price of tender under consideration

P_{\min} = Price of lowest acceptable tender

5. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTION

5.1 In terms of Regulation 6 (2) and 7 (2) of the 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) | Number of points (90/10 system) |
|------------------------------------|---------------------------------|---------------------------------|
| 1 | 20 | 10 |
| 2 | 18 | 9 |
| 3 | 14 | 6 |
| 4 | 12 | 5 |
| 5 | 8 | 4 |
| 6 | 6 | 3 |
| 7 | 4 | 2 |
| 8 | 2 | 1 |
| Non-compliant contributor | 0 | 0 |

5.2 An *EME* must submit a valid, originally certified affidavit confirming annual turnover and level of black ownership or an

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95.

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affidavit issued by Companies Intellectual Property Commission

- 5.3 A *QSE that is less than 51% (50% or less) black owned* must be verified in terms of the QSE scorecard issued via Government Gazette and submit a valid, original or a legible certified copy of a B-BBEE Verification Certificate issued by SANAS.
- 5.4 A *QSE that is at least 51% black owned (51% or higher)* must submit a valid, originally certified affidavit confirming turnover and level of black ownership as well as declare its empowering status or an affidavit issued by Companies Intellectual Property Commission.
- 5.5 A *large enterprise* must submit a valid, original or originally certified copy of a B-BBEE Verification Certificate issued by a verification agency accredited by SANAS.
- 5.6 A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.
- 5.7 A trust, consortium or joint venture (including unincorporated consortia and joint ventures) must submit a consolidated B-BBEE status level verification certificate for every separate tender.
- 5.8 Tertiary institutions and public entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.
- 5.9 A tenderer may not be awarded points for B-BBEE status level of contributor if the bid documents indicate that the tenderer intends sub-contracting more than 25% of the value of the contract to any other person not qualifying for at least the points that such a tenderer qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.
- 5.10 A tenderer awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level of contributor than the person concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.

6. BID DECLARATION

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

7. BBEE STATUS LEVEL OF CONTRIBUTION CLAIMED IN TERMS OF PARAGRAPH 5

7.1 B-BBEE Status Level of Contribution = (*maximum of 20 points*)

(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 5.1 and must be substantiated by means of a B-BBEE certificate issued by a Verification Agency accredited by SANAS or an affidavit confirming annual total revenue and level of black ownership in terms of the relevant sector code applicable to the tender.

8. SUB-CONTRACTING

8.1 Will any portion of the contract be sub-contracted? **YES / NO** (*delete which is not applicable*)

8.1.1 If yes, indicate:

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- (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?
- (v) whether the sub-contractor is an EME or QSE? **YES / NO** (delete which is not applicable)

8.1.2 Sub-contracting relates to a **particular** contract and if sub-contracting is applicable, the bidder to state in their response to a particular RFQ that a portion of that contract will be sub-contracted.

9. DECLARATION WITH REGARD TO COMPANY/FIRM

- 9.1 Name of company/ entity:
- 9.2 VAT registration number:
- 9.3 Company Registration number:

9.4 *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-BBEE status level of contribution indicated in paragraph 7 above, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:*

- (a) *The Western Cape Government reserves the right to audit the B-BBEE status claim submitted by the bidder.*
- (b) *As set out in Section 130 of the B-BBEE Act as amended, any misrepresentation constitutes a criminal offence. A person commits an offence if that person knowingly:*
 - (i) *misrepresents or attempts to misrepresent the B-BBEE status of an enterprise;*
 - (ii) *provides false information or misrepresents information to a B-BBEE Verification Professional in order to secure a particular B-BBEE status or any benefit associated with compliance to the B-BBEE Act;*
 - (iii) *provides false information or misrepresents information relevant to assessing the B-BBEE status of an enterprise to any organ of state or public entity; or*
 - (iv) *engages in a fronting practice.*
- (c) *If a B-BBEE verification professional or any procurement officer or other official of an organ of state or public entity becomes aware of the commission of, or any attempt to commit any offence referred to in paragraph 9.1 (a) above will be reported to an appropriate law enforcement agency for investigation.*
- (d) *Any person convicted of an offence by a court is liable in the case of contravention of 9.4 (b) to a fine or to imprisonment for a period not exceeding 10 years or to both a fine and such imprisonment or, if the convicted person is not a natural person to a fine not exceeding 10% of its annual turnover.*
- (e) *The purchaser may, if it becomes aware that a bidder may have obtained its B-BBEE status level of*

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contribution on a fraudulent basis, investigate the matter. Should the investigation warrant a restriction be imposed, this will be referred to the National Treasury for investigation, processing and imposing the restriction on the National Treasury's List of Restricted Suppliers. The bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, may be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the audi alteram partem (hear the other side) rule has been applied.

- (f) *The purchaser may, in addition to any other remedy it may have –*
 - (i) *disqualify the person from the bidding process;*
 - (ii) *recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;*
 - (iii) *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; and*
 - (iv) *forward the matter for criminal prosecution.*
- (g) *The information furnished is true and correct.*
- (h) *The preference points claimed are in accordance with the General Conditions as indicated in paragraph 2 of this form.*

SIGNATURE(S) OF THE BIDDER(S):

DATE:

ADDRESS:

.....

WITNESSES:

1.

2.

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SWORN AFFIDAVIT – B-BBEE QUALIFYING SMALL ENTERPRISE

I, the undersigned,

| | |
|--------------------------------|--|
| Full name & Surname | |
| Identity number | |

Hereby declare under oath as follows:

1. The contents of this statement are to the best of my knowledge a true reflection of the facts.
2. I am a member / director / owner of the following enterprise and am duly authorised to act on its behalf:

| | |
|----------------------------|--|
| Enterprise Name | |
| Trading Name | |
| Registration Number | |
| Enterprise Address | |

3. I hereby declare under oath that:

- The enterprise is _____ % black owned;
- The enterprise is _____ % black woman owned;
- Based on the management accounts and other information available on the _____ financial year, the income did not exceed R50,000,000.00 (fifty million rands);
- The entity is an Empowering Supplier in terms of Clause 3.3 (a) or (b) or (c) or (d) or as amended 3.3 (e) (**select one**) _____ of the dti Codes of Good Practice.
- Please confirm on the table below the B-BBEE level contributor, **by ticking the applicable box.**

| | | |
|---|---|--|
| 100% black owned | Level One (135% B-BBEE procurement recognition) | |
| More than 51% black owned | Level Two (125% B-BBEE procurement recognition) | |
| (a) At least 25% of cost of sales, (excluding labour costs and depreciation) must be procurement from local producers or suppliers in South Africa; for the services industry include labour costs but capped at 15%. | (b) Job Creation – 50% of jobs created are for black people, provided that the number of black employees in the immediate prior verified B-BBEE measurement is maintained | |
| (c) At least 25% transformation of raw material / beneficiation which include local manufacturing, production and /or assembly, and/ or packaging | (d) At least 12 days per annum of productivity deployed in assisting QSE and EME beneficiaries to increase their operation or financial capacity | |
| (e) At least 85% of labour costs should be paid to South African employees by service industry entities. | | |

4. I know and understand the contents of this affidavit and I have no objection to take the prescribed oath and consider the oath binding on my conscience and on the owners of the enterprise which I represent in this matter.

5. The sworn affidavit will be valid for a period of 12 months from the date signed by commissioner.

Deponent Signature: _____

Date: _____

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 Commissioner of Oaths
 Signature & stamp

CHECKLIST FOR SERVICES BIDS

The presence of incomplete and/or unsigned and/or absent documents from bid offers have become an unfortunate tendency since the inception of new bid forms in January 2004.

It has become increasingly noticeable that bidders are unaware of the importance of the various bid documents. The finalisations of bids are significantly delayed by the Department's resultant efforts to obtain the information/signatures/absent documents.

The purpose of this checklist is to:

- highlight all critical documents that constitute a complete bid and provide some general instructions for their completion,
- provide bidders with a final opportunity to ensure that all these critical documents are PROPERLY COMPLETED and INCLUDED in their final offer, and
- enable this office to verify that bidders have attempted to ensure that all required documents in their offer have been completed/signed/included.

Please read this checklist in conjunction with the content of the relevant form in each case.

**Note: Bidders should mark the relevant boxes under the heading " Bidders" with X, please.
 The Boxes under "Health" will be used to verify replies at this office.
 Bidders must complete this checklist and include it in their bid documents, please.**

| | Bidder | |
|---|--------|----|
| | Yes | No |
| <i>The Special Conditions of bid document provides general instructions regarding critical aspects of the bid process including the provision of samples, testing and inspection of products, statement of supplies, quantities required, delivery rates, provision of prices, use of price increase formulae, payment and negotiations.</i> | | |
| Have you indicated whether your delivery period is firm, whether your bid price will remain firm in all respects for the duration of the contract and whether your prices will be subject to exchange rate variations by circling YES or NO in the relevant paragraphs? | | |
| Have you indicated your delivery rate per week and month and discounts offered on individual orders of various values by completing the relevant paragraphs? | | |
| WCBD 1 constitutes the formalisation of the bidder's bid and failure to complete and sign it in full may render the bid invalid. | | |
| Form WCBD 1, INVITATION TO BID : Have you completed all aspects of this form FULLY, including the YES/NO questions? Have you provided a SIGNATURE and indication of the signatory's capacity? Did you remember to include your B-BEE status level verification certificate? | | |
| WCBD 3 forms constitute a bidder's offer for a product/service. Bidders must ONLY include completed WCBD 3 forms for products/services on which they have made ACTUAL offers (i.e. bidders should NOT include blank WCBD 3 forms in their offer, please). | | |
| Form WCBD 3.1 : Have you provided your company name, bid, number, BID PRICE including VAT and ensured that you have quoted for the correct unit of supply? Have you completed the questionnaire under the table with your prices in full? | | |
| FIRM prices - Form WCBD 3.1/2 : Have you furnished all information regarding prices subject to <u>rate of exchange variations</u> in the table provided? | | |
| NON-FIRM prices – Form WCBD 3.1/2 : Have you furnished all information regarding prices subject to <u>proven adjustments</u> in the table provided and included as annexures all other relevant details? | | |
| Amended WCBD 6.1 has two purposes. Firstly it is an introduction to terms and definitions used to explain the use of a points system to recommend bids. This form also contains formulae for calculations used during points adjudications. | | |
| Secondly Amended WCBD 6.1 is used by bidders to claim points for being classified as B-BBEE contributor. Bidders are required to provide an original or a certified copy of a B-BBEE certificate issued by a verification body accredited by SANAS. | | |
| Have you read and SIGNED the declaration in paragraph 9.8, provided TWO WITNESS SIGNATURES and your company address? | | |
| Have you completed the Sworn Affidavit – BBEE Qualifying Small Enterprise? | | |

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Other general instructions:

The *General Conditions of Contract* is intended to draw special attention to general conditions applicable to government bids, contracts and orders and to ensure that bidders are familiar with the rights and obligations of all parties involved in doing business with Government. **Bidders must not include the General Conditions of Contract in their bid offers, please.**

Bidders are advised against including bulky product brochures, extensive company profiles and empowerment initiatives in their bid offers **unless they are requested specifically elsewhere in the bid documents, or have a direct influence on the bidder's offer.**

Please sign this checklist as confirmation that it has been read and completed. The signatory shall be the person who signs the **WCBD1 Invitation to Bid** form for and on behalf of the bidder.

Print name

Signature

Capacity of signatory (manager, director, etc.)

THANK YOU FOR THE TIME AND EFFORT SPENT TO COMPLETE THIS CHECKLIST FULLY AND ACCURATELY

For Head Office use only – Verification of information provided by bidder

Responsible official – print name

Signature and rank

Date

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GENERAL CONDITIONS OF CONTRACT

The purpose of this document is to:

Draw special attention to certain general conditions applicable to government bids, contracts and orders; and

To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

The General Conditions of Contract will form part of all bid documents and may not be amended.

Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

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| General Conditions of Contract | |
|---------------------------------------|---|
| 1. Definitions | 1. The following terms shall be interpreted as indicated: |
| | 1.1 “Closing time” means the date and hour specified in the bidding documents for the receipt of bids. |
| | 1.2 “Contract” means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein. |
| | 1.3 “Contract price” means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations. |
| | 1.4 “Corrupt practice” means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution. |
| | 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally. |
| | 1.6 “Country of origin” means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its |

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| | |
|------|---|
| | components. |
| 1.7 | “Day” means calendar day. |
| 1.8 | “Delivery” means delivery in compliance of the conditions of the contract or order. |
| 1.9 | “Delivery ex stock” means immediate delivery directly from stock actually on hand. |
| 1.10 | “Delivery into consignees store or to his site” means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained. |
| 1.11 | "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA. |
| 1.12 | ”Force majeure” means an event beyond the control of the supplier and not involving the supplier’s fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. |
| 1.13 | “Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition. |
| 1.14 | “GCC” means the General Conditions of Contract. |
| 1.15 | “Goods” means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract. |
| 1.16 | “Imported content” means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling |

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| | |
|-----------------------|---|
| | charges to the factory in the Republic where the supplies covered by the bid will be manufactured. |
| | 1.17 “Local content” means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place. |
| | 1.18 “Manufacture” means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities. |
| | 1.19 “Order” means an official written order issued for the supply of goods or works or the rendering of a service. |
| | 1.20 “Project site,” where applicable, means the place indicated in bidding documents. |
| | 1.21 “Purchaser” means the organization purchasing the goods. |
| | 1.22 “Republic” means the Republic of South Africa. |
| | 1.23 “SCC” means the Special Conditions of Contract. |
| | 1.24 “Services” means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract. |
| | 1.25 “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing. |
| 2. Application | 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents. |
| | 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works. |
| | 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply. |
| | 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not |

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| | | |
|--|-----|---|
| 3. General | | be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged |
| | 3.2 | With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za |
| 4. Standards | 4.1 | The goods supplied shall conform to the standards mentioned in the bidding documents and specifications. |
| 5. Use of contract documents and information; inspection. | 5.1 | The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance. |
| | 5.2 | The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract. |
| | 5.3 | Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser. |
| | 5.4 | The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser. |
| 6. Patent rights | 6.1 | The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser. |
| 7. Performance security | 7.1 | Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC. |
| | 7.2 | The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his |

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| | obligations under the contract. |
| | 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms: |
| | (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser’s country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or a cashier’s or certified cheque. |
| | 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier’s performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC. |
| 8. Inspections, tests and analyses | 8.1 All pre-bidding testing will be for the account of the bidder. |
| | 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department. |
| | 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned. |
| | 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser. |
| | 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier |
| | 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected. |

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| | <p>8.7 Any contract supplies may on or after delivery be inspected, tested or analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.</p> |
| | <p>8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.</p> |
| <p>9. Packing</p> | <p>9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.</p> |
| | <p>9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.</p> |
| <p>10. Delivery and documents</p> | <p>10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC</p> |
| | <p>10.2 Documents to be submitted by the supplier are specified in SCC</p> |
| <p>11. Insurance</p> | <p>11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.</p> |

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| <p>12. Transportation</p> | <p>12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.</p> |
| <p>13. Incidental services</p> | <p>13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:</p> <p>(a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;</p> <p>(b) furnishing of tools required for assembly and/or maintenance of the supplied goods</p> <p>(c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;</p> <p>(d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and</p> <p>(e) training of the purchaser’s personnel, at the supplier’s plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.</p> <p>13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.</p> |
| <p>14. Spare parts</p> | <p>14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:</p> <p>(a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and</p> <p>(b) in the event of termination of production of the spare parts:</p> <p>(i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and</p> |

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| | (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested |
| 15. Warranty | 15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination. |
| | 15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC. |
| | 15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty. |
| | 15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser. |
| | 15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract. |
| 16. Payment | 16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC. |
| | 16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract. |
| | 16.3 Payments shall be made promptly by the purchaser, but in no case later than |

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| | thirty (30) days after submission of an invoice or claim by the supplier. |
| | 16.4 Payment will be made in Rand unless otherwise stipulated in SCC. |
| 17. Prices | 17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser’s request for bid validity extension, as the case may be. |
| 18. Contract amendments | 18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned. |
| 19. Assignment | 19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser’s prior written consent. |
| 20. Subcontracts | 20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract. |
| 21. Delays in the supplier’s performance | 21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract. |
| | 21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier’s notice, the purchaser shall evaluate the situation and may at his extend the supplier’s time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract. |
| | 21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority. |
| | 21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier’s point of supply is not situated at or near the place where the supplies are required, or the supplier’s services are not readily available. |

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| | <p>21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.</p> |
| | <p>21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier’s expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.</p> |
| <p>22. Penalties</p> | <p>22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.</p> |
| <p>23. Termination for default</p> | <p>23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:</p> <p>(a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;</p> <p>b) if the Supplier fails to perform any other obligation(s) under the contract; or</p> <p>(c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.</p> <p>23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the</p> |

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| | | supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated. |
| 24. Anti-dumping and countervailing duties and rights | 24.1 | When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him |
| 25. Force Majeure | 25.1 | Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure. |
| | 25.2 | If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event. |
| 26. Termination for insolvency | 26.1 | The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser. |
| 27. Settlement of disputes | 27.1 | If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference |

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| | by mutual consultation. |
| | 27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party. |
| | 27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law. |
| | 27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC. |
| | 27.5 Notwithstanding any reference to mediation and/or court proceedings herein, |
| | (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and |
| | (b) the purchaser shall pay the supplier any monies due the supplier. |
| 28. Limitation of liability | 28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6; |
| | (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and |
| | (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment. |
| 29. Governing language | 29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English. |
| 30. Applicable law | 30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC. |

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| 31. Notices | 31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice |
| | 31.2 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice |
| | 31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice. |
| 32. Taxes and duties | 32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country. |
| | 32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser. |
| | 32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services. |
| 33. National Industrial Participation (NIP) Programme | 33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation. |
| 34 Prohibition of Restrictive practices | 34.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging). |
| | 34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission |

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| | for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998. |
| 34.3 | If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned. |

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ANNEXURE G

CHECKLIST

TECHNICAL CAPABILITIES TO BE CONDUCTED AT SITE INSPECTION

NAME OF BUSINESS :
 DATE :
 CONTACT PERSON :

NOTE: THE COMMENTS WILL FORM PART OF THE EVALUATION OF OFFERS RECEIVED AND WILL FORM PART OF THE ACCEPTANCE / NON ACCEPTANCE OF THE BID OFFERS

| SUMMARY OF ASPECTS EVALUATED | | SUMMARY OF PROCEDURES ANALYSIS |
|-------------------------------------|----------------------------|---------------------------------------|
| 1 | Transportation of linen | |
| 2 | Sorting and classification | |
| 3 | Washing machines | |
| 4 | Tumble dryers | |
| 5 | Ironers | |
| 6 | Press equipment | |
| 7 | Tunnel finishers | |
| 8 | Storage of finished goods | |
| 9 | Staff training | |
| 10 | Customer liaison | |
| 11 | Linen Management System | |

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Checklist continued.....

