**TO: ALL HEADS OF HEAD OFFICE COMPONENTS**

**ALL OPERATIONAL AND STRATEGIC MESO’S**

**ALL HEADS OF SUPPLY CHAIN MANAGEMENT UNITS**

**ALL FACILITY MANAGERS**

**Circular H/2020: Bellville Engineering and Technical Services: Instruction to all Institutions regarding the Emergency Maintenance Protocol to be followed.**

1. **Purpose**

The purpose of this instruction is to inform all institutions of the process to be followed when Emergency maintenance is required.

1. **Determination of an Emergency**

Emergency Maintenance arerepairs which are unforeseen and require urgent attention which could result in:

* Human injury or death
* Human suffering or deprivation of human rights
* Serious damage to property or financial loss
* Livestock or animal injury, suffering or death
* Serious environmental damage or degradation
* Interruption of essential services

Some examples of emergency maintenance work may include amongst others:

* Burst water main – Financial loss due to cost of wasted water and interruption of essential services
* Blocked sewerage lines – Interruption of essential services and deprivation of human rights
* Storm damage to buildings – Where such damage may cause additional damage to the buildings or impacts the operation of the facility.
* Medical gas leaks – Financial loss due to cost of wasted gas and interruption of essential services.
* Extended Service Failures – Interruptions due to extended power, water of other service failures.
* Damage through criminal activity – Where the damage still poses a security risk to the facility or the damage caused prevents essential services from being rendered.

All maintenance work must be measured against the above before being considered an emergency.

**3. Detailed process**

In accordance with the Accounting Officers System for Infrastructure Delivery and Procurement Management paragraph 11.9.6 and Delegation G.2 an Institution may, in the case of emergency maintenance where immediate repairs are essential, proceed with effecting of repairs or measures to arrest further damage or losses provided that the process of addressing such repairs and measures can be effected within 48 hours.

It must be noted that authorization to undertake emergency repairs must be approved by the delegated official before such repairs are undertaken as determined by the delegations provided with the AOS for Infrastructure Maintenance.

In the event of a potential emergency situation occurring, institutions are to make use of in-house resources as a first step.

If the emergency cannot be addressed by in-house staff, the responsible person at the Institution must contact the Directorate: Engineering and Technical Services **telephonically**. Details of the persons to be contacted are contained in **Annexure A** to this document.

Once telephonic approval has been obtained the approval must be documented **electronically** by making use of the Engineering Department Maintenance Portal.

**4. Engineering Department Maintenance Portal**

The Engineering Maintenance Portal can be accessed by clicking on the following link: [www.doheng.co.za/D2D](https://eur03.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.doheng.co.za%2FD2D&data=02%7C01%7CYolande.Beck%40westerncape.gov.za%7C5d3fcf1c33b7487214cf08d86503a9d1%7Cae74bf7fcfc34760a1fe0731afaa5502%7C0%7C0%7C637370413693742034&sdata=sDiyO0XZOx%2F1kLGDJp%2BUIFzelZgnQ97rxfEtzwu45Gk%3D&reserved=0)

Once the link has been opened the following steps must be followed:

Step 1: Register on the Portal (New account)

Step 2: Log into the Portal

Step 3: Click on the Emergency taskbar at the top of the page

Step 4: Select the “Submit New Emergency” option

Step 5: Complete the Emergency template (Annexure 1) and submit

When completing Annexure 1 a Contractor can be selected from the list of Contractors. The portal also allows you to view the extent to which Contractors have been used by the Department and it is recommended that work to Contractors be rotated to ensure equal opportunity to all Contractors. Bellville Engineering can be requested to recommend a Contractor, but Institutions are at liberty to select their own Contractors on condition that the rotation process is followed. It is also recommended that Contractors within close geographic proximity to the Facility be selected.

Step 6: When selecting “Contractor usage past year” under the emergency taskbar the extent of work allocated to Contractors in the past year can be viewed. **Annexure B** indicating possible Contractors to be used has also been provided for your convenience.

Please ensure that all fields in the electronic form is completed as the form cannot be submitted if information has been omitted.

Once submitted the delegated official at Bellville Engineering and Technical Services will respond by either approving or denying the request.

If approved, you are requested to take note of the comments provided which will be submitted via e-mail and confirmed on the portal.

If an emergency occurs after hours the electronic Annexure 1 **must** be submitted to Bellville Engineering on the **first working day after** the emergency occurred.

