

RE: Enquiries and Clarifications for Bid: DOH (FS) 05/2026/2027

1. General Bid Enquiries and Clarifications

- **Point 1 (Operating Manuals - Section A, Page 7, Point 2.3):** The bid requirement remains unchanged (p. 7). It is a strict prerequisite that the bidder must have a complete set of all Operating, Technical, and Software Manuals in their possession (p. 7). Failure to produce this evidence on request will invalidate the bid (p. 7).
- **Points 2 & 3 (Maximum Response Time - Section B, Pages 14 & 19): This is confirmed.** The maximum response time of 60 minutes applies specifically to the initial telephonic or electronic logging and acknowledgment of a call (pp. 14, 19). For physical on-site inspections, the maximum time allowed is 24 hours (pp. 14, 19).
- **Point 4 (Equipment Table Uitleg - Section C, Page 27, Number 2.3):** Bidders must complete this schedule by specifying which components or parts are sourced locally ("Local sourcing"), which must be imported ("International sourcing"), and any regulatory or support status ("SA") applicable to South Africa (pp. 25, 27). This assists the Department in assessing supply chain risks (pp. 1, 14).
- **Point 5 (Transport Allowance - Section C, Page 52):** All quoted transport allowances for unforeseen expenses must be traceable to the official rates published by the Automobile Association (AA) of South Africa (p. 10). If you choose not to use AA rates, you must quote your fixed per-kilometer rate and clearly state it as a deviation in your pricing schedule (pp. 2, 10).
- **Point 6 (Time & Material Inspection - Section C, Page 53, Number 17.5):** For Time and Material items, it is understood that physical on-site action and the response window depend on the prior receipt of an official Purchase Order (PO) from the Department (pp. 2, 14). The response time will be measured from the moment the PO is issued to the contractor (p. 14).
- **Points 7 & 8 (Full Coverage vs. Time & Material):** The Department notes the End of Life (EOL) limitations of your equipment (p. 1). As this is a 5-year contract, you are advised to complete the standard financial schedules for the periods you can cover (pp. 1, 17). **You must explicitly document all EOL/EOS dates and part limitations as exclusions or deviations in Section C (Clause 22) (p. 22).** You may attach alternative proposals (such as labor-only service post-EOL) as an annexure for consideration during evaluation (pp. 1, 11).

2. Lifespan Status and Guidelines per Equipment Item

Where equipment reaches EOL or End of Support (EOS) status within the contract period, please complete the financial schedules for the viable years and leave the remaining years blank or note alternative structures, subject to the following specific guidelines (pp. 1, 25):

- **Item 1 - Philips MRI (Universitas Hospital):** The Department notes that full coverage will only be provided until 31 December 2028, reverting to Time and Material (no parts guarantee) until 2030 (pp. 14, 25). Please note that the third-party life support/anaesthetic equipment listed under this item must be accounted for; if you cannot cover it, list it as a formal deviation in your bid submission (pp. 11, 22).
- **Item 2 - Philips Veradius C-arm (Universitas Hospital):** Please quote full coverage up to the EOL date of 31 December 2027 (p. 26). The remaining period of the contract will be managed on a Time and Material basis (p. 27).
- **Item 3 & Item 9 - Philips Bucky Units (Universitas C-Room and D-Room):** Since the D-Room unit is already EOL (31 December 2025), it should be priced under Time and Material (p. 23). The C-Room unit can be quoted for full coverage up to 31 December 2027 (pp. 23, 28).
- **Item 10 - Philips Pulsera C-arms x 2 (Pelonomi Hospital):** Since the EOL/EOS date (31 December 2031) extends past the 5-year contract timeline, these units must be quoted for **full service and maintenance coverage for the entire 5-year period** (pp. 1, 40).

- **Item 14 - Philips Brilliance CT 16 (Bongani Hospital):** As this system is already EOL, it must be quoted on a Time and Material basis for the remaining supported years (up to 31 December 2027) (p. 23).
- **Item 17.1.5 / 17.1.6 / 17.1.7 - Philips Digital Diagnost (Pelonomi Hospital):** These systems must be quoted as Time and Material items due to their EOL status (p. 23).
- **Item 18.1.8 & 21.1.2 - Philips Practix Convenio (Bongani & Mofumahadi Hospitals):** Since these units are past their EOS dates (31 December 2024), your decision not to submit a bid on these specific items is noted and accepted (pp. 11, 24).
- **Remaining Time & Material Units (Items 18.1.11, 19.1.5, 19.1.10, 21.1.2, Practix 360 and Veradius):** Please quote these strictly as Time and Material up to their respective EOS dates (pp. 23-24). All requested work will indeed be quoted by Philips first and actioned upon receipt of an official PO (pp. 2, 14).

Please ensure that all the specific lifecycle conditions, EOL/EOS dates, and any service limitations are clearly listed and cross-referenced in your final bid documents (pp. 11, 22). As a reminder, all mandatory documents—including your SAHPRA approved medical device establishment licence and SANAS accreditation—must be submitted before the closing date to avoid disqualification (pp. 8, 11).