

BID FOR: CLEANING SERVICES AT THE PLAYHOUSE COMPANY PREMISES FOR A PERIOD OF THREE (3) YEARS

BID NUMBER: PHC 92/2026

For enquiries Mr. Siya Mangele: accountant2@playhousecompany.com Mrs Kay Khan: KayK@playhousecompany.com Mr. Athaphiwe Xaba: Buyer@playhousecompany.com Tel: (031) 369 9507 / (031) 369 9555	For submission of bids Email: tenders@playhousecompany.com NB: This mailbox will be monitored only on the tender closing date and time. Do not send enquiries to this address. Bids received after the closing time will be disqualified and will not be considered. Bids sent to an enquiry email address instead of the designated submission address will not be considered.
Name of bidder: Tender amount for 3 years (VAT Inclusive): R	

Closing date : 02 November 2026

Time : 11:00 am

Validity period: 90 days from closing date

BIDDERS ARE RESPONSIBLE TO ENSURE THAT THE BID DOCUMENTS ARE COMPLETE AND ALL PAGES ARE SECURELY ATTACHED.

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SECTION 1

SBD1

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE PLAYHOUSE COMPANY					
BID NUMBER:	PHC 92/2026	CLOSING DATE:	02 November 2026	CLOSING TIME:	11:00am
DESCRIPTION	CLEANING SERVICES AT THE PLAYHOUSE COMPANY PREMISES FOR A PERIOD OF THREE (3) YEARS				
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Siya Manqele		CONTACT PERSON	Siya Manqele	
TELEPHONE NUMBER	031-369 9507		TELEPHONE NUMBER	031-369 9507	
E-MAIL ADDRESS	Accountant2@playhousecompany.com		E-MAIL ADDRESS	Accountant2@playhousecompany.com	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?		☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				☐ YES ☐ NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				☐ YES ☐ NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				☐ YES ☐ 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.					

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION. 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. 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT. 1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS. 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS. 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA. 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID. 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER. 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. 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."

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:

SECTION 2: SPECIAL INSTRUCTIONS TO BIDDERS

1. RESPONSIVENESS CRITERIA

The Playhouse Company will consider no BID unless it meets the following responsiveness criteria. If a NO response is indicated for any one of the items below, the BID WILL BE DISQUALIFIED:

Mark with an "X"				Failure to complete this section will result to a disqualification
YES		NO		CSD registration report generated within 30 days before the bid closing date, reflecting the bidding legal entity's active registration and tax compliance status.
YES		NO		A detailed pricing schedule and cost build-up in the format required by the tender. Wage and benefit cost build-up demonstrating compliance with applicable collective agreement.
YES		NO		Valid BEE affidavit / SANAS approved certificate.
YES		NO		Valid COIDA / Compensation Fund letter of good standing.
YES		NO		Proof of UIF registration.
YES		NO		Valid CIPC company registration documents or equivalent legal registration documents, including details of directors/members/shareholders where applicable.
YES		NO		Signed resolution, letter of authority, delegation or equivalent evidence confirming that the signatory is authorised to submit and sign the bid on behalf of the bidding legal entity.
YES		NO		Proof of current public liability.
YES		NO		Current registration and letter or certificate of good standing; identification of the collective agreement and wage schedule used in pricing. Current registration and proof of required levies/contributions.
YES		NO		All mandatory tender returnable, declarations and SBD forms applicable to the bid must be fully completed, signed and submitted.
YES		NO		Attended the compulsory site briefing.
YES		NO		Bidder must submit signed audited financial statements for the latest three financial years. Where audited financial statements are not legally required, independently reviewed annual financial statements or accountant-confirmed financial statements must be submitted.
YES		NO		A proposed organogram and the names, qualifications and experience of key contract-management personnel.
YES		NO		Sample fixed complement and flexi time employment contracts samples.
YES		NO		An anonymised sample of three consecutive months of payslips and proof of payment for employees in comparable supervisor and cleaner categories.
YES		NO		Roster method, transport arrangements where applicable, and relief plan.
YES		NO		Proof of contribution to the benefit fund or proof of exemption if exempt.
YES		NO		A safety file or OHS documentation, including an OHS policy, risk assessment, emergency procedures, incident reporting procedure, proof of COIDA compliance and any site-specific health and safety documentation required before commencement.

This section is only applicable if you are subcontracting part of the contract.

Mark with an "X"				SUB-CONTRACTING
YES		NO		Are you sub-contracting? If yes.
Name of sub-contractor:				
% percentage sub-contracting				
YES		NO		The subcontractor's CSD registration report was generated within 30 days before the bid closing date and reflects an active registration and compliant tax status.
YES		NO		The sub-contractor will not change throughout the duration of the contract.

2. BID PROCEDURES AND INSTRUCTIONS

In the procedures described below, kindly interpret the singular to include the plural. (A list of contact telephone numbers appear at the end of this section and on the cover).