NOTE: THE COMMENTS WILL FORM PART OF THE EVALUATION OFFERS AND WILL FORM PART OF THE ACCEPTANCE / NON-ACCEPTANCE OF THE BID OFFERS

| SECTION 1: TRANSPORTATION OF LINEN | | | |
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| | Requirement | Bidders response Comply / do not comply | Evaluation / site inspection comment |
| 1 | Exterior cleanliness | | |
| 2 | Interior cleanliness | | |
| 3 | Vehicle cleaning and disinfection | | |
| 4 | Separation of linen | | |
| 5 | Work containers | | |
| 6 | Packing of incoming work | | |
| 7 | Van drivers | | |
| 8 | Vehicle size and security | | |
| SECTION 2: SORTING AND CLASSIFICATION OF SOILED LINEN | | | |
| | Requirement | Bidders response Comply / do not comply | Evaluation / site inspection result - comment |
| 1 | Cleanliness of sorting area | | |
| 2 | Handling of work from vehicle | | |
| 3 | Large enough two separate entrances for the loading and off-loading soiled and clean linen on the premises | | |
| 4 | Storage of soiled work | | |
| 5 | Written procedure | | |

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| 6 | Work handling and sorting | | |
| 7 | Classification of work item type | | |
| 8 | Classification of work type fabric | | |
| 9 | Classification of soiling levels | | |
| 10 | Classification of colour | | |
| 11 | Classification of user | | |

Checklist continued.....

NOTE: THE COMMENTS WILL FORM PART OF THE EVALUATION OFFERS AND WILL FORM PART OF THE ACCEPTANCE / NON ACCEPTANCE OF THE BID OFFERS

| SECTION 3: WASHING MACHINES | | | |
|------------------------------------|------------------------------------|--|--|
| | Requirement | Bidders response Comply / do not comply | Evaluation / site inspection result - comment |
| 2 | Cleanliness of equipment | | |
| 3 | Condition of machinery | | |
| 4 | Written procedures | | |
| 5 | Process design: machine load | | |
| 6 | Process design: wash time | | |
| 7 | Process design: temperature | | |
| 8 | Process design: chemicals | | |
| 9 | Process design: dip levels | | |
| 10 | Process design: extraction | | |
| 11 | Process design: titration | | |
| 12 | Process design: test pieces | | |
| 13 | Process design: reflectance | | |
| 14 | Process design: moisture retention | | |

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| 15 | Working practices: handling | | |
| 16 | Rewash procedure | | |
| 17 | Operator knowledge | | |

Checklist continued.....

NOTE: THE COMMENTS WILL FORM PART OF THE EVALUATION OFFERS AND WILL FORM PART OF THE ACCEPTANCE / NON ACCEPTANCE OF THE BID OFFERS

SECTION 4: TUMBLE DRYERS

| | Requirement | Bidders response Comply / do not comply | Evaluation / site inspection result - comment |
|----|--------------------------------|--|--|
| 1 | Cleanliness of work area | | |
| 2 | Condition of machine | | |
| 3 | Maintenance and op. status | | |
| 4 | Written procedures | | |
| 5 | Process design: temperature | | |
| 6 | Drying times | | |
| 7 | Conditioning time | | |
| 8 | Cool down time | | |
| 9 | Moisture retention/drying time | | |
| 10 | Working practice | | |
| 11 | Finished article handling | | |
| 12 | Inspection of article | | |
| 13 | Operator knowledge | | |

SECTION 5: IRONERS

| | Requirement | Bidders response | Evaluation / site inspection |
|--|-------------|------------------|------------------------------|
|--|-------------|------------------|------------------------------|

If you know of any corrupt, fraudulent or collusive actions in the Institution, please report it by calling the National Hotline 0800 701 701.

GSH: PT134/2021 – BID FOR THE PROVISION OF AN INDUSTRIAL SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD.

| | | Comply / do not comply | result - comment |
|----|----------------------------------|-------------------------------|-------------------------|
| 1 | Cleanliness of work area | | |
| 2 | Cleanliness of equipment | | |
| 3 | Condition of machines | | |
| 4 | Maintenance and op. status | | |
| 5 | Folder condition and status | | |
| 6 | Written procedure | | |
| 7 | Process design: waxing | | |
| 8 | Storage of wax sheet | | |
| 9 | Process design: ironer speed | | |
| 10 | Temperature | | |
| 11 | Roll bed pressure | | |
| 12 | Roll clothing size | | |
| 13 | Moisture retention: feeding area | | |
| 14 | Handling procedure: feeding | | |
| 15 | Finished article handling | | |
| 16 | Inspection of article | | |
| 17 | Operator knowledge | | |

SECTION 6: PRESS EQUIPMENT

| | Requirement | Bidders response Comply / do not comply | Evaluation / site inspection result - comment |
|---|----------------------------|--|--|
| 1 | Cleanliness of work area | | |
| 2 | Cleanliness of equipment | | |
| 3 | Condition of machines | | |
| 4 | Maintenance and op. status | | |

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| | | | |
|----|---------------------------|--|--|
| 5 | Written procedure | | |
| 6 | Handling procedures | | |
| 7 | Process control | | |
| 8 | Finished article handling | | |
| 9 | Inspection of article | | |
| 10 | Operator knowledge | | |

SECTION 7: TUNNEL FINISHER

| | Requirement | Bidders response Comply / do not comply | Evaluation / site inspection result - comment |
|----|-----------------------------|--|--|
| 1 | Cleanliness of work area | | |
| 2 | Cleanliness of equipment | | |
| 3 | Condition of equipment | | |
| 4 | Maintenance and op. status | | |
| 5 | Written procedure | | |
| 6 | Process design: speed | | |
| 7 | Temperature | | |
| 8 | Free steam | | |
| 9 | Handling procedure: loading | | |
| 10 | Finished article handling | | |
| 11 | Inspection of article | | |
| 12 | Operator knowledge | | |

SECTION 8: STORAGE OF FINISHED GOODS

| | Requirement | Bidders response Comply / do not comply | Evaluation / site inspection result - comment |
|---|-------------------------------|--|--|
| 1 | Segregation of classification | | |

If you know of any corrupt, fraudulent or collusive actions in the Institution, please report it by calling the National Hotline 0800 701 701.

GSH: PT134/2021 – BID FOR THE PROVISION OF AN INDUSTRIAL SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD.

| | | | |
|-------------------------------------|----------------------------------|--|--|
| 2 | Storage of packed finished items | | |
| 3 | Packed quantities | | |
| SECTION 9: STAFF TRAINING | | | |
| | Requirement | Bidders response Comply / do not comply | Evaluation / site inspection result - comment |
| 1 | On the job training | | |
| 2 | Written training procedure | | |
| 3 | Monitoring procedures | | |
| SECTION 10: CUSTOMER LIAISON | | | |
| | Requirement | Bidders response Comply / do not comply | Evaluation / site inspection result - comment |
| 1 | Formal complaints procedure | | |
| 2 | Monitoring customer demands | | |
| 3 | Liaison meetings | | |

Checklist continued.....

NOTE: THE COMMENTS WILL FORM PART OF THE EVALUATION OFFERS AND WILL FORM PART OF THE ACCEPTANCE / NON-ACCEPTANCE OF THE BID OFFERS

| | | | |
|--|--------------------------|--|--|
| SECTION 11: LINEN MANAGEMENT SYSTEM | | | |
| | Requirement | Bidders response Comply / do not comply | Evaluation / site inspection result - comment |
| 1 | System development stage | | |
| 2 | System suitability | | |
| 3 | System reliability | | |
| 4 | Hardware suitability | | |
| 5 | Software suitability | | |
| 6 | Data manipulation | | |

If you know of any corrupt, fraudulent or collusive actions in the Institution, please report it by calling the National Hotline 0800 701 701.

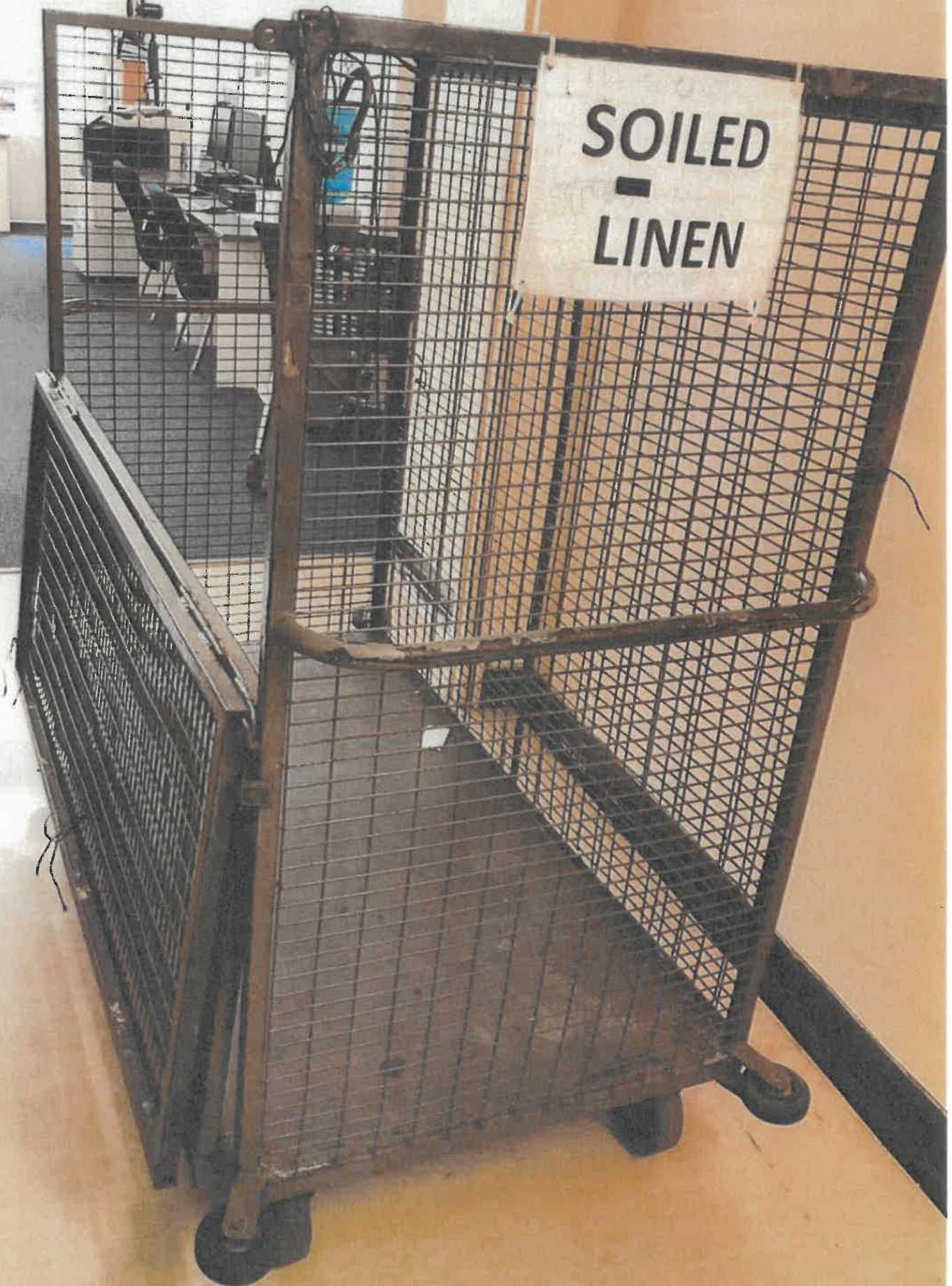
GSH: PT134/2021 – BID FOR THE PROVISION OF AN INDUSTRIAL SERVICE FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS, INCLUSIVE OF MANAGEMENT SERVICE (FOR WHITE, THEATRE / GREEN LINEN AND OTHER MISCELLANEOUS LINEN ITEMS) WHICH INCLUDES TRANSPORT TO GROOTE SCHUUR HOSPITAL FOR A THREE (3) YEAR PERIOD.

| | | | |
|----|--|--|--|
| | ability/flexibility | | |
| 7 | Standard report availability | | |
| 8 | Electronic data transfer | | |
| 9 | System analyst/operator/development skills | | |
| 10 | Licenses | | |

END OF CHECKLIST

If you know of any corrupt, fraudulent or collusive actions in the Institution, please report it by calling the National Hotline 0800 701 701.