Responsible officials at Institutions must check where practically possible that the Contractor is actively registered on the Western Cape Supplier Evidence Bank (WCSEB) and Central Supplier’s Database (CSD) and relevant documentation must also be checked for validity. If the emergency occurs after hours and cannot be checked, the responsible persons / institutions must also inform the Contractor that if their registration status is not compliant, they will be working at risk.

When making use of Contractors for the purpose of addressing an emergency, Institutions are requested to provide a copy of the CSD and WCEB status, to confirm that the Contractor was duly registered when the emergency work was AWARDED, when responding to question 4 of the Checklist.

Responsible officials at institutions must check that the contractor completes the work as approved and verify the Contractor’s invoice against the work done. If this is not possible due to lack of expertise at the institution, Bellville Engineering and Technical Services must be contacted to assist with the evaluation of the work performed. The certified invoice and supporting documentation must be provided to the Emergency Documentation Coordinator as indicated in **Annexure A** attached.

**5**. **Options available to address Emergencies**

Once emergency assistance is requested the delegated emergency contact person will determine the most suitable option of performing the required works. The following options are available to conduct emergency maintenance:

* Engineering supplies or procures the spares and parts, work done by facility.
* Engineering supplies or procures the spares and mobile workshop performs the work.
* Work is outsourced to contractors who may supply labour and spares or just labour.

**6**. **Outsourced Maintenance conditions in the case of an emergency**

Facility workshop staff must maintain a consistent communication with Contractors performing outsourced maintenance works in line with some general rules applicable to all emergency works. These general rules are:

* Contractors are bound to fair and market related pricing. Where Engineering staff believes the facility is being overcharged for emergency maintenance work, it reserves the right to evaluate the pricing against fair market pricing and insist on market pricing at time of invoicing.
* A maximum mark-up of 15% on materials, spares and subcontracted services obtained by the emergency contractor will be accommodated. The contractor is required to supply invoices for all materials, spares or subcontracted works. Mark-up shall be applied on the ex-VAT portion of the supplier’s invoice if the contractor and his supplier is VAT registered.

* In the event where the work to be conducted spans over multiple days it is the responsibility of the Contractor to report to the site daily, maintain a daily time sheet and ensure that the time sheet is signed off by the Institution every day. Any claims for labour or travel costs must be accompanied by the signed time sheets.
* In the event of accommodation being used by the Contractor the accommodation rates must be no more than that of 3-star rating.

It is vital to inform the Contractor of these conditions prior to work being undertaken to ensure all parties are aware and understand the terms of the emergency maintenance appointment. See attached **Annexure C.**

**7**. **Payment of invoices**

Further to paragraph 6 above Institutions are required to complete the attached Checklist (**Annexure D)** and to provide same with the documentation to be processed for payment.

The Checklist must be completed by the Institutional Representative. The Supply Chain Management section of the Institution must ensure that the documentation provided is in line with the Checklist for submission to Bellville Engineering and Technical Services for payment. The documentation must be forwarded for the attention of Mrs Lucille Welgemoed at Bellville Engineering and Technical Service, The Boiler House, Karl Bremer Hospital, Bellville.

Mrs Welgemoed will forward the documentation to either Mr Badenhorst or Mr Reichert who will assign the documentation to a Technical Representative within the Bellville Engineering and Technical Services component.

The Technical Representative will scrutinize the documentation and verify the information provided by the Institution on the template. If the Technical Representative is not satisfied with the information provided or the tariffs charged, the matter will be taken up with the Contractors concerned or alternatively request Mrs Welgemoed to return the documentation to the Institution for clarity/additional information.

Once clarity or the additional information has been obtained the Technical Representative will present the documentation to the Quotation Committee. The Quotation Committee will consider the information presented and recommend to the Delegated Official that the emergency be paid by Bellville Engineering and Technical Services or alternatively be referred to the Institution for payment if due process was not followed.

1. Bellville Engineering and Technical Services must present all emergency cases to the Quotation Committee and institutions are requested to process the documentation as quickly as possible to ensure the timeous payment of Contractors within the   
   30-day period allowed for the payment of invoices.

**8**. **Effective date**

This instruction is effective immediately.

**Dr Laura Angeletti du Toit**

**Chief Director: Facilities and Infrastructure Management**

**Date:**