Bidders are asked to:

☐ Yes
 ☐ No
 Review all the documentation as listed above.

☐ Yes
 ☐ No
 Complete the bid documents as indicated. (Use black ball point pen). Any alterations made must be initialed.

☐ Yes
 ☐ No
 Submit the completed bid electronically by email as an attachment or secure download link to tenders@playhousecompany.com on or before the bid closing date and time. Do not send enquiries to this address.

No bids will be accepted after the cut-off time.

Bids submitted will be reviewed in accordance with our SCM Policy, National Treasury Regulations and the PFMA and the PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC)

Acceptance of contract of Agreement shall be simultaneous with the award of the bid to the successful bidder.

There shall be a **public opening** of the Bids received, with the **names of the bidders announced only** and a list of the bids received will be published on The Playhouse Company website. There shall be no discussions with any enterprise until evaluation of the bid has been complete. Any subsequent discussions shall be at the discretion of The Playhouse Company. Unless specifically provided for in the bid document, bids submitted by means of telegram, telex, facsimile or similar means shall not be considered.

SECTION 3: INFORMATION FOR SERVICE PROVIDERS

1. BACKGROUND

The Playhouse Company comprises prime live theatre venues in the Province of KwaZulu Natal (KZN). The Playhouse Company is situated in the heart of Durban Central Business District. It is a multi-venue complex housed within Tudor and Moorish style buildings. The theatres were restored to their former glory and were combined to form KwaZulu Natal's live entertainment complex known as The Playhouse Company which re-opened in 1986. The Playhouse Company employs its resources and facilities for a variety of artistic programs. The objectives of The Playhouse Company are to:

- Empower talented, gifted and previously disadvantaged people of the Province of KwaZulu Natal
- To provide artistic skills through projects and programs.
- To create an environment that will nurture growth, innovation and excellence in all performance art forms and
- Ultimately to contribute towards a vibrant culture in the leisure and entertainment industry that will provide employment to cultural practitioners in the region as well as make a significant contribution to KwaZulu Natal.

The KwaZulu-Natal Performing Arts Company trading as The Playhouse Company was declared a Cultural Institution by the Minister of Arts Culture, Science & Technology in March 2003, in terms of Section 3 (1) of the Cultural Institutions Act 1998 (Act No 119 of 1998)

The Playhouse Company is a Schedule 3 Public Entity classified in terms of the Public Financial Management Act. The Playhouse Company was de-registered for VAT by SARS effective 31/03/2005 as for all such Public Entities.

2. REQUIREMENT OF THE BID

The requirement of this bid is for the provision of services/goods as stated on the cover page.

2.1 TERMS OF ENGAGEMENT

The bid will be for the duration of the services/goods as stated on the cover page. The timelines are as follows:

Placing of advert	09 October 2026
Compulsory site briefing (231 Anton Lembede Street, Durban, 4001)	16 October 2026 at 09:00am
Closing of tender	02 November 2026 at 11:00 a.m.
Tender award to successful bidder	01 February 2027
Contractor commencement	01 April 2027

We do not guarantee that the award date and contract commencement date will materialise as indicated, we reserve the right to change them as and when required.

2.2 CANCELLATION OF TENDER

The Playhouse Company's Accounting Officer (AO) or Accounting Authority (AA) may, before the award of a tender, cancel a tender invitation if:

1. Due to changed circumstances, there is no longer a need for the goods or services specified in the invitation;
2. Funds are no longer available to cover the total envisaged expenditure;
3. No acceptable tender is received;
4. There is a material irregularity in the tender process; or
5. Negotiating a fair market price has failed.

3. REQUIRED BIDDING FORMAT AND CONTENT

The bid should include at least the following information:

1. First / Front page listing clearly:

1. Service Provider's registered name of company and company registration number.
2. Contact details for tender clarifications purposes (person/s name, telephone, cell phone and fax numbers, e-mail address, physical and postal addresses)

2. Description of business:

1. The bidder's business outline (focus area, turnover, profit, structure, shareholding, information technology, staff training etc.)
 - 1.1. Involvement of SMME/s
 - 1.2. Location of Business Base

3. Track Record

- 3.1 ☐ Yes ☐ No Similar contracts performed or currently being performed (experience within the industry). A minimum of five (5) current references for verification purposes.

Company Name	Contact Person	Contact Number	Contract Value
1.			
2.			
3.			
4.			
5.			

- 3.2 ☐ Yes ☐ No Client references to be submitted including individual names and contact telephone numbers.
The bidder's permission is required by The Playhouse Company to pursue references on the Contractors performance

4. Financial bid should provide as much detail as possible.

- 4.1 See section 17 for financial proposal.

5. Proposed Contract Workers

- 5.1 Organogram of management and ownership.
1. Partner/s or Director/s with detailed CV/s.
 2. Summary CV/s (experience, skills, qualifications) of senior supervisory individuals.