ANNEXURE H



125



126



**CLEAN
LINEN**

**SOILED
-
LINEN**

128
100



LINEN MANAGEMENT AND CONTROL POLICY

October 2017

| Version: 1.0 | | | |
|--------------------------|---|-----------|------|
| APPROVED BY | | | |
| NAME | DESIGNATION | SIGNATURE | DATE |
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| Dr. L. Angeletti-du Toit | Chief Director: Infrastructure & Technical Management | | |
| Dr. E. Engelbrecht | Head of Department | | |

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Definitions

| Term | Definition |
|---------------------------------|--|
| Bag | Refers to laundry bag as per Table A. |
| Becquerel | The becquerel is the derived unit of radioactivity in the International System of Units (SI), symbolized Bq and equal to one disintegration or nuclear transformation per second. |
| Central laundry | A large laundry where different healthcare institutions' linen is processed. |
| Clean linen | Linen that has not been used since it was last laundered and that has not been in close proximity to a patient or stored in a contaminated environment. |
| Condemned linen | Heavily stained, torn and rough washed linen which is not suitable for patient use |
| Contaminated linen | Linen which has been soiled with blood, body fluids or other potentially infectious materials or that may contain sharps. |
| Contaminated Environment | The introduction into the environment of microorganisms, chemicals, toxic substances, wastes or waste water in a concentration that makes the environment medium (water, air and/or soil) unfit for its next intended use (consumption, crop production, habitation). |
| Disinfectant | Chemical agent that kills or inhibits most vegetative forms of pathogen and other micro-organisms on inanimate surfaces, but not all bacterial and fungal spores, mycobacteria, rickettsia or viruses. |
| Fouled linen | Soiled linen that is fouled with body fluids, but not limited to blood and faeces. All fouled linen is potentially infected and should be handled as such. |
| Hand hygiene | Hand hygiene is defined as any method that removes or destroys microorganisms on hands. It is well-documented that the most important measure for preventing the spread of pathogens is effective hand washing. Alcohol rub may be used if the hands are not visibly soiled and will serve the same purpose. |
| Heat labile fabrics | Alteration or destruction of linen when exposed to high temperatures. |
| Infectious linen | Linen used in the care of patients with communicable diseases or colonised/infected with multidrug – resistant organisms (patients must be nursed with isolation precautions). |
| Infested linen | Linen that is contaminated with parasites, such as scabies, lice, fleas and bedbugs. |

| Term | Definition |
|---|--|
| Laundry | Facility or premises where linen undergoes a wet process. |
| Linen | Linen articles and garments made from linen or similar textile, such as cotton or manmade fibres |
| Linen audit team | The component of the Technical Support Directorate - |
| Laundry Services | Sub-directorate responsible for linen auditing. |
| Linen losses | Losses are those that are not retrievable – this includes deliberate and inadvertent theft, linen that is disposed into general waste receptacles, instead of linen hampers after use, and linen that is misused and which is thus removed from service prematurely. |
| Low Radioactive/Hazardous linen (below 74 Becquerel's) | Linen that has been exposed to chemical contamination, anti-neoplastic drugs or radio isotopes. |
| On-Premises laundry | A designated area on the premises of an institution where the linen is processed. |
| Other potentially infectious materials | For the purposes of this policy, a term referring to: <ul style="list-style-type: none"> (1) The following: human body fluids: semen, vaginal secretions, excreta, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, any body fluid that is visibly contaminated with blood, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids; (2) And any unfixed tissue or organ [other than intact skin] from a human [living or dead]. |
| Outsourced laundry | A private laundry institution where linen is processed. |
| Personal protective equipment | Specialized clothing or equipment worn by an employee for protection against a hazard. |
| Sluicing | Rinsing of linen that is contaminated with blood, body fluids or adhering solids in a washing machine before laundry. |
| Soiled sorting department | The designated work area within the healthcare facility where linen is sorted |
| Soiled linen | Any linen that has been in contact with a patient or been used, is deemed to be soiled. |

| Term | Definition |
|--|--|
| Standard precautions ¹ | The minimum level of IPC precautions based on risk assessment of a procedure or procedures, for the care and protection of patients and healthcare workers. It is applied to any patient regardless of their diagnosis or presumed infectious state. |
| User department | The healthcare facility customer and ultimately the end-user of linen (i.e. healthcare workers and/or patients). |

¹ Previously referred to as "universal precautions"

Acronyms

| Acronym | Full Form |
|---------|-------------------------------------|
| Bq | Becquerel |
| CEO | Chief Executive Office |
| EMS | Emergency Medical Services |
| FPS | Forensic Pathology Services |
| FIFO | First-in First-out |
| GSH | Groote Schuur Hospital |
| HCW | Health Care Workers |
| IPC | Infection Prevention and Control |
| IUSS | Infrastructure Unit Support Systems |
| OHS | Occupational Health and Safety |
| OHSA | Occupational Health and Safety Act |
| PHC | Primary Health Care |
| PPE | Personal Protective Equipment |
| SANS | South African National Standards |
| SCM | Supply Chain Management |
| SI | International System of Units |
| SOP | Standard Operating Procedure |
| TBH | Tygerberg Hospital |
| TEXCO | Top Executive Committee |
| ToR | Terms of Reference |
| WCGH | Western Cape Government: Health |

1. Purpose

Towards the achievement of National Core Standards, the National Minister of Health has stated that the importance of providing quality health services is non-negotiable. Better quality of care is fundamental to improving patient and staff confidence in the public health care system. Linked to this statement, the Linen Management and Control Policy was developed to set out basic principles and associated guidelines.

The *Linen Management and Control* policy is aimed at:

- Reducing the risk to patients and staff associated with the use and handling of linen that is potentially contaminated with an infectious agent as well the prevention of re-contamination of clean linen.
- Outlining strategies to improve control measures for the management of linen.
- Ensuring the definition and standardisation of linen classification, as well as the measures to be taken for appropriate segregation, transportation and handling of all categories of linen.
- Ensuring that appropriate systems are implemented for the effective management and control of linen by improving leadership and accountability within WCGH healthcare facilities

2. Scope

The policy is applicable to all heads of facilities, managers and staff that are utilizing, managing and controlling linen within WCGH.

3. Objectives

- To provide clear standards for management and control of linen across all levels of healthcare within the WCGH.
- Define and standardise linen classification and appropriate handling of linen in each category.
- To provide minimum standards for infection prevention, control and occupational health and safety measures.
- To implement appropriate measures to reduce linen losses.

4. Relevant legislation, policies, documents, manuals

- National Health Act, No.61 of 2003;
- Occupational Health and Safety Act 85 of 1993 & Regulations;
- South African National Standards 101 46 of 2012;
- National Core Standards for the Health Establishment in South Africa, National Department of Health, 2011;
- Limited Contract WCGH 521/2014: Supply of linen to Healthcare institutions within the WCGH for a five year period: 01 March 2015 – 28 February 2020;

- Memorandum of Agreement for the Supply of Linen to Healthcare Institutions within the WCGH;
- Infrastructure Unit Support Systems (IUSS) Health Facility Guide: Laundry and Linen Department;
- WCGH 474/2014: Provisioning of Laundry Services to various healthcare facilities in the Eden District for a five (5) year period;
- Provincial Infection Prevention and Control Policy, 2006, PGWC;
- Occupational Health and Safety Policy, PGWC. Circular HI 22/2002;
- Accounting Officer's System Chapter 22 (Disposal Management);
- Accounting Officer System's Chapter 2.7 (Disposal Committee);
- Delegation of powers A14.

5. Principles & Procedures

5.1 Handling of all Linen

- All staff handling soiled linen must wear appropriate PPE.
- Appropriate hygiene must be practiced (hands should be cleaned with either disinfectant soap and water, or disinfectant gel) before and after handling linen.
- All linen bagged to comply with Colour Code Classification for Laundry and as per SANS 10146 of 2012 – See Table A.

5.2 Clean Linen

- Clean linen must be stored in a locked designated area.
- Clean linen must be protected from dirt, dust and water splashing.
- Dedicated trolleys, linen stores or cupboards must be used to prevent moisture damage, contamination and mould.
- Clean linen must not be stored on the floor or in a dirty area or where there is contamination with dust and dirt.
- Clean linen must not be stockpiled on open shelves in bathrooms, treatment rooms or any other area where contamination is likely to occur.
- Clean linen must be rotated in order to be used before the new batch has been delivered from the laundry – FIFO principle.
- Clean linen must be transported and handled in a manner that prevents contamination.

5.3 Soiled Linen

- Soiled linen can be contaminated with human skin scales, and substances that may contain micro-organisms.
- Soiled linen must be handled in a manner that protects patients, staff and others from cross infection.
- Soiled linen must be placed in polyester bags as close to "point of use" as possible.
- Staff must not carry bundles of soiled linen in order to prevent cross infection.
- Soiled linen must not be placed directly on floors in the clinical areas.
- Staff sorting soiled linen must wear PPE at all times.
- Soiled linen must not be shaken or vigorously handled.

- Soiled linen must always be separated when stripping beds so that any foreign objects (e.g. sharps, syringes etc.) can be identified and dealt with appropriately.
- Soiled linen must be placed in linen bags and sealed securely.
- Bags must be sealed when no more than $\frac{3}{4}$ full and must weigh no more than 25 kg, which is the maximum measure to prevent injuries, bags must be weighed with a scale if staff are uncertain of the actual weight.
- After handling soiled linen, PPE shall be immediately discarded into waste or linen container, and hand hygiene performed.
- Soiled linen must be transported in a bag on a designated trolley at all the times.
- Care shall be taken not to transport soiled linen through clinical areas from one area through another.
- Soiled linen shall be stored in a designated area.
- Soiled linen must be stored securely (i.e. not in public areas) until collected.
- Soiled linen must be stored in an area with washable finishes on wall and a washable floor.

5.4 Fouled Linen

- The blood, excreta or bloody tissues must be removed in the dirty utility area.
- The fouled linen must be placed in yellow water – soluble colour coded plastic bag, as prescribed in the SANS 10146: 2012.
- Sluicing must not be done at the ward level, only solids needs to be removed.
- Fouled linen must be sluiced at a designated area at the facility before transit to the laundry.
- Where sluice facilities are not available, fouled linen must be placed in a yellow plastic bag, kept moist and not be allowed to dry.
- The yellow bag must be placed inside the polyester bags.
- Buff tags are to be attached to the white polyester, recording the following:
 - Ward Name;
 - Ward Number;
 - Unique Bag Number;
 - Date.

5.5 Infectious Linen

- Staff safety must be ensured to prevent the transmission of organisms within the healthcare facility.
- Infectious linen must be placed in a red colour coded plastic bag.
- This linen must not be sent to the laundry.
- Infectious linen must be disposed of in accordance with the Health Care Waste Management: Health Care Risk Waste Segregation and Packaging Circular (HCWM 01/2016).
- Infectious linen must be handled as hazardous waste and must be kept in isolation, before being incinerated.
- Full details of linen stock must be sent to the Sub Directorate: Laundry Services in writing, for record keeping and also to ensure future replacement of disposed linen.

5.6 Infested Linen

- Place infested linen in a yellow plastic bag.
- Place into a second yellow plastic bag (double bagging) and ensure that it is tightly sealed
- Label the bag: Infested linen.
- Do not fumigate the linen.
- Keep the bags sealed for 5 days before sending to the laundry for processing.
- If the linen is also fouled, it must be handled according to Section 5.4.

5.7 Low Radioactive/Hazardous linen²

- Low radioactive / hazardous linen is only applicable to the three Central Hospitals³ and must be handled according to the prescribed procedures as prescribed down by the specific hospital, before sending it to the laundry.
- All linen from the patient should be checked using a radiation monitor before disposal to guard against the loss of radioactive sources. The person carrying out these checks should be suitably trained. When this linen is declared free from radiation, it can be treated as soiled linen.

5.8 Condemned Linen

- Condemned linen (heavily stained, torn, rough) linen not suitable for staff and patient use shall be identified and placed in a clear plastic bag labelled as "Unfit for Use", and be disposed according Supply Chain Management Disposal processes.
- Linen that is repairable must be sent for mending and reintroduced into the linen system.

5.9 Private Patient Clothing

- Non-standard items included on the ward list will not be laundered at the Central Laundry or the service provider. This is the responsibility of the facility.
- For example, clothing issued by psychiatric units to patients in order to ensure identification of in-patients. This linen must be washed at the healthcare facility with the use of normal domestic laundry equipment.

6. Storage

6.1 Clean Linen (Central Laundries / Linen Banks / Wards / EMS / FPS/PHC)

- Clean linen must be stored in a designated storage area protected from dirt, dust and water splashing. The designated storage area must be kept secured (restricted area), clean and free from infestation by insects and rodents.
- Clean linen must be stored on shelves above floor level.
- Clean linen must be kept tidy to avoid contamination.

² Below 74 Becquerel's

³ Groote Schuur, Tygerberg and Red Cross War Memorial Children's Hospitals

6.2 Entry / Exit Points (pending collection /delivery)

- Where possible, separate entrances shall be used to collect soiled and deliver clean linen. In areas with a high turnover of linen it is imperative to ensure segregation of clean and dirty linen.

7. Transport

Soiled and fouled linen must be transported from wards/clinics/institutions to linen bank, or designated secured area and laundries (Central Laundries, On-Premises and Outsourced), as below.

Infected and infested linen must not be sent to the linen bank. Infected linen must be sent for incineration as per the HCRW policy.

Infested linen must be treated at ward level as in 5.6. first.

7.1 Internal transport requirements

Internal transport refers to transporting of laundry in and on the facility premises.

- Laundry trolleys with smooth, impermeable surfaces must be used for the transport of Laundry bags as per specifications outlined in the SOP.
- Staff collecting sealed bags containing soiled linen must use appropriate PPE.

Soiled linen and clean linen must not be transported in the same bag/receptacle/storage cage and trolley.

7.2 External (outdoor) transport requirements

- Vehicles used for the transportation of soiled linen from or within a healthcare facility must have an emergency number displayed, so that the relevant authority can be contacted in the event of emergency e.g. accidents.
- Vehicles are to be cleaned and disinfected after transport soiled linen, and before clean linen is transported in order to prevent the spread of organisms.

8. Accountability & Authority

8.1 Chief Directorate: Infrastructure and Technical Management

The Chief Directorate: Infrastructure and Technical Management is ultimately responsible for the development of policies, standard operating procedures and implementation thereof within the WCGH in relation to Laundry Services, and to report on linen quality, consumption, costs and losses to TEXCO and Monitoring and Evaluation.

8.2 Directorate: Engineering & Technical Support

The Directorate: Engineering & Technical Support is responsible for laundry services (in-house and outsourced).

8.3 Director: Laundry Services

The Sub Directorate: Laundry Services is responsible for rendering laundry and related technical support service to all health facilities (in-house and outsourced).

The Deputy Director: Laundry Services is the responsible manager of Laundry Services within WCGH. S/he has the ultimate responsibility to ensure that the management and control of laundry services, and the adequate supply of clean linen to the healthcare facilities, is performed according to all prescripts. S/he must ensure that:

- Central laundries provide appropriate, efficient and cost effective service to health facilities.
- Contractors, to whom the laundering services have been outsourced, conform and adhere to the specifications stipulated in their contracts.
- On-premises laundries provide appropriate, efficient and cost-effective service to health facilities.
- Adequate linen stocks are available throughout the WCGH.
- New Linen is procured economically, effectively, and efficiently.

8.4 Control Laundry Manager: Laundry Services

The Control Laundry Managers are the operational managers for the Tygerberg and Lentegeur Central laundries.

These managers are responsible for:

- Coordinating the line and staff functions of the two central laundries
- Ensuring optimum utilization of resources
- Implement strategies relating to the linen processing, deliveries and maintenance
- Management of operational costs which directly affect unit costs
- Management of the operational expenditure and administrative prescripts of the two central laundries
- Provision of Laundry Training for Management and Staff.

8.5 Control Laundry Manager: Linen Services

The Control Laundry Manager: Linen Service is responsible the Linen Auditing team – responsibilities include:

- Ensuring compliance with this policy and other related policies and prescripts, which form the basis of good practice, and for leading and driving a culture of safe and careful linen use at all healthcare facilities within the WCGH.
- Collection of monthly linen audit information from healthcare facilities within the WCGH.
- Ensuring that annual linen audits are performed at all WCGH healthcare facilities.

8.6 Laundry Coordinator: Support Services (Eden District)

This person is accountable to the Director of the Eden District. His / her functions and responsibilities include, but are not limited to, overseeing the management of the WCGH 474/2014: "Provisioning of Laundry Services to various healthcare facilities in the Eden District for a five (5) year period in order to sustain a quality linen product."

8.7 Heads of Institutions

The head of each institution is accountable for the effective implementation of this policy, management and control of health risks associated with linen, as well as linen losses within the organisation.

The head of the institution must appoint a person who will be responsible for:

- Ensuring adequate, effective and efficient linen management and control processes within the facility.
- Ensuring that all linen received from the laundry is of an acceptable quality.
- Managing linen stock levels.
- Complying with relevant legislation and prescripts.
- Ensuring that staff members are properly trained in handling linen.
- Monitoring compliance to this policy.
- Ensuring that the following reports are compiled and submitted to the Sub Directorate: Laundry Services timeously:
 - Monthly operational statistics report (items laundered per month); and
 - Quarterly report on condemning of linen.

8.8 Institutions with a dedicated Linen Manager (GSH and TBH)

Linen managers are responsible for the management and control of linen services at their respective institutions. They are responsible for the supervision of linen management staff and to liaise with the end-user and service provider regarding the quality of the linen service. This officer's responsibilities include:

- Ensure compliance to this policy, relevant legislation and prescripts.
- Leading and driving a culture for the safe and correct handling of linen at all levels of the facility.
- Allocate appropriate resources to adequately control risks associated with soiled, fouled, infested and infectious linen.
- Manage and control processes and procedures to mitigate the risk of linen losses.
- Management and control of condemning of linen.
- Ensure local risk assessments are carried out where necessary.
- Management and control of laundry and linen contracts, if applicable.

8.9 Institutions without Linen Managers on Staff Establishment

The head of the Institution, District Manager, or Sub-District Manager will appoint an official in writing as the official accountable for linen management for the institution, Sub-District, or District.

8.9.1 Operational Nursing Manager

The Operational Nursing Manager is responsible and accountable for linen management in the facility/department/ward, which will include, but will not be limited to:

- Ensure compliance to this policy, which forms the basis of good practice and for leading and driving a culture for the safe and careful use of linen at all levels of the organisation.

- Ensure that appropriate resources are allocated to adequately control risks associated with soiled, infectious and infested linen.
- Ensure that monthly stock taking of linen is implemented and report those figures to the CEO or the delegated person at the Facility.

