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Enquiries: MJ Hendricks

Institutional Resource Support Minute: 0005/2017

To: Deputy Directors-General, Chief Directors, Directors (Head Office and education district offices), Chief Education Specialists, Heads: Curriculum Coordination and Advice, Circuit Managers, Heads: IMG Coordination and Advice, Deputy Chief Education Specialists, Subject Advisers and Heads of all educational institutions

**Subject: Quality verification of furniture delivered to schools by WCED contracted suppliers**

## **1. Introduction**

- 1.1 The purpose of this minute is to inform all district offices and schools about the obligations the contracted service providers and schools have to ensure that the furniture delivered is of good quality.
- 1.2 The Western Cape Education Department (WCED) has a three-year furniture contract with suppliers to supply furniture to all schools in the Western Cape. This contract involves 31 school-furniture items. Schools are requested to ensure that all furniture items are thoroughly inspected on delivery to ensure that they are free from any defects and/or damages.
- 1.3 The contract between the supplier(s) and the WCED makes provision for a guarantee period of 12 months from the date of delivery to the schools, during which the supplier shall replace the item as and when reported within the guarantee period.
- 1.4 In the case of steel frame chairs, the frame and polypropylene seats will be repaired within the first three years of supply, failing which it has to be replaced.
- 1.5 The warranty on the chairs extends to the fixing of screws attaching the seat to the frame as well as the nylon/polypropylene plugs on leg-ends.

1.6 In terms of repairs mentioned in 1.5, the service provider must replace screws with new ones or affix plugs on leg-ends, within seven working days of being notified of such a requirement.

**2. Procedure for reporting defects and/ or damages**

2.1 The contract makes provision for the delivery of furniture to schools during the official working hours on weekdays between 08:00 and 15:00 only, unless otherwise arranged with the principal.

2.2 It is envisioned that should the need arise, schools who have received defective furniture, must immediately inform the WCED Head Office by submitting a written report accompanied by photographs to the Subdirectorate: Equipment, for attention Mr MJ Hendricks (22nd Floor, Golden Acre Building).

2.3 The WCED will liaise with the suppliers to effect replacements as soon as possible.

This minute must be read in conjunction with the circular on the guidelines for equipment and furniture procurement issued annually.

**SIGNED:** HA LEWIS

**DEPUTY DIRECTOR-GENERAL: EDUCATION PLANNING**

**DATE:** 2017-07-25