6. Commencement of contract

- 6.1 ☐ Yes ☐ No The successful service provider will be required to commence with the services as per the dates detailed under 2.1 Terms of Engagement above.

SECTION 4: REGISTRATION OF SUPPLIERS ON THE PLAYHOUSE COMPANY DATABASE

Suppliers must be registered on the National Treasury's Central Supplier Database (CSD) on www.csd.gov.za.

A CSD Registration report must accompany this document on submission.

CSD Registration Report attached?

Yes

No

1. OWNERSHIP

1.1 Is there equity ownership by BEE? YES / NO

1.2 Is this a joint Venture Entity? YES / NO

1.3 If 1.1 or 1.2 is yes, provide names of Black partners hereunder and % shareholding/ holding company:

	%		%
	%		%

1.4 What is HDI ownership percentage?

2. EXECUTIVE MANAGEMENT & BOARD MEMBERS' INVOLVEMENT

2.1

Full Name	ID Number	SA Citizen before 27/4/94 Yes/No	Capacity: Member/ Partner/ Shareholder/ Trustee/ Beneficiary	% Owner ship/Part nership/ Trust/ Interest	M/F	Disabled Yes/No	HDI Yes/ No	(*) Race W/B/ I/C/ Other	%of Time devoted to the Business

(*) NB: The request for the Race of a person herein is required for STATISTICAL PURPOSES ONLY and is not intended to prejudice any Service Provider in any manner whatsoever.

LEGEND

(M) – Male (F) – Female (W) – White (B) – Black (I) – Indian (C) – Coloured

2.2 What percentage comprises Black Senior Management?

3. HUMAN RESOURCES

3.1 Is there an Employment Equity plan in your organisation **YES / NO**

3.1.1 If yes, indicate the DOL (Dept of Labour) status with regard to the plan and attach relevant certificate:

3.2 Please complete the following Employment Equity Statistics:

Occupational Levels	MALE				FEMALE				TOTAL
	B	W	C	I	B	W	C	I	
Top Management									
Senior Management									
Professionally qualified experienced specialists and mid management									
Skilled technical and academically qualified workers, junior management, supervisors, superintendents									
Semi-skilled and discretionary decision making									
Unskilled and defined decision making									
TOTAL									

Key: B – Black, W – White, C – Coloured, I – Indian

3.3 Skills development expenditure as a proportion of total payroll:

3.3.1 What is the total payroll per annum **R**

3.3.2 What is the total training expenditure for the past financial year **R**

3.3.3 What percentage of training expenditure was allocated to HDI's _____%

4. **INDIRECT EMPOWERMENT**

4.1 Does your company have a Preferential Procurement Policy? **YES/NO**

And if so do you have a scorecard to measure that?

4.2 What percentage of goods/services were sourced from Black suppliers with a Dept of Trade and Industry weighted average of 20% and above in the past twelve months _____%

4.3 Have you invested or offered business and non-business related support to BEE companies **YES/NO**

If yes, state:

Company	Total Assets	Nature of Investment/Support

5. **SMME STATUS**

Total full-time paid employees	Total annual turnover	Total gross asset value (fixed property excluded)	REMARKS (for office use)

6. **TRADE REFERENCES**

Please provide at least three trade references:

Client	Contact Person	Contact Number	Account Number

I hereby declare the information provided above and contained in the CSD Report is true and correct.

SIGNATURE FOR AND ON BEHALF OF THE APPLICANT COMPANY

DATE

NAME OF SIGNATORY

CAPACITY OF SIGNATORY (POSITION HELD IN COMPANY)

SECTION 5: PRICING SCHEDULE – PROFESSIONAL SERVICES**NOTE: A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED ACCORDING TO THE SCOPE OF WORK**

NAME OF BIDDER:

BID NO.: PHC 92/2026

CLOSING DATE: 02 November 2026

CLOSING TIME 11:00 AM

OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF THE BID.

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY **(ALL APPLICABLE TAXES INCLUDED)	
1.	The accompanying information must be used for the formulation of proposals.		
2.	Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project R.....		
3.	PERSONS WHO WILL BE INVOLVED IN THE PROJECT AND RATES APPLICABLE (CERTIFIED INVOICES MUST BE RENDERED IN TERMS HEREOF)		
4.	PERSON AND POSITION	HOURLY RATE	DAILY RATE
	-----	R-----	-----
	-----	R-----	-----
	-----	R-----	-----
	-----	R-----	-----
	-----	R-----	-----
5.	PHASES ACCORDING TO WHICH THE PROJECT WILL BE COMPLETED, COST PER PHASE AND MAN-DAYS TO BE SPENT		
	-----	R-----	----- days
	-----	R-----	----- days
	-----	R-----	----- days
	-----	R-----	----- days

- 5.1 Travel expenses (specify, for example rate/km and total km, class of air travel, etc.