8.10 Infection Prevention and Control (IPC) Practitioner at District and Sub-structure Level

An IPC Practitioner is a registered nurse who specializes in the prevention and control of infectious disease outbreaks and is responsible for:

- Providing staff training and awareness sessions on linen infection prevention and control measures.
- Implement all Infection Control Prevention Programmes in the hospital.
- Providing expert advice on the application of infection prevention pertaining to linen management and control in the care setting and on individual risk assessments as required.

8.11 Employees and Contract Staff

Contractors and their staff must familiarise themselves with the correct handling, control measures pertaining to linen.

All involved in the linen supply system must be made aware by their supervisors of their role in:

- The prevention of healthcare associated infection.
- Linen losses due to theft.
- Correct use and handling of linen and the safekeeping of it.

9. Procurement of Linen

The Department of Health, Sub-Directorate Laundry Services is responsible for the funding, purchasing and procurement of linen in order to:

- Replace condemned linen.
- Provide additional linen where there is a growing demand through patient intake, and;
- Address linen losses on an annual basis.

Linen must be purchased in accordance with Supply Chain Management procedures, and with specific reference to the Western Cape: Department of Health 521/2014 contract.

9.1 Issuing of Linen

All clean linen issued from the Central Laundries or Linen Banks to be issued in the following manner:

- Issued in a secured designated area;
- Proper record/supporting documentation to be kept outlining the details and quantities of linen issued to each institution.
- Supporting documentation to be checked to ensure proper verification thereof.
- Institutions to confirm receipt of issued linen.

9.2 Receiving of Clean Linen

- All clean linen shall be delivered at the linen bank of facilities with linen banks.
- All receipts at facilities that do not have a linen bank will be placed in a designated, secured area, as described (par. 6.1).

9.3 Stock Control

- Linen stock and issue levels must be constantly reviewed based on continuing usage pattern within each facility/department/ward and will be amended accordingly. An agreed facility/department/ward quantity list will be maintained and serviced by the designated linen person-in-charge at the ward/section with variation to quantity being communicated as instructed.
- A facility/department/ward may request additional quantities / items of linen in response to local ad hoc requirements. These may be via a formal request on a requisition to linen services staff when they are topping up the stock levels or by contacting the facility.
- Institutions shall have proper stock records for accurate identification of linen.
- Hospital linen staff must perform physical stock counts, monthly, as a control measure for each Ward/EMS/FPS/PHC facilities. Annual Stock counts will be performed by the Linen audit team.

9.4 Condemning of Linen

- This linen must be separated from useable linen and managed in accordance with the Accounting Officer's System Chapter 22: "DISPOSAL MANAGEMENT".
- The average lifespan for a piece of linen is three (3) years and dependant on the number of washes (average 300 wash-cycles), the extent and nature of how it is used and abused, it may be considered not fit for use.
- Proper record must be maintained of all condemned linen by the relevant institutions where condemning is done. Condemned linen must not be placed back into circulation and must be disposed of by the relevant institution as soon as the condemning process is finalised.
- Linen shall be condemned in the same manner as any other asset by the Facility's Condemning Committee as encompassed in the Accounting Officer's System Chapter 22. Condemned linen must be used for recycling purposes.

9.5 Linen losses

- Replacement of linen losses are based on comparing physical stock counts with stock records.
- The Sub-Directorate Laundry Services will be responsible for a threshold of 5% of the institutional linen loss per annum, beyond which, individual Institutions will bear the loss. This will be assessed on an annual basis, as part of the stock control audit, performed by the Linen Audit team.

10. Mitigation of Risks: Linen Contingency Plan

Linen contingency planning is the responsibility of the Sub-Directorate Laundry Services, who shall draft a contingency plan to provide uninterrupted operations and services in the event of any occurrence potentiating a serious disruption of operations. Such disruptions include, but are not limited to, loss of utilities, medical

emergencies, natural and/or man-made disasters, fire, inclement weather, work stoppages, major accidents.

10.1 Central Laundries

The contingency plan for linen, to be implemented for all Health facilities, shall include the following components:

- Plant and transportation contingency protocol,
- Call chain (response time)
- A list of backup laundry facilities,
- A backup source of textiles, and if needed
- The contingency plan to be regularly reviewed and updated.

10.2 On Premises / Outsourced laundries

- On Premises and Outsourced laundries must also be addressed in the Contingency Plan.

11. Training & Awareness

11.1 Training

All staff handling linen to receive appropriate training by the Sub-Directorate: Engineering Laundry Services and also by the Infection Prevention Control Practitioner, in order to ensure that they to carry out their duties efficiently and safely. This includes:

- Linen Management and Control Processes.
- Best practice in respect of sorting, collection, transportation, appropriate washing techniques, storage of linen, and the cleaning of laundry premises and areas where linen is stored.
- Training to operate specific laundry equipment that includes sluice machines, industrial washing machines and tumble dryers.
- General Health & Safety training pertaining to the risks for laundry staff should be arranged/ conducted by the Nurse practitioner/ designated person at a facility level.
- Infection Prevention and Control training, pertaining to the risks for laundry staff should be arranged/ conducted by the IPC coordinator/ designated person at facility level.

Within the first quarter of appointment, all new employees must undergo appropriate training as part of their induction program at facility level.

11.2 Monitoring Compliance and Effectiveness

Each institution must be responsible to conduct its own monthly stock count. This report must be submitted to the Head of the Healthcare facility on a monthly basis.

Healthcare Facilities must compile and submit a Quarterly report on the monthly condemning of linen at institutions, where applicable; this report must be submitted to their relevant sub-structure/district and then forwarded to the Sub-Directorate: Laundry Services.

Occupational Health and Safety Act compliance must be monitored by Occupational Health and Safety representatives of the respective institutions.

12. Security Measures

Linen is considered a valuable consumable (significant in terms of value, quantity and relevance) of the WCGH and must be managed with appropriate security measures.

- The linen holding stock must be reduced and kept to a minimum level according to the specific need of an institution.
- Stock levels must be checked monthly so that losses do not go undetected.

13. Laundry Bag Classification

Linen shall be sorted, segregated, counted and placed in colour-coded bags, at the point of generation in accordance with Table A (from the South African National Standards 101 46:2012).

| Category | Colour | Description | | Action |
|----------|---|---|--|--------------------------------------|
| | | As per SANS | As per WCGH | |
| A | Red with hazard label (see figure 1) | High-risk contamination, e.g. haemorrhagic fever | Infectious Linen | Incineration |
| B | Yellow(water soluble bags) | Contaminated linen, e.g. blood and body fluid | Fouled Linen | Placed unopened into washing machine |
| C | Yellow with hazard label (see figure 2) | Chemical contamination, e.g. antineoplastic drugs or radio-isotopes | Low Radioactive/Hazardous linen | Placed unopened into washing machine |
| D | White | Uncontaminated, soiled textile | Soiled linen | Sorted by hand |
| E | Clear | None | Heavily stained, torn and rough washed linen | Condemned linen |

Table A: Laundry Bag Classification

Bags, that must be procured by the institution, containing Category A Linen must bear the hazard label indicated in figure 1 for infectious substances.

/



Figure 1 — International infectious hazard label

Bags containing Category C Linen must bear the hazard label indicated in figure 2 for toxic Substances.



Figure 2 — Toxic hazard label

SOUTH AFRICAN NATIONAL STANDARD

Laundry

Part 1: Process management

WARNING
This document references other documents normatively.

SANS 10146-1:2019

Edition 1

Table of changes

| Change No. | Date | Scope |
|------------|------|-------|
| | | |

Foreword

This South African standard was prepared by National Committee SABS/TC 1042, *Laundry and dry cleaning processes*, in accordance with procedures of the South African Bureau of Standards, in compliance with annex 3 of the WTO/TBT agreement.

This document was published in xxxx 2019.

This document supersedes SANS 10146:2012 (edition 3.2).

SANS 10146 consists of the following parts, under the general title *Laundry*:

Part 1: Process management.

Part 2: Management.

A reference is made in 5.3.3 to the disposal of used plastic bags in accordance with "the relevant national legislation". In South Africa this means the National Environmental Laws Amendment Act, 2009 (Act No. 14 of 2009).

A reference is made in 6.1.3, 6.5.5 and 8.1.2 to disinfectants registered in accordance with "the relevant national legislation". In South Africa this means the National Regulator for Compulsory Specifications Act, 2008 (Act No. 5 of 2008).

A reference is made in 6.2.1 to laundry machinery in accordance with the relevant national legislation. In South Africa this means the Machinery and Occupational Safety Act, 1983 (Act No. 6 of 1983).

A reference is made in 6.5.5 (f) and 8.2.1 to accreditation of a laboratory by "the national accreditation authority". In South Africa this means the South African National Accreditation System (SANAS).

Annexes A and B are for information only.

Compliance with this document cannot confer immunity from legal obligations.

Introduction

A laundry is defined as any premises or facility where textiles undergo any cleansing and (or both) finishing (ironing, pressing or tumble drying) process where such cleansing or finishing process is either:-

- a) for financial gain and/or where such machinery used to provide the textile cleansing and (or both) finishing service is an integral part of another service that is provided for financial gain; or
- b) for processing textiles that have been used or intended for personal use or use in the 'Healthcare' sector, food sector (e.g. food processing, abattoirs etc.) or any medical, health or government facility.

Examples:

- (1) An On Premise Laundry (OPL) located in a hotel or hospital may, in itself, not generate income. However, the provision of a laundry service by the OPL to the hotel or hospital is an integral part of the main service provided by the hotel or hospital from which they derive financial gain.
- (2) A food manufacturer or abattoir OPL is providing an integral service to the core activity of the food manufacturer or abattoir that allows them to meet health and safety requirements and therefore process food sold for financial gain.

Certain laundry industry requirements and occurrences have made the application of this part of SANS 10146 essential, namely:

- a) the requirement to properly manage the technical operation of all laundry processes;
- b) the occurrence of many technological changes that have taken place in the industry, and the consequent proliferation of alternative types of equipment, chemicals and controls;
- c) the requirement for a document suitable for audit purposes that has been created by competent or renowned technical professionals in the laundry industry, applicable to any facility that falls within the definition of a laundry;
- d) the requirement to control the spread of infectious diseases (for example, Hepatitis B, HIV and viral haemorrhagic fevers) which places any person in contact with or in the vicinity of infected textiles at risk; and
- e) the requirement for guidelines that cover the entire textile usage cycle from point of consumer usage, the entire logistics and laundering process until the processed textile is returned to the consumer.

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Laundry

Part 1 **Process management**

1 Scope

1.1 This part of SANS 10146 specifies the requirements for the safe, effective and efficient management of all laundry processes.

1.2 This part of SANS 10146 does not cover the following classes of laundries that process only soiled personal items from households:

- a) household laundry; and
- b) self-serviced laundrettes.

2 Normative references

The following referenced documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies. Information on currently valid national and international standards can be obtained from the South African Bureau of Standards.

2.1 Standards

ASTM D859, *Standard test method for silica in water.*

ASTM D1126, *Standard test method for hardness in water.*

ASTM D5907, *Standard test methods for filterable matter (total dissolved solids) and nonfilterable matter (total suspended solids) in water.*

ISO 11737-1, *Sterilization of health care products – Microbiological methods – Part 1: Determination of a population of microorganisms on products.*

ISO 13934-1, *Textiles – Tensile properties of fabrics – Part 1: Determination of maximum force and elongation at maximum force using the strip method.*

ISO 8573-1, *Compressed air – Part 1: Contaminants and purity classes.*

SANS 241-1, *Drinking water – Part 1: Microbiological, physical, aesthetic and chemical determinants.*

SANS 651, *Low-foam laundry detergent (for use in automatic and non-automatic domestic washing machines).*

SANS 1044, *Industrial laundry detergents.*

SANS 4833/ISO 4833, *Microbiology of food and animal feeding stuffs – Horizontal method for the enumeration of microorganisms – Colony-count technique at 30 °C.*

SANS 5011/ISO 10523, *Water quality – Determination of pH.*

SANS 5197, *Water – Turbidity.*

SANS 5778, *Redeposition index of laundry detergents.*

SANS 5780, *Chemical damage to cotton fibres by laundry detergents.*

SANS 5781, *Water-insoluble matter content of laundry detergents.*

SANS 6888-1/ISO 6888-1, *Microbiology of food and animal feeding stuffs – Horizontal method for the enumeration of coagulase-positive staphylococci (Staphylococcus aureus and other species) –Part 1: Technique using Baird-Parker agar medium.*

SANS 7875-1/ISO 7875-1, *Water quality – Determination of surfactants – Part 1: Determination of anionic surfactants by measurement of the methylene blue index (MBAS).*

SANS 7887/ISO 7887, *Water quality – Examination and determination of colour.*

SANS 7954/ISO 7954, *Microbiology – General guidance for enumeration of yeasts and moulds – Colony count technique at 25 °C.*

SANS 10472-1/ISO10472-1, *Safety requirements for industrial laundry machinery – Part 1: Common requirements.*

SANS 10472-2/ISO10472-2, *Safety requirements for industrial laundry machinery – Part 2: Washing machines and washer-extractors.*

SANS 10472-3/ISO10472-3, *Safety requirements for industrial laundry machinery – Part 3: Washing tunnel lines including component machines.*

SANS 10472-4/ISO10472-4, *Safety requirements for industrial laundry machinery – Part 4: Air dryers.*

SANS 10472-5/ISO10472-5, *Safety requirements for industrial laundry machinery – Part 5: Flatwork ironers, feeders and folders.*

SANS 10472-6/ISO10472-6, *Safety requirements for industrial laundry machinery – Part 6: Ironing and fusing presses.*

SANS 11885/ISO 11885, *Water quality – Determination of selected elements by inductively coupled plasma optical emission spectrometry (ICP-OES).*

SANS 13934-1/ISO 13934-1, *Textiles – Tensile properties of fabrics – Part 1: Determination of maximum force and elongation at maximum force using the strip method.*

SANS 21528-2/ISO 21528-2, *Microbiology of food and animal feeding stuffs – Horizontal methods for the detection and enumeration of Enterobacteriaceae – Part 2: Colony-count method.*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

3.1

acceptable

acceptable to the authority administering this standard, or to the parties concluding the purchase contract, as relevant

3.2

acid

organic or inorganic chemical compound that contains bonded elemental hydrogen which ionizes in an aqueous solution and yields positively charged hydrogen ions

NOTE 1 The pH value of acids is between 0 and 7.

NOTE 2 Acids are used for various functions in the laundry process; for example, acids are sometimes used in the final rinse of a washing process to neutralize residual alkali, acids such as oxalic acid, dilute hydrofluoric acid, and are also used for specialist applications such as rust removal.

NOTE 3 Fatty acids are used to form soap.

3.3

alginate

fibres composed of salts of alginic acid normally used in the laundry for water soluble bags and (or both) stitching of such bags designed to contain foul or infected textiles that should not be handled

3.4

alkali

builder

alkaline salt (or combination of alkaline salts) used to increase the effectiveness of a soap powder or detergent by neutralising any acid soiling that may be present on the soiled textiles being washed

NOTE 1 The pH value of solutions of alkalis is between 7 and 14.

NOTE 2 Some common alkalis used in the laundry are Sodium Hydroxide, Potassium Hydroxide, Sodium Metasilicate (both crystalline and anhydrous), and Sodium Carbonate.

3.5

available chlorine

concentration of hypochlorite ions

NOTE Chlorine for bleaching purposes can be used either as

- a) an aqueous solution of sodium hypochlorite i.e. chlorine bleach, or
- b) granular dry powder format that only releases the chlorine once dissolved in an aqueous solution.

3.6

bacteriostat

chemical agent that stops bacteria from reproducing, while not necessarily killing them

3.7

bleach

chemical that whitens or lightens a textile by either oxidising or reducing colour

NOTE 1 Oxidising bleaches de-colourise staining matter by the addition of oxygen to the staining material.

NOTE 2 Reducing bleaches, for example, sodium hydrosulphite and sodium dithionite removes the oxygen content of stains on textiles thereby reducing the colour intensity of the stain.

3.8

bleaching

common method for stain removal which uses either oxygen or chlorine bleaches to de-colour stains, enhance whiteness and depending on concentration of bleach or temperature used may disinfect

3.9

bleed

loss of dye from a coloured fabric and/or transfer of dye from one fabric to another

3.10

breaking force

the measure of the ability of a fabric to resist breaking due to an applied tensile force

3.11

calender

ironer

mangle

machine that imparts a uniform, smooth finish to the textile through the application of pressure and heat to remove moisture from the textile by passing it between clothed rolls and a heated smooth metal surface

NOTE The clothed rolls can be heated or can have a vacuum applied to them.

3.12

chemical damage

tensile strength loss (TSL) due to chemical degradation of the fabric

NOTE Chemical damage is not limited to tensile strength loss alone, it can be as a result of colour change, loss of finish, texture change etc.

3.13

chemical disinfection

treatment of textiles with aqueous solutions of chemicals to significantly reduce or remove the number of microorganisms present in and on the fabric.

3.14

classification of soiled textiles

sorting of soiled textiles into various categories (based on colour, fibre content, type and degree of soiling, textile usage and finishing requirements) and appropriately sized batches to load into the washing machinery

3.15

conditioner

anti-static agent

substance applied to textile to impart a soft finish and, in certain instances, to reduce the build-up of static electricity in ironers and calendars

NOTE Conditioning of textile is the use of conditioners or anti-static agents to impart a soft finish to the textile and reduce the build-up of static electricity.

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3.16

continuous batch tunnel washing machine

CBTW machine

compartmentalised textile washing machine that employs an 'Archimedean screw principle in the drum design to transfer individual loads of textiles from one compartment to the next (after equal time intervals) throughout the machine

NOTE This may employ either or counter-flow or concurrent flow of water and wash liquors throughout the machine (except for standing bath compartments).

NOTE Such machines are normally controlled by microprocessors or pre-cut automatic process-control cards and are capable of a large volume throughput with minimal manual labour or intervention.

3.17

degree of loading

DoL

relationship between the mass of dry textiles loaded into a washing machine (per load) and the washing machine cylindrical volume expressed as gram dry weight of 100% cotton fabric per litre capacity (volume) of the washing machine's inner rotating basket

3.18

detergent

formulated cleansing agent that acts as a surfactant to remove soiling from the textile surface by suspending such soiling, dirt and impurities in the wash solution and hence allowing the suspended matter to be discharged to waste

3.19

dip

mean depth of water in the cage measured from the bottom of the outer cage in a washing machine that contains a solution-saturated wash load

NOTE When the washing machine is at rest, the dip is referred to as the "standing dip", and when in motion, as the "running dip".

3.20

disinfectant

agent (such as heat, radiation or chemical) that kills, neutralizes or inhibits most microorganisms that may cause disease

NOTE Sterilization will kill all microorganisms.

3.21

disinfection

process whereby pathogenic microorganisms are reduced to levels that are insufficient to cause human infection

3.22

dosing

addition of measured concentration or weight/volume of chemicals of known concentration at various stages of the washing programme

3.23

dry-fold

textile that is washed, dried and folded, and requires no pressing or any other finish

3.24

effluent

liquid waste from an industrial plant discharged to a sewage system

3.25

elasticity (of textiles)

ability of fibres, yarns, woven and knit fabrics to return to their original shape after being stretched

3.26

encrustation

build-up of organic or inorganic residues on the fabric, often caused by inadequate softening of water hardness or by detergent residues and by ineffective rinsing

NOTE This will cause discolouration, a rough handle and damage to the fabric.

3.27

extraction

removal of excess moisture from wet textiles by means of either centrifugal force (due to high-speed rotation), or by hydraulic compression (in a press)

3.28

fabric

cloth produced by weaving or knitting textile fibres

3.29

fatty acid

organic acid that reacts with an alkali to form a soap

3.30

feeder

aid to feed sheets and other textiles into an ironer or calender

3.31

felting

shrinkage and entanglement of the fibres of a woollen textile, usually due to a combination of excessive heating and /or mechanical action, or the use of high-pH alkali during the wash cycle

3.32

fibre

individual hair or filament of a textile made from animal, vegetable, synthetic, regenerated or mineral material

3.33

finish

finishing

final operation in the laundry processes, applied to clean textiles, such that they are restored as near as new as possible

EXAMPLE Prior to dispatch, ironing, pressing, tunnel finishing or dry-fold.

3.34

finishing area

dedicated areas within a laundry where cleaned textiles are dried, ironed, pressed, folded or passed through a finishing tunnel

NOTE The areas (or rooms) in a laundry are frequently named in accordance with the process undertaken in that area, for example, ironing room, calender room, tumbler room or press room.

3.35

finishing tunnel

cabinet structure through which garments pass whilst being exposed to live steam and hot dry air to remove wrinkles without recourse to pressing and dry the garments

NOTE A finishing tunnel is mostly used for cotton/polyester blends

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3.36

fluidity

ability of a fluid or substance to flow easily

NOTE 1 Fluidity is numerically the reciprocal of viscosity.

NOTE 2 A change in fluidity is a measure of the chemical damage of cellulosic materials.

3.37

folder

machine that automatically folds finished textiles

3.38

foul (textile)

unpleasant or offensive to the senses, containing malodour or objectionable soiling

3.39

handle

feel and texture of the textile and the way it drapes and is affected by the surface finish

NOTE Each fabric type has a unique handle that can be affected by the chemicals used in the laundry cycle and the various cleaning and finish processes. Incorrect processing can permanently damage the handle of certain textiles, for example the effect of excess mechanical action, alkali and temperature on a woollen item.

3.40

heat labile

textiles that denature when subjected to heat

3.41

idle

when the machinery is not in operation,

3.42

infested textile

linen that contains parasites such as lice or fleas

3.43

laminated fabric

fused fabric

two or more layers of fabric bonded together by an intervening film of cellulose binder coated with adhesive, e.g. collar or cuffs on a shirt

3.44

laundry

any premises or facility where textiles undergo any cleansing and (or both) finishing (ironing, pressing or tumble drying) process where such cleansing or finishing process is (See 'Introduction')

3.45

laundry process

procedures employed within a laundry whereby soiled textiles are laundered before being returned to the consumer in a clean, hygienic and aesthetically and functionally acceptable condition, i.e. fit for use

3.46

lint

short fibres created as a result of wear on textiles exposed to mechanical and/or chemical action that are lost from the fabric

3.47

mechanical wear

reduction in fabric strength owing to the mechanical action of the washing or finish process (or both)

3.48

membrane press

one-stage or two-stage moisture extraction unit, normally attached to a continuous batch tunnel washing machine, that squeezes moisture from the textile through the application of a membrane under high pressure

3.49

odour

objectionable smell in fabrics after laundering

3.50

optical brightener

fluorescers

organic dye that absorbs ultraviolet light and re-emits light in the visible spectrum (i.e. light that can be seen unaided by the human eye)

3.51

oxalic acid

solid crystalline organic acid used to remove metallic stains, especially iron or rust

3.52

packing area

packing room

designated area in a laundry where clean textiles are received from the laundry finishing departments to be, sorted, counted and packaged in accordance with the quantity indicated in the delivery note

3.53

peroxide

hydrogen peroxide

colourless, liquid chemical compound composed of hydrogen and oxygen that functions as an oxidizing agent

3.54

personal protective equipment

PPE

protective clothing

safety clothing and (or both) equipment for example goggles; gloves; face masks; overalls; respirator worn to minimize exposure to a variety of hazards

3.55

pH value

measure of how acidic or how alkaline a solution is relative to the pH scale where a pH value of 0 to 6 is acidic, a pH value of 7 is neutral and a pH value of 8 to 14 is alkaline

3.56

potable water

water that is safe for human consumption with a low risk of immediate or long term harm

3.57

point of origin

place where item comes from

3.58

press

finishing press

machine with a heated, polished or padded head that is used to finish garments and textiles

NOTE Various types of finishing presses available include scissor presses (hot-head or live-steam); cabinet presses and rotary presses.

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3.59

recovered water

liquid which is collected and used again in the process

NOTE The water may be filtered to remove suspended solids.

3.60

recycled water

liquid which is treated, to remove suspended and dissolved substances arising from wash chemicals and soil from the textiles, restoring it to meet the new requirements allowing its use for rinsing purposes (usually of white work)

3.61

reflectometer

battery operated optical instrument used to measure the whiteness reflectance of a white, smooth-finish textile

3.62

rinse

rinsing

operation designed to remove all suspended soil, soap, detergents and other cleaning compounds and residues (i.e. encrustation) from the textiles being laundered

3.63

scale

beige to grey precipitate deposited on the beds of ironers and on the inner parts of washing machines

3.64

sluicing

rinsing of foul or infected textiles prior to laundering designed to remove debris and particulate soiling from the textiles in dedicated washing machinery

NOTE 1 Sluicing should be at point of origin

NOTE 2 Sluicing is highly discouraged

3.65

soil redeposition

accumulation of loose or non-fast dyes and other colouring matter such as redeposited soiling onto textiles as a consequence of poor soil suspension

3.66

soil suspension

ability of a detergent solution to hold soil in suspension and to prevent it from being redeposited on the textiles being washed

3.67

sorting area

soiled textiles receiving room

dedicated area in a laundry where soiled textiles are received, counted, identified, classified and sorted in preparation for the cleaning process

3.68

sour

low pH acid to neutralize residual alkalinity after washing

3.69

**spot remover
stain remover**

spotting

agent applied to a textile to remove localised staining matter, or soiling from a textile - normally used in conjunction with mechanical action or brushing of the textile

3.70

starching

process as part of the final rinse stage of a wash process that, after finishing, leaves the garment with a stiff finish

NOTE Two starch types are used, i.e. rice, maize and potato derivatives for 100 % cotton, and PVA-based derivatives for synthetic and synthetic-blend textiles.

3.71

stock solution

aqueous solution of a chemical used at a specific concentration prepared for later use

3.72

surfactant

wetting agent

anionic, non-anionic and cationic substances that reduces the natural surface tension of water and assists the washing process by enabling the wash liquor to wet the textile

3.73

swatch

specifically sized textile sample of known fibre composition; thread count which may be soiled with a specific type and quantity of known soiling treatment used in measuring various aspects in the performance of a wash process

3.74

tensile strength

measure of the force required to break a certain sized textile sample when exposed to stretching or pulling when tested in accordance with SANS 13934-1

3.75

tensile strength loss

TSL

measure of the decrease in a textile's tensile strength, when compared to its initial tensile strength when new

NOTE Such loss of strength may be due to textile age, wear, inappropriate use, or chemical damage (see 3.66 for tensile strength definition)

3.76

textile

3.76.1

clean textile

fabric that is soiling and stain free; objectionable odour free and is hygienically clean

NOTE All clean textiles are handled in a packing area or room in the laundry.

3.76.2

contaminated textile

fabrics that have been in contact with, or in the presence of a hazardous substance or an infected person, object or area

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3.76.3

infected textile

any used textiles that are soiled with blood or any other body fluid or infectious disease/micro-organism

3.76.4

soiled textile

used fabric that contains any remaining substance on it after use (for example, dirt, chemicals, oil, body soiling)

3.77

protein fibres

animal fibres

textile fibres that contain animal protein in their structure, for example wool and silk or textile fibres that originate from animals

3.78

thermal disinfection

application of high temperature to a textile for a specified controlled period of time that results in the reduction of the number of pathogenic microorganisms present on the textile to an acceptable level which is unlikely to cause harm to or affect a healthy human

3.79

thermal shock

rapid cooling of synthetic and synthetic-blend textiles that 'freezes' the fabric to form permanent creases

3.80

thread

twisting together of two or more single, folded or cabled yarns

NOTE Threads are normally used to stitch or join together separate pieces of woven or knitted textiles.

3.81

total wear

overall breaking force

reduction in the breaking force of a test fabric after a specified number of washes when compared with the breaking force of the original unwashed test piece

NOTE A reduction in breaking force can be due to either chemical and mechanical wear or degradation caused by the wash process, and as a consequence of conditions of use and storage.

3.82

tumble-dryer

machine that removes moisture from damp textiles by the circulation of hot air and a rotating (tumbling) action of the textiles in a perforated cylinder that results in the evaporation of the moisture within the textiles

NOTE The circulating air can be heated by steam, gas, oil or electricity.

3.83

viscosity

resistance of fluids or substances to flow

3.84

washable

textile that can be washed without loss or change of colour or dimension (either shrinking or stretching) or detracting from the original properties of the item

3.85

wash cycle

process of cleaning textiles with the use of water, soap or detergent and other chemicals, temperature, time and mechanical action and then rinsed

3.86

washer-extractor

washing machine that, after completion of the wash process, removes excess water from the wet textile load by means of centrifugal force

NOTE Such centrifugal force (extract cycle) is normally restricted according to the machine type and manufacturer specifications. Only the duration and extract speed (based on inverted drive) cycle is variable and can be introduced at any stage during the wash cycle.

3.87

washing compound

mixture of chemicals added during the wash process to assist in the suspension and removal of soils

3.88

washing machine

appliance designed to wash soiled textiles by means of agitation in temperature-controlled wash solution, for a controlled amount of time, followed by rinsing.

NOTE Washing machines may be operated manually or by a predetermined automatic or semi-automatic control system that achieves predetermined water levels, temperature and chemicals additions or chemicals dosing. This includes the following:

- a) continuous batch washing machine; and
- b) conventional rotary washer or washer extractor (side or end loading).

3.89

water softener (system)

process used to remove calcium and magnesium ions from water and hence reduce the total hardness of water

3.90

water soluble bag

laundry plastic bag capable of dissolving in water

3.91

weave

interlacing of warp and weft (filling) yarns with each other to form a fabric

3.92

whiteness

whiteness retention

degree of light reflectance (when exposed to a controlled and constant light frequency) of a textile measured by a reflectometer

3.93

woven fabric

textile formed by weaving

3.94

yarn

substantial length and relatively small cross-section product that consists of fibres (synthetic or natural, or both) or filaments (or both), with or without twist

3.95

yellowing

gall-marking

yellow discolouration of a fabric caused when alkali or rust is allowed to dry into the fabric

NOTE Gall-marking often arises because of inadequate rinsing, rinsing with water that has hardness greater than 350 mg/kg of calcium carbonate (CaCO₃), or when washed textiles are left uncovered and moisture evaporates from the textiles before the application of the finish process.

4 General requirements (Staff)

4.1 All employees working in the laundry shall be provided with an appropriate overall, tabard or other suitable PPE and such PPE (if re-usable) shall be washed not less than two times weekly and subjected to a wash process that provides chemical and/or thermal disinfection.

4.2 All employees working with machinery shall undergo health and safety training on the use of such machinery and such training shall be documented and training procedures reviewed annually with all employees.

5 Sorting and packaging of textile

5.1 Classification of soiled textiles

Soiled textiles shall be classified.

An example of classification types includes the following groups:

- a) the degree of soiling, e.g. Lightly soiled, Medium soiled or Heavily soiled
- b) the type of soiling e.g. Oils/fats, Protein, Mineral
- c) the fibre composition, e.g. Cotton, Wool, polyester or blends thereof
- d) the finish applied, e.g. Pressing, tumble dry, Calender ironing
- e) colourfastness of the dye on the textile,
- f) the type of hazardous contamination, or
- g) the type of finish specified.

NOTE 1 Additional categories of classifications may be used, for example, by client.

NOTE 2 For additional information on care of different garments or textiles (see annex A).

5.2 General sorting and segregation requirements

5.2.1 All textiles received in the laundry shall be assumed to be infected and washable and shall be handled in accordance with 5.5.

5.2.2 At the 'point of use' healthcare textiles shall be sorted, segregated, counted and placed in colour-coded bags, bins, trolleys or other containers at the point of origin in accordance with table 1.

Table 1 — Sorting of textiles

| 1 | 2 | 3 | 4 |
|---|---|---|--------------------------------------|
| Category | Colour | Contamination | Action |
| A | Red with hazard label (see figure 1) | High-risk contamination, e.g. haemorrhagic fever | Incineration |
| B | Pink (water soluble bags) | High-risk contamination, e.g. blood and body fluid | Placed unopened into washing machine |
| C | Yellow with hazard label (see figure 2) | Chemical contamination, e.g. antineoplastic drugs or radio-isotopes | Placed unopened into washing machine |
| D | White | Uncontaminated, soiled textile | Sorted by hand |
| NOTE 1 All other non-healthcare related textiles are classified under category D unless they are contaminated with hazardous substances for example, asbestos, lead, radioactive substances, pesticides. | | | |
| NOTE 2 Laundry that is potentially infested with parasites (e.g. bed or body lice, scabies) should be placed into a clear water-soluble alginate bag and secure, then place the alginate bag into a red plastic bag | | | |
| NOTE 3 Textiles contaminated with hazardous substances should be classified in categories B and C. | | | |
| NOTE 4 It is recommended that laundries include a section in the contractual agreement that ensures that infected textiles are incinerated at the point of origin and not sent to the laundry. | | | |

5.2.3 At the point of use, the sorting area for soiled textiles shall be separated from the areas where clean textiles are processed, handled and stored to prevent cross contamination.

5.2.4 A barrier wall to prevent air-flow cross contamination or positive air flow from the clean side of the laundry to the soiled areas shall be installed.

5.2.5 Soiled textiles shall be laundered within five working days to minimize contamination and minimize textile damage.

5.2.6 All textiles received in yellow colour-coded plastic bags shall be stored in a separate secure area only accessible by authorized personnel.

5.2.7 When a mixture of different classifications of textiles, in accordance with category D, is received in the laundry, each item shall be counted, segregated and marked for identification.

5.2.8 All laundry working surfaces that come into contact with soiled textiles, e.g. counting tables, sorting tables and soiled textile containers, shall be washed and disinfected after use and at the end of each working day.

5.2.9 All employees handling soiled textiles shall be provided with appropriate personal protective equipment (PPE) suitable for the types of soiling and textiles being handled that shall be worn at all times whilst handling soiled textiles. Such PPE shall be not less than a Boilersuit or a two Piece Continental Suit as well as disposable hair covering and impervious disposable apron. All re-usable PPE shall be changed daily and subjected to a thermal and (or both) chemical disinfection wash process daily.

5.2.10 Visitors entering any area where soiled textiles are stored or handled shall wear not less than a laboratory coat and hair net and shall be accompanied by a responsible person. Visitors shall not be permitted to handle or touch any soiled textile or work surface that has contact with any soiled textile unless such visitor is a suitably qualified technician and is there for technical and/or maintenance purposes.

5.2.11 Employees and visitors shall not move from an area where soiled textiles are handled to an area where clean textiles are handled without changing their protective clothing and hand-washing using appropriate anti-bactericidal hand cleansing agents.

5.3 Packaging requirements for soiled textiles

5.3.1 Water-soluble bags, bags with soluble stitching, alginate laundry bags or similar, shall be placed into an impervious, distinctive colour-coded plastic bag before being transported to the laundry. The water-soluble bags, or similar, shall be removed from the outer plastic bag and placed unopened into the washing machine.

5.3.2 A distinctive colour-coded plastic bag (printed to indicate hazardous contents) shall be used when water-soluble bags or bags with soluble stitches are not used. The plastic bag shall be filled to two-thirds its capacity and shall be securely closed by means of a knot. The plastic bag shall be emptied directly into the washing machine.

NOTE For health and safety reasons, this method is discouraged and should be used for 'Emergency' purposes only.

5.3.3 The used plastic bags shall be disposed of in accordance with the relevant national legislation for the disposal of hazardous waste (see foreword).

5.4 Sluicing of contaminated textiles

5.4.1 Sluicing at the point of origin is discouraged for health and safety reasons. When sluicing of contaminated textiles is required at the point of origin, the hospital or facility management shall ensure that:

- a) all solids be removed,
- b) a separate and dedicated area is provided for the sluicing process,
- c) sluicing is only done in a specifically pre-programmed dedicated washing machine for the sluicing of contaminated or foul soiled textiles, and
- d) the sluicing process is undertaken by a suitably trained member of the staff.

5.4.2 The sluice process shall be approved by the infection control practitioner or a suitably trained laundry technician or specialist.

5.4.3 Employees shall be trained in the application of the method, and shall wear suitable protective clothing (see 5.2.9).

5.4.4 The sluicing process or procedure shall be documented and displayed.

5.4.5 Where textiles are processed off-site, the contaminated textiles shall be sluiced and packed in accordance with table 1 for transportation.

5.5 Requirements for handling contaminated, foul infected and infested textiles

5.5.1 Hazardously contaminated textiles, category B soiled textiles of table 1, shall be processed as soon as possible when received in the laundry and not exceed a time of 6 h and or no longer than 48 hours after becoming soiled.

5.5.2 Sorting and counting shall NOT be done at the laundry before the washing process begins.

5.5.3 The water soluble bag containing the textiles shall be placed into the washing machine unopened.

5.5.4 Bags containing contaminated, foul, infected and infested textiles shall be treated in accordance with table 1.

5.5.5 Bags containing category A and category B textiles shall bear the hazard label indicated in figure 1 for infectious substances.



Figure 1 — Infectious hazard label

5.5.6 Bags containing category C textiles shall bear the hazard label indicated in figure 2 for toxic substances.



Figure 2 — Toxic hazard label

6 Requirements (for all facilities falling within the definition of a laundry, see introduction)

6.1 General

6.1.1 All chemicals, conditioners (i.e. fabric softeners or anti-static agents), detergents, disinfectants and equipment used in a laundry shall be suitable and appropriate for laundry use and where relevant and appropriate, comply with the applicable standards.

6.1.2 Washing chemicals, washing compounds, laundry detergents and additives, stain and spot removers, bleaches, water-treatment chemicals, shall comply with the relevant standards where applicable, and shall be used in accordance with the manufacturer's instructions.

6.1.3 The disinfectants used in the laundry shall be registered in accordance with the relevant national legislation (see foreword).

6.1.4 The washing machines in the laundry shall

- a) be installed in accordance with the manufacturer's instructions,
- b) achieve the required conditions for thermal and chemical disinfection,
- c) include a control panel with instrumentation to control and monitor the machine process parameters,
- d) be calibrated at least once a year for thermometers, thermostats, timers and records shall be kept of the calibration, and
- e) be serviced and maintained in accordance with the manufacturer's instructions, and records shall be kept of the maintenance.

NOTE Top-loading washing machines are considered to be unsuitable for any institutional, commercial, hospital or industrial laundry (see introduction).

6.1.5 Laundries shall designate specific washing machines for the processing of textiles from certain industries if such industries use textiles that are contaminated with hazardous materials, for example, asbestos, lead.

NOTE It is recommended that separate working areas and equipment be dedicated to textiles from these industries.

6.1.6 The laundry controller or manager shall ensure that

- a) there is a documented system for the safe handling and storage of chemicals, and that employees are trained in the hazards associated with all chemicals; chemicals supplier to provide training and certification
- b) all employees that handle or use any chemicals are trained in the hazards associated with all chemicals and such training records are kept and all such employees are given refresher training annually, and
- c) there is a 'drench shower' located for ready access in the areas where chemicals are stored or used.

6.2 Specific requirements

6.2.1 The laundry machinery shall comply with the relevant national legislation (see foreword), and with the requirements in SANS 10472-1, SANS 10472-2, SANS 10472-3, SANS 10472-4, SANS 10472-5 and SANS 10472-6.

6.2.2 Continuous batch tunnel washing machines with a programmed disinfection cycle shall first be started whilst unloaded on a disinfection cycle when left unused for more than 60 min or over-night (see 6.2).

6.2.3 All conventional rotary washing machines and washer extractors shall first be started with a disinfection cycle (see 6.3).

NOTE Unless alternative methods to validate hygiene standards of processed textiles can be demonstrated.

6.3 Water quality

6.3.1 The water quality supplied to the laundry shall be municipal water supplied or if from either bore-hole or recovered water, it shall be in accordance with the requirements of SANS 241-1 and table 2.

6.3.2 Where a water softener system is used, the laundry controller or manager or responsible person shall ensure that the system is operated and maintained in accordance with the manufacturer's instructions.

NOTE Softened water reduces textile damage and increases the effectiveness of the washing process.

6.3.3 Water that contains an amount of dissolved calcium and magnesium ions that is greater than the mass fraction of 70 mg/kg calcium carbonate but less than the mass fraction of 140 mg/kg is rated 'Medium' hard and water containing more than the mass fraction of 140 mg/kg calcium carbonate is considered "Very hard".

Table 2 — Requirements for water (quality) test

| 1 | 2 | 3 |
|--|----------------------------------|----------------------|
| Criterion | Maximum value or range | Test method |
| pH | 6,5 to 8,0 | SANS 5011 |
| Water Hardness (total Ca ²⁺ /Mg ²⁺) | 30 mg/L | ASTM D1126 |
| Turbidity | 10 NTU | SANS 5197 |
| Colour | No colour | SANS 7887 |
| Iron | 0,1 mg/L | SANS 11885 |
| Manganese | 0,03 mg/L | SANS 11885 |
| Copper | 0,05 mg/L | SANS 11885 |
| Surfactant | 10 mg/L | SANS 7875-1 |
| Bioburden (TVC) | No pathogens and ≤ 100 CFU/mL | ISO 11737-1 |
| Optional | | |
| Total dissolved solids (TDS) | 1,200 mg/L | ASTM D5907 |
| Alkalinity | 250 mg/L | – |
| Silicate and polyacrylates | – | ASTM D859 (Silicate) |

6.4 Washing machinery water heating and compressed air

6.4.1 If the water used during the wash process is heated via the use of live steam, the steam supplied to the laundry shall be sufficient to heat the water in each machine to a temperature of 80°C in 5 min during any stage of the wash process while other steam-heated equipment is in normal operation.

6.4.2 The steam shall be at a pressure not more than 600 kPa.

6.4.3 Where alternative water heating energy sources are used, such alternate energy supply shall be sufficient to achieve the target wash process temperatures within 10 minutes where possible and all programmable logic controller (PLC) or automatic processes employed shall use the interrupter or delay to the process such that the time required only commences once the target temperature has been achieved

6.4.4 The compressed air supplied to the laundry shall be clean, dry and oil-free and of sufficient quantity to ensure the continuous safe operation of all machinery that requires compressed air to operate effectively and efficiently in accordance with ISO 8573-1.

6.5 Detergent for the processing of soiled textiles

6.5.1 The detergent used in the laundry for the processing of soiled textiles shall be suitable for use in industrial washing machines and shall comply with the requirements of SANS 1044 or SANS 651 (or both).

6.5.2 The detergent shall be in the form of either:

- a) an homogeneous powder, or free-flowing granules, free from visible impurities and readily soluble in water, or
- b) an homogeneous aqueous solution that is soluble in water.

6.5.3 The recommended detergent dosage levels shall be indicated on the product when used in soft water or hard water.

6.5.4 The detergent shall not cake into hard lumps, in the case of a powder or granular product, when stored in the original container or during transport. Liquid detergent shall not separate or form precipitates.

6.5.5 All detergents shall be labelled in accordance with the relevant national legislation (see foreword) and shall bear the following:

- a) the manufacturer's trade name or trademark (or both);
- b) text indicating that the product is an industrial laundry detergent;
- c) the batch number or lot number;
- d) date of manufacture;
- e) the mass of the contents; and
- f) any additional information required in terms of the relevant accreditation authority (see foreword).

7 Laundry machines

7.1 Washing machines

The types of washing machines used in the laundry shall be any of the following:

- a) continuous batch washing machine; or
- b) conventional rotary or washer-extractor (side or end loading).

NOTE Use of top loading washing machines is not permitted.

7.2 Continuous batch tunnel washing machines (CBTW)

7.2.1 All continuous batch tunnel washing machines shall be unloaded and emptied of all textiles at the close of business each day or when the machines are idle for 60 min or longer.

7.2.2 On start-up, a disinfection process shall be initiated that shall achieve the minimum requirements for thermal disinfection in all compartments as well as storage, filter and header tanks containing water that will be used for processing in the washing machine that has already been used in the CBTW.

7.2.3 All the washing stages of machines that are not equipped with an automatic disinfection process shall be heated to 80 °C for 10 min, or followed (or both) by chlorine bleach or peracetic acid rinse stages (see 8.3.2 and 8.3.3) before the introduction of soiled textiles for washing.

7.3 Conventional rotary washing machines and washer extractors

7.3.1 All conventional rotary washing machines shall be unloaded and emptied of all washed textiles at the close of business each day or when the machines are idle for 4 h or more.

7.3.2 The machines shall be disinfected at the start of business each day.

7.3.3 Conventional rotary washing machines may be chemically disinfected by chlorine bleach or peracetic acid (see 8.3.2 and 8.3.3) before the introduction of soiled textiles for washing.

7.4 Degree of loading (DoL) of washing machines

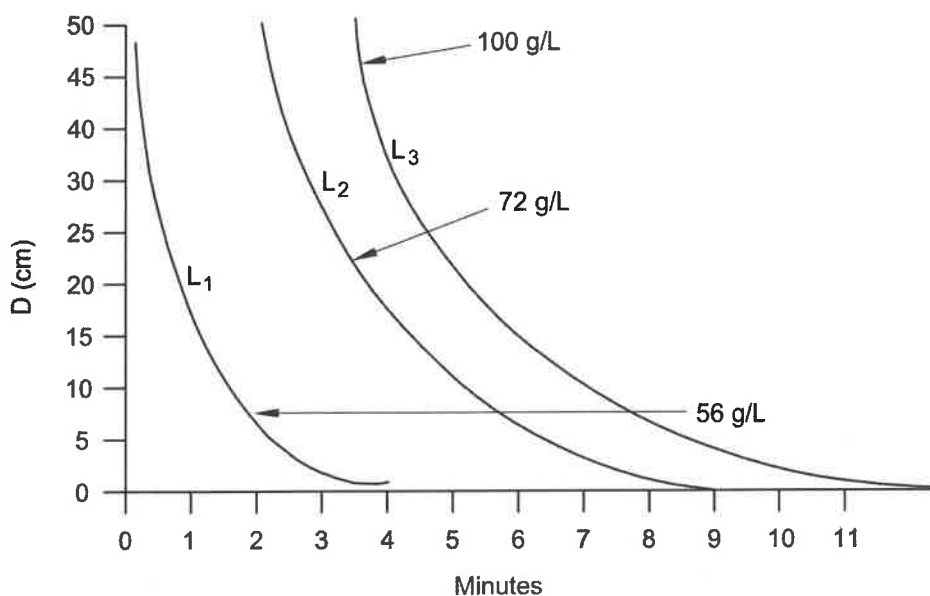
7.4.1 The following shall be the DoL of the washing machines based on medium soiled 100% cotton textiles and the target DoL may vary based on the textile weight to volume ratio:

- a) 56 g/L (maximum) for cages that have an internal diameter less than 1 000 mm;
- b) 72 g/L (maximum) for cages that have an internal diameter between 1 000 mm and 2 000 mm; and
- c) 100 g/L (maximum) for cages that have an internal diameter greater than 2 000 mm.

7.4.2 The following shall be the DoL of the washing machines when processing woollen textiles or synthetic textiles, unless higher loading factors are specified by the manufacturer:

- a) 45 g/L (maximum) for cages that have an internal diameter less than 1 000 mm;
- b) 56 g/L (maximum) for cages that have an internal diameter between 1 000 mm and 2 000 mm; and
- c) 80 g/L (maximum) for cages that have an internal diameter greater than 2 000 mm.

7.4.3 In all instances where the washing machine manufacturer recommends a degree of loading greater than those given in 7.4.1 and 7.4.2, the appropriate adjustments in the wash process cycle times and dip levels shall be adjusted to cater for the extended mixing times resulting from such higher degrees of loading. See figure 3 for different degrees of loading.



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- 1) D dip level measured in cm
- 2) L Loading degree (L₁; L₂ and L₃), mass of textile per volume of washing machine measured in grams per litre (g/L)

NOTE 1 The figure illustrates the mixing time, i.e. the time required for the detergent and temperature to reach the centre of the load based on water level (dip) at different degrees of loading.

NOTE 2 The thermostat only registers the temperature of the water in the washing machine annular space, which is the gap between the outer casing and inner basket. This means that when this 'free' water is registering, say, 80 °C, the temperature at the centre of load may well be 10 °C up to 15 °C cooler and thus the mixing time is required to ensure an even temperature throughout the whole load being processed.

Figure 3 — Degree of loading

EXAMPLE A standard (910 x 1370) mm machine loaded to 56 g/L at a 25 cm dip will require just less than 1 min mixing time after the target temperature is registered on the thermometer. However, if the same machine is loaded to 100 g/L at a 25 cm dip level it will require 5 min mixing time after achieving the target temperature.

7.5 Equipment used in finishing processes

7.5.1 General requirements

7.5.1.1 All the finishing processes applied to clean textiles shall be completed in a dedicated area in the laundry that is separated from the soiled textiles storage/processing area by means of either a physical barrier or positive air-flow from the clean to the soiled areas finishing room or finishing area.

NOTE Finishing process is also applied to remove all moisture that might have been retained after the wash process.

7.5.1.2 The safeness of finishing equipment such as feeders, folders and ironers shall comply with the requirements in SANS 10472-5, tumble driers shall comply with requirements in SANS 10472-4, while presses shall comply with the requirements in SANS 10472-6.

7.5.2 Ironing machines

7.5.2.1 The cloth covers on calenders and ironing machines shall be waxed not less than once every day. Records shall be kept of the maintenance and cloth cover replacements.

7.5.2.2 Ironer beds shall be waxed and cleaned in accordance with the manufacturer's instructions using the correct type of wax, waxing cloth and application procedures.

7.5.3 Tumble dryers

7.5.3.1 Unless already fitted with automatic lint-screen cleaners, the lint screen or duct fitted to tumble-dryers shall be cleaned in accordance with the manufacturer's instructions.

7.5.3.2 The procedures for tumble-dryers shall include an instruction that all textiles be removed from the drum immediately on completion of the drying cycle.

7.5.3.3 A warning shall be affixed to each tumble-dryer indicating that textiles shall not be left in a hot and unattended dryer to minimise the risk of spontaneous combustion.

7.5.4 Presses

7.5.4.1 The following types of presses shall be used in a laundry:

a) **a hot-head press.** This type of press shall be resistant to damage at 200°C, and shall be used for textiles that require a smooth or a polished finish (for example, 100 % cotton and polycotton blends).

NOTE 1 Hot-head presses are available in several formats, for example, the scissor press, the rotary press or the cabinet press.

NOTE 2 Hot-head presses can be heated by steam, electricity or heated oil.

b) **a live-steam press.** This type of press shall be used for textiles that are heat-sensitive or heat labile or require a "softer" finish (for example, acrilan, wool and wool-blend textiles).

NOTE 1 The head and the buck of a live-steam press are not heated, but are perforated to permit either live steam or a vacuum.

NOTE 2 Live-steam presses can be in a scissor format or a flat-bed format.

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7.5.4.2 Due to the complex forms and differing sizes of garment and other shaped items, items should be pressed in a series of "lays" whereby portions of the item are finished separately in a predetermined sequence.

7.5.4.3 Specialist shape presses, for example, "collar and cuff" press, may be used for the collar and cuffs of a garment.

7.6 Validation of the wash process

7.6.1 The wash processes for the principle wash classifications and each washing machine type should be validated for soil removal standards and soil redeposition by means of an acceptable test swatch using a single wash cotton or polycotton test piece for soil removal and a 25 wash 100% cotton or polycotton test piece for soil redeposition every six months. Records should be maintained of the test procedure, and the date and time of the validation.

7.6.1.1 Standard test strips should not be used whereby different soiled swatches are attached to each other.

7.6.1.2 The range of soiling matter to be assessed and the fabric type being processed will dictate the type of swatches to be used.

7.6.1.3 For ease of retrieval and handling at the end of the wash process, all swatches should be attached to a 'carrier cloth' with not less than 15 cm space between each swatch to avoid cross-contamination.

7.6.1.4 The carrier cloth should be pinned out flat on a representative sample of the classification being processed.

7.6.1.5 The minimum range of soiled test swatches recommended are:-

- a) vegetable oil;
- b) mineral oil;
- c) vegetable dye;
- d) protein (mixture carbon black, milk and blood);
- e) blood; and
- f) unbleached, un-brightened & unsoiled white calico.

7.6.1.6 Table 3 presents the standards and ratings for the soiled test swatches listed in 7.6.1.5.

Table 3 — Standards and ratings for soiled test swatches

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|-----------------|------------------|-------|-----------|-----------|-----------|-----------|-------------------------|
| Staining | Fabric | Bad | Poor | Fair | Average | Good | Excellent |
| Mineral oil | Polycotton (P/C) | -34.9 | 35.0-39.9 | 40.0-44.9 | 45.0-49.9 | 50.0-54.9 | 55.0+ |
| Vegetable oil | Cotton | -34.9 | 35.0-39.9 | 40.0-44.9 | 45.0-49.9 | 50.0-54.9 | 55.0+ |
| Vegetable oil | P/C | -34.9 | 35.0-39.9 | 40.0-44.9 | 45.0-49.9 | 50.0-54.9 | 55.0+ |
| Mineral oil | Cotton | -25.0 | 25.1-39.9 | 40.0-42.9 | 43.0-46.9 | 47.0-49.9 | 50+ |
| Cocoa | Cotton | -34.9 | 35.0-39.9 | 40.0-44.9 | 45.0-49.9 | 50.0-54.9 | 55.0+ |
| Red Wine | Cotton | -29.9 | 30.0-39.9 | 40.0-49.9 | 50.0-59.9 | 60.0-69.9 | 70.0+ |
| Vegetable dye | P/C | -34.9 | 35.0-39.9 | 40.0-43.9 | 44.0-51.9 | 52.0-55.9 | 56.0-59.9 ^{*1} |
| Protein (Blood) | Cotton | -24.9 | 25.0-29.9 | 30.0-34.9 | 35.0-39.9 | 40.0-44.9 | 45.0+ |
| Protein | P/C | -34.9 | 35.0-39.9 | 40.0-44.9 | 45.0-49.9 | 50.0-54.9 | 55.0+ |
| Unbleached | P/C | -67.4 | 67.5-69.9 | 70.0-72.9 | 73.0-79.9 | 80.0-84.9 | 85.0+ ^{*2} |
| Unbleached | P/C | -60 | 61-70 | 71-79 | 80-89 | 90-100 | 101+ ^{*3} |
| Unbleached | Cotton | -72.9 | 73.0-79.9 | 80.0-84.9 | 85.0-87.5 | 87.5-89.9 | 90.0+ ^{*2} |
| Unbleached | Cotton | -65 | 66-75 | 76-84 | 85-95 | 96-105 | 106+ ^{*3} |

NOTE The above rating standards for the standard soiled test pieces are based on the average readings obtained when using a Portable Reflectometer and such readings are taken through the four compass points on both sides of each test swatch (8 readings per swatch).

^{*1} 115 – Vegetable dye – Results exceeding 60% = Excessive fabric damage

^{*2} Whiteness reflectance

^{*3} Brightness

7.6.2 At six monthly intervals a single standard unbleached calico 25-wash 100 % cotton or polyester cotton test swatch of dimensions not less than 25 cm × 25 cm should be introduced into the principle classifications processed in the laundry to assess levels of fabric damage.

7.6.3 Each test swatch should be pinned onto a representative sample of the classification, and should be subjected to the normal wash process and finish for that classification. The process should be repeated 25 consecutive times before being assessed.

7.6.4 The test swatch should be measured with a reflectometer (see annex B) after the 25-wash cycle processes, and the minimum measured should be a whiteness reflectance of 88 % when measured on four thicknesses of the test swatch material and four readings taken at each of the four compass points on both sides of each test swatch.

7.6.5 After each six-monthly test period, the processed 100% cotton test swatches and an unwashed control, should be submitted to a textile laboratory to determine the level of chemical damage sustained during the 25-wash cycle test period. The test swatch and the control should be tested in accordance with SANS 5778, SANS 5780 and SANS 5781. If a standard 100% cotton calico is used only the processed test piece should be assessed for fabric damage.

7.6.6 The chemical damage to the test swatch should be

- not more than an increase of two reciprocal poise (reduction of 275 degree of polymerisation) strength loss in a control test swatch that has been washed in a cycle during which bleaching agents were not used; and
- not more than three reciprocal poise (reduction of 380 Degree of polymerisation) strength loss in a control test swatch that has been washed in a cycle during which bleaching agents were used.

7.6.7 Tensile strength test should be completed on cotton polyester test pieces in accordance with ISO 13934-1. The maximum permitted loss in tensile strength is 100Newton versus the new unwashed specimen fabric tested.

8 Disinfection

8.1 General

8.1.1 The disinfection of cleaned textiles shall be in accordance with one of the methods in 8.3. Records of the disinfection process shall be made available to laundry user.

8.1.2 All disinfectants or detergent-disinfectants used in a laundry shall comply with the requirements for disinfectants and detergent-disinfectants as specified in relevant national regulation (see foreword).

8.1.3 Laundry processes, for example, ironing, heated tumble-drying after washing, or exposure to strong sunlight, can reduce bacterial counts on textiles, but shall not be used as an alternative to the disinfection methods in 8.3.

NOTE The wash temperature, the duration of the wash cycle, the use of chemicals, dilution, agitation, drainage and drying can be effective in reducing or killing parasites, viruses and bacteria.

8.2 Microbiological requirements

8.2.1 Microbiological testing shall be carried out at least four times a year by a laboratory accredited by the national accreditation authority (see foreword).

NOTE Microbiological testing in healthcare and hospitality institutions should be carried out monthly.

8.2.2 The minimum critical control points given in table 4 in the laundry shall be sampled and tested for *Enterobacteriaceae*, Moulds & Yeasts, Staphylococcus and total viable colony counts. Maximum allowable microbiological limits are given in table 5.

Table 4 — Minimum critical control points

| 1 | 2 | 3 |
|--|--|--|
| Critical control point | Location | Quantity |
| CBTWs | Membrane press | Each membrane press |
| Conventional washers | Unloading door | Not less than 2 different machines |
| Finished textiles | Areas of the item that would normally receive the highest level of soiling | 2 items of each principle classification or specific 'hygiene sensitive' items |
| Folding tables used for cleaned textiles | Work surface | 3 work surfaces/folding tables |
| Operator hands | Between fingers | 3 operators |

Table 5 — Microbiological requirements

| 1 | 2 | | | 3 |
|---|--|--|---|--------------|
| Organism | Requirements | | | Test method |
| | Major laundry segments | | | |
| | Hospital /Clinic Nursing home cfu/25 cm ² | Hotel/Motel Restaurants cfu/25 cm ² | Industry/Private /Domestic cfu/25 cm ² | |
| Enterobacteriaceae | 0 | 0 | 40 | SANS 21528-2 |
| Moulds and yeasts | 5 | 10 | 50 | SANS 7954 |
| Staphylococcus | 0 | 0 | 40 | SANS 6888-1 |
| Total viable count | 10 | 10 | 10 | SANS 4833 |
| NOTE 1 Colony forming units (cfu)/25 cm ² surface sample test maximum limits for compliance. | | | | |
| NOTE 2 The list of organisms in this table is the minimum organism test requirements. | | | | |
| NOTE 3 Additional specific micro-organism testing may be requested by the infection control officer depending on the risk to human health. | | | | |
| NOTE 4 The objective of the laundering cycle is to achieve and then maintain the appropriate microbiological quality to the point of handover to customer control. | | | | |
| NOTE 5 The Control of Infection Officer within any medical facility can add additional micro-organisms to the above list for assessment as required based on local conditions and requirements. | | | | |

8.2.3 Micro-organism counts exceeding the above limits, then corrective action is required in terms of disinfection and laundry processes.

8.2.4 All laundries are encouraged to undertake regular (weekly) contact slide swab testing and incubate the contact slides 'on-site' using the 'Traffic Light' warning system assessment method in which total viable count (TVC) levels of 10² or less are 'Green'. Total viable count level of 10³ is amber and should be investigated and 10⁴ or higher requires immediate, urgent investigation.

8.2.5 No traces of either *Enterobacteriaceae* or *Staphylococcus* are permitted at any time on processed textiles.

8.3 Disinfection methods

8.3.1 Thermal disinfection

8.3.1.1 The wash temperature shall be maintained at 80 °C for at least 10 min after the wash process thermostat has attained this temperature taking cognisance of the machine 'mixing time'.

NOTE The mixing time, which is affected by the degree of loading, should be included when determining the time period for the main wash cycle.

8.3.1.2 The textiles shall withstand the temperature for thermal disinfection.

8.3.1.3 A temperature-time curve for thermal disinfection in the main wash cycle is shown in figure 4.

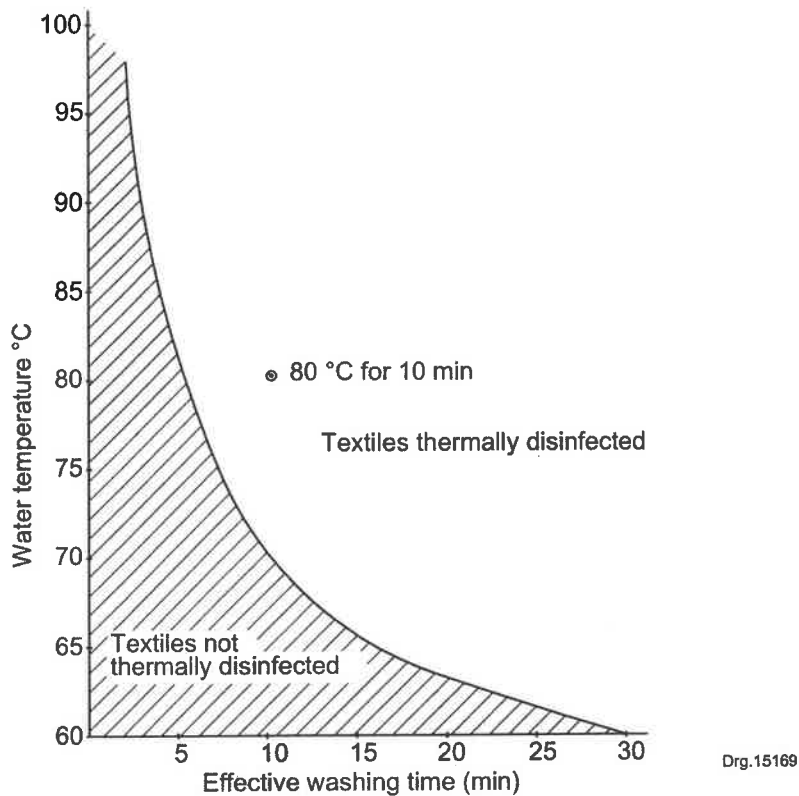


Figure 4 — Temperature-time curve showing minimum conditions to achieve thermal disinfection

8.3.2 Chemical disinfection with chlorine bleach (sodium hypochlorite)

8.3.2.1 The available chlorine shall be at least 1 g of available chlorine per kg dry weighted work in the first rinse after the main wash, and shall remain at this concentration for at least 6 min, at a temperature not exceeding 60 °C and a maximum pH value of 10,5.

NOTE 1 It is recommended that there be a liquid-to-textile ratio of 7:1, i.e. 7 L of water per kilogram of dry mass of textile during the rinsing cycle. Thus, if 1 g of available chlorine is added to the rinse per kilogram of textile, it will produce a concentration of 143 mg/kg available chlorine in the liquor.

NOTE 2 When exposed to a concentration of 500 mg/kg for 10 min at 60 °C, some micro-organisms can be resistant to hypochlorite solutions. The resistance of these micro-organisms to hypochlorite solutions increases in the presence of protein, for example blood. A concentration of 4 g available chlorine per kilogram of dry textiles would be necessary to achieve disinfection. However, there should be minimal amounts of protein present at this stage since most of it would have been removed during the main wash cycle.

8.3.2.2 Chlorine bleach shall only be used on textiles that are stained or soiled with such staining or soiling known to respond to bleaching.

NOTE Carbon, graphite and mineral soiling will not respond to bleach.

8.3.2.3 When stock solutions of chlorine bleach are used, the solution shall be made up from fresh full-strength concentrates and an acceptable chemical method shall be used to determine the chlorine content before use. Records shall be maintained of the concentrations and the usage.

NOTE 1 It is recommended that stock solutions be made up on a daily basis.

NOTE 2 Stock solutions degenerate over time and degeneration is accelerated by exposure to heat or direct sunlight, or both, resulting in chlorine loss and diminished efficacy.

NOTE 3 The strength of concentrated liquid bleach will vary with time and exposure to heat and sunlight. In order to achieve consistent stock solution strength, the dilution of the concentrated solution should be adjusted accordingly to achieve a consistent stock solution concentration.

8.3.2.4 Bleaching processes in which peroxide, perborate and percarbonate are used, shall not be used for chemical disinfection.

NOTE These products cannot achieve disinfection and are used to bleach textiles.

8.3.3 Chemical disinfection with peracetic acid

8.3.3.1 Infected textiles that are soiled with chlorhexidine gluconate (CHG) shall be disinfected with peracetic acid.

8.3.3.2 The textiles shall be exposed to 0,3 % (calculated on the full load of liquid plus dry textiles) of 5 % (by mass) active peracetic acid for at least 5 min at a temperature of not less than 71 °C plus machine mixing time.

8.3.4 Alternative disinfection methods

8.3.4.1 When an alternative disinfection method to those given in 8.3.1, 8.3.2 and 8.3.3 is used, the laundry shall supply proof of the effectiveness of the process and such testing methods are required to be undertaken not less than once monthly or when any changes to a wash process or the disinfection procedures are changed.

9 Finishing processes

9.1 The finishing processes shall be in accordance with the requirements of the customer and/or the normal method of finishing based on the classification of the item and its end use application.

9.1.1 Turkish towelling would normally be tumble dried and folded whereas sheets, pillow slips, duvet covers etc. would be ironed dry and folded with a smooth even finish.

9.1.2 Blankets shall be tumbled dry and folded but garments shall be pressed using a garment press or processed through a Steam/Air tunnel finisher.

9.2 The finish processes shall not be used as a means of disinfecting laundered textiles.

Annex A
(informative)

Care of textiles

A.1 General

In caring for textiles, consideration should be given to fibre type, fabric structure and garment structure.

A.2 Fibre type

NOTE 1 Each specified fibre type is able to withstand exposure to laundry and dry-cleaning chemicals under normal conditions.

NOTE 2 Cotton has few problems.

NOTE 3 Synthetic fibre composite fabrics may be affected by 'Thermal Shock' and crease permanently unless an adequate 'Cool-down' stage in the wash process is applied.

A.2.1 Cellulose fibres

The following precautions shall be taken with cellulose fibres:

- a) due to its poor wet strength, avoid excessive agitation and handling of wet viscose fabric; and
- b) avoid overexposure of linen (flax) to excessive chlorine bleach, since this can cause it to cottonize (i.e. to undergo chemical damage due to exposure of the linen to chlorine bleach).

NOTE Damages that occur during various treatment processes of cellulose fibres can be detected by various chemical tests such as fluidity, methylene blue absorption and silver nitrate staining etc.

A.2.2 Protein fibres

The following precautions shall be taken with protein fibres:

- a) avoid alkali and chlorine bleach since they damage the fibres chemically;
- b) avoid excessive agitation since this causes felting (Shrinkage) and in the case of wool, which has poor wet strength, this can cause fibre breakage;
- c) avoid excessive heat in pressing since this causes yellowing of the fibre and brittleness; and
- d) avoid excessive heat during the wash cycle since this increases the chances of felting and can cause chemical damage to the fibre.

A.2.3 Synthetic and cellulose ester fibres

The following precautions shall be taken with synthetic and cellulose ester fibres:

- a) Avoid excessive heat since the thermoplasticity of synthetic and cellulose ester fibres causes the fibres to be distorted by heat. Polyacronitrile (for example, acrylic) and cellulose esters (for example, acetate) are the most heat-sensitive of the common apparel fibres and suffers from what is known as thermal shock. Polyolefins (for example, polypropylenes and polythenes) and the

polyvinyl chloride (PVC) type fibres should not be exposed to heat. The heat-set temperatures used for cellulose esters and polyacrylonitrile can be exceeded if care is not taken.

- b) Avoid direct contact of linen with high alkaline concentrated washing powders since they can cause segmentation of elastomeric and the loss of their holding powder, and chemical changes in cellulose esters (for example, acetate), which leads to a non-reversible change in lustre and causes polyester to slowly dissolve.
- c) Avoid steam, for example, from an iron, since it can cause changes in lustre.
- d) Ensure that chlorine bleach does not used on nylon fibres since the chlorine can cause yellowing of the fibres and permanent physical damage.
- e) Follow solvent labelling instructions because some synthetic fibres are affected by common solvents, for example, acetone will dissolve acetate fibre.

A.3 Fabric structure

A.3.1 Woven fabrics

Woven fabrics are the most stable fabric type. Loosely woven structures made from bulky low-twist yarns can give the following problems:

- a) yarn distortion in the wash;
- b) yarn distortion in tumble-drying;
- c) yarn flattening in pressing;
- d) fabric distortion in the wash and during tumble-drying; and
- e) change in dimensions in the wash and tumble-dry processes.

NOTE Satin and sateen are liable to snag, which will cause local fabric distortion, especially with low-strength fibres, like viscose and acetate, pilling and differential shrinkage, especially if the face fibre is different from that in the body of the fabric or if defective threads have been used.

A.3.2 Knitted fabrics

The following can occur when laundering knitted fabrics:

- a) distortion of the structure, especially loose knit garments, caused by agitation during the wash cycle;
- b) fabric distortion and change in dimensions due to tumble-drying;

NOTE 1 It is recommended that knitted garments be placed into a mesh bag during the wash cycle and tumble-drying to minimize garment distortion.

NOTE 2 Most knitted garments can shrink if tumble-dried, even if labelled as non-shrink.

- c) permanent distortion caused by excessive temperatures during pressing when the heat-set temperature is exceeded; and
- d) snagging of loosely knitted garments on zippers and buttons can lead to local distortion or thread breakage, depending on the fibre type.

A.3.3 Laminated fabrics

A.3.3.1 The base fibres used for laminated fabrics are usually of a loose structure and can show the same problems exhibited by woven fabrics and knitted fabrics.

A.3.3.2 Loosening or damage to the adhesive properties between the fabrics due to laundering, dry-cleaning chemicals or agitation can occur. This causes local bubbling of the fabric composite, or causes the fabric to peel apart.

A.3.3.3 It is recommended that there be assurance made that all the materials used are compatible, especially with regard to dye fastness, and that the label on a garment provides the correct information.

A.3.4 Garment structure

A.3.4.1 Blends

When washing detergents are applied, the fabrics should always be treated as if it is composed only of sensitive fibres.

A.3.4.2 Colourfastness

The colourfastness depends on the laundering process, fibre type, dye used, and the method of the dye application during the manufacturing of the textile. If in doubt about the colourfastness of any textile, it is recommended that a section of the fabric be tested for colourfastness before washing. If the colourfastness of dye is doubtful, then the fabric should be dried immediately and not left in contact with other fabrics.

A.3.4.3 Prints

Classifying Printed or floral textiles with white textiles for the laundering process should be avoided. Care should be taken during laundering of printed or floral textiles, for example, sheets or bedspreads, when considering the use of bleach and ironing temperatures.

Annex B
(informative)

**Methods for determining the degree of whiteness,
intrinsic greying and intrinsic yellowing, and the degree
of soil removal of soiled test strips**

B.1 Introduction

B.1.1 Visual whiteness is an important characteristic for determining the cleanliness of laundered white textiles. The degree of whiteness depends on the intrinsic greying and intrinsic yellowing, and also on the nature of the illuminant and the amount and nature of the fluorescent whitening agent present.

B.1.2 The determination of intrinsic greying provides information on the redeposition of coloured pigment soils from soiled white loads (usually grey) on the textile. A redeposition indicates a defect in the laundering. Greying can also be caused by staining from dyes, and this can only occur when coloured materials are present in the wash.

B.1.3 The determination of intrinsic yellowing provides information on faulty laundering, which results in the yellowing of white textiles. The yellowing of the textiles can be caused by the deposition of iron salts from the washing bath, inadequate rinsing, which leaves alkaline substances in the fabric, or fatty soap residues.

B.2 Principle

The reflectometer values of a standardized test specimen that consists of a bleached panel and five different standard soiling types (see B.4), are first determined by using either a reflectometer or suitable tristimulus filters. The test specimen is then subjected to a single wash and dry process. The reflectometer values of the washed and dried test specimen are determined. The degree of whiteness, intrinsic greying, and intrinsic yellowing, and the degree of soil removal are then calculated from the difference of the before-wash and after-wash reflectometer values.

B.3 Apparatus

B.3.1 Reflectometer (tristimulus colorimeter), fitted with

- a) a photoelectric cell,
- b) a Y (green) tristimulus filter, capable of a spectral sensitivity corresponding to the International Commission on Illumination CIE colour matching function Y for the C source, and excludes any fluorescent effects,

NOTE 1 CIE is abbreviated for its French name, Commission Internationale de l'éclairage.

NOTE 2 There are two methods that can be used to eliminate fluorescence. When using the first method, the Y (green) tristimulus filter is placed between the light source and the textile to be examined. This prevents the ultraviolet and violet light required to cause fluorescence from reaching the textile. When using the second method, the textile is illuminated by white light, and a filter is used to block out the ultraviolet rays between the light source and the textile; the Y (green) tristimulus filter is placed between the textile and the photoelectric cell. The UV filter should block out all radiation below 450 nm.

NOTE 3 An identical result can be obtained from calculations based on the spectral reflectance curve determined by means of a spectrophotometer. The values obtained from the spectrophotometric curve are then multiplied by the tristimulus values (YH) λ for standard source C and the products integrated over the whole of the spectrum. In this case, all fluorescence should be eliminated.

- c) a Z (blue) tristimulus filter, capable of a spectral sensitivity corresponding to the CIE colour matching function Z for the C source, and excludes any fluorescent effects, and
- d) a light source corresponding to the CIE standard illuminant D₆₅, specifically in the ultraviolet region of the spectrum.

NOTE The difficulty of reproducing standard illuminant D₆₅, especially in the ultraviolet region, can show large variations in the values obtained from different laboratories, even when instruments of the same type are used. However, the order, by degree of whiteness, of the different specimens will in general be much more reproducible.

B.3.2 Two calibration plates, for calibrating the reflectometer, of which

- a) one plate shall be neutral white with a degree of luminance between 85 % and 90 %, and
- b) the other shall be neutral grey with a degree of luminance between 60 % and 75 %.

NOTE 1 The calibration of the plates should be based on the perfect diffuser (= 100) for the Y (green) and Z (blue) tristimulus filters, under the measuring conditions of the reflectometer used.

NOTE 2 The use of a single calibration plate at around 100 % luminance leads to errors if the reflectometer response is not linear over the entire measuring range.

NOTE 3 Plates made from bright materials are easier to maintain but plates made from dull materials give reflectometer values that are less dependent on the geometrical conditions of lighting and observation.

B.4 Test specimens

B.4.1 Standard soiled test strip (measuring approximately 145 mm × 160 mm), part 105, made of cotton shall not be used. Standard soiled test swatches shall be attached to a carrier cloth and the swatches shall be located not less than 15 cm apart from each other. Based on the specific requirements of the laundry and the range of soiling types and textiles processed, 100 % cotton or polyester cotton blended test swatches should be used. Such test swatches are available with various types of soiling, but the recommended range of soiled test swatches to be used is

- a) bleached, without optical brightener,
- b) soiled with carbon black, milk and mineral oil,
- c) soiled with blood,
- d) soiled with vegetable oil,
- e) soiled with mineral oil' and
- f) soiled with vegetable dye.

NOTE Additional types of soiled swatches, for example, red wine, cocoa, chocolate are also available.

B.4.2 Use one to three test pieces to which the standard soiled test swatches are attached (see 7.6.1) to assess the efficiency of the wash cycle.

NOTE The standard soiled test swatches are heavily impregnated with artificial soil to represent the most difficult stains to remove from soiled textiles. The level of artificial soil is concentrated and hard to remove by normal laundering processes and is designed **not** to come totally clean in one wash cycle. This enables the degree of soil removal to be measured.

B.4.3 Attach each test piece (with swatches attached) to a larger piece of fabric in a different colour or pattern to the test load to be processed.

B.4.4 Use an additional unwashed test strip swatches as a control or measure the results obtained with a reflectometer and refer the results to the International rating standards.

B.5 Procedure

B.5.1 Laundering of test specimens

B.5.1.1 Pack the test specimens in B.4 under clean conditions (i.e. away from light, heat, moisture, acid, alkaline fumes etc.) for transportation to the laundry.

B.5.1.2 Unpack the test specimens and process them through a single wash-and-dry laundry cycle.

B.5.1.3 After the wash-and-dry cycle, pack the test specimens under clean conditions. Return the test specimens to the test laboratory.

NOTE If the test laboratory does not handle the transportation of the test specimens or supervise the laundering process, then the laboratory should provide instructions to the laundry on the handling of the test pieces.

B.5.1.4 All test swatches and test pieces should be kept refrigerated at not more than 5°C and should be used within 48 h of being removed from the refrigerator to ensure consistency of wash process results.

B.5.2 Determination of reflectometer value

B.5.2.1 Lightly iron (or press) the laundered test specimens and the control to remove all creases.

B.5.2.2 Calibrate the reflectometer.

B.5.2.3 Determine the reflectometer values of each test specimen and the control for the following:

a) Bleached test specimens:

- 1) reflectometer values Z and Y for the Z (blue) and Y (green) tristimulus filters respectively, using the CIE standard illuminant D_{65} ;
- 2) reflectometer values Y for the Y (green) tristimulus filter using standard source C in the absence of ultraviolet radiation; and
- 3) reflectometer values Z for the Z (blue) tristimulus filter using standard source C in the absence of ultraviolet radiation.

b) Soiled test specimens:

Reflectometer values Y with the Y (green) tristimulus filter using the CIE standard illuminant D_{65} .

B.5.3 Calculation and expression of results

B.5.3.1 Degree of whiteness

B.5.3.1.1 Calculate the degree of whiteness, using the following equation:

$$B = 3Z - 2Y$$

where

B is the degree of whiteness;

Z is the arithmetic mean, expressed to one decimal place, of 3×10 reflectometer values obtained with Z (blue) tristimulus filter using illuminant D_{65} ;

Y is the arithmetic mean, expressed to one decimal place, of 3×10 reflectometer values obtained with the Y (green) tristimulus filter using illuminant D_{65} .

B.5.3.1.2 Calculate the increase in the degree of whiteness (ΔB), using the following equation:

$$\Delta B = B_1 - B_0$$

where

ΔB is the increase in the degree of whiteness;

B_1 is the degree of whiteness of the bleached soiled test strips **after** one laundering cycle;

B_0 is the degree of whiteness of the bleached soiled test strips **before** laundering.

A negative value for ΔB corresponds to a decrease in the degree of whiteness.

NOTE If the tint of the control test strip, observed in daylight, is characterized by a dominant wavelength that is outside the interval 466 nm to 476 nm, i.e. if it exhibits a greenish or reddish tinge, this method gives results that are no longer in accordance with the whiteness as evaluated visually. Furthermore, the present method should not be used when the value of Y is less than 75, unless the value of Z is lower than that of Y .

B.5.3.2 Degree of intrinsic greying

B.5.3.2.1 Calculate the degree of intrinsic greying (ΔG), using the following equation:

$$\Delta G = Y_0 - Y_1$$

where

ΔG is the degree of intrinsic greying, expressed as a percentage;

Y_0 is the arithmetic mean, expressed to one decimal place, of the Y reflectometer values for the Y (green) tristimulus filter (equal to the percentage luminance using source C with UV excluded) recorded on the bleached strip of the soiled test strips **before** laundering;

Y_1 is the arithmetic mean, expressed to one decimal place, of 3×10 Y reflectometer values for the Y (green) tristimulus filter (equal to the percentage luminance using source C with UV excluded) recorded on the three test strips **after** one laundering cycle.

B.5.3.2.2 Express the result to one decimal place.

NOTE 1 The Y value for the - soiled test strip might not be the highest value obtained since the laundering process to which it will be subjected later could perfect the results of the preparatory treatment operations alone. Therefore, it can be possible to record **negative** ΔG values. There is no disadvantage in this as far as comparative tests are concerned.

NOTE 2 If it is necessary to use ΔG for quality control purposes, for example, checking the quality achieved by commercial laundries, it would be preferable to establish a constant value for Y equivalent to the highest values obtained for the soiled test strips in the source of the various tests. As this maximum value depends on the working conditions and the apparatus used in each laboratory, it is impossible to propose a universally acceptable value. For guidance, it may be stated that it usually lies between 88 % and 92 %.

B.5.3.3 Degree of intrinsic yellowing

B.5.3.3.1 Calculate the degree of intrinsic yellowing (J), using the following equation:

$$J = Y - Z$$

where

- J is the degree of intrinsic yellowing, expressed as a percentage;
- Y is the arithmetic mean, expressed to one decimal place, of the 3×10 Y reflectometer values for the Y (green) tristimulus filter using source C, with UV excluded;
- Z is the arithmetic mean, expressed to one decimal place, of the 3×10 Z reflectometer values for the Z (blue) tristimulus filter, using source C with UV excluded, as recorded on the three test strips that have undergone one laundering cycle.

B.5.3.3.2 Calculate the change in intrinsic yellowing (ΔJ), from one laundering cycle on the soiled test strip, using the following equation:

$$\Delta J = J_1 - J_0$$

where

- ΔJ is the **change** in intrinsic yellowing;
- J_1 is the degree of yellowing of the bleached strip **after** one laundering cycle;
- J_0 is the degree of yellowing of the bleached strip **before** laundering.

Express the result to one decimal place.

When $J < 0$, the laundering has reduced the degree of intrinsic yellowing or caused a turn towards the blue of the bleached strip.

NOTE 1 The Y value for the soiled test strip might not be the highest value obtained since the laundering process to which it will be subjected later could perfect the results of the preparatory treatment operations alone. Therefore, it can be possible to record **negative** ΔJ values. There is no disadvantage in this as far as comparative tests are concerned.

NOTE 2 If it is necessary to use ΔJ for quality control purposes, for example, checking the quality achieved by commercial laundries, it would be preferable to establish a constant value for Y equivalent to the highest values obtained for the soiled test strips in the source of the various tests. As this maximum value depends on the working conditions and the apparatus used in each laboratory, it is impossible to propose a universally acceptable value. For guidance, it may be stated that it usually lies between 86 % and 90 %.

B.5.3.4 Degree of soil removal

For each soiled test swatch calculate the degree of soil removal (S) in reflectance using the following equation:

$$S = \frac{Y_t - Y_0}{Y_w - Y_0} \times \frac{100}{1}$$

where

- S is the degree of soil removal, expressed as a percentage;
- Y_t is the Y value of the soiled,swatch , washed;
- Y_0 is the Y value of the soiled,swatch , unwashed;
- Y_w is the Y value of the bleached,swatch .

B.6 Report

The test report shall contain the following:

- a) the degree of whiteness (see B.5.3.1);
- b) the degree of intrinsic greying (UV excluded), expressed as a percentage (see B.5.3.2);
- c) the degree of intrinsic yellowing (UV excluded), expressed as a percentage (see B.5.3.3); and
- d) the degree of soil removal, expressed as a percentage (see B.5.3.4), for each of the soiled test swatches used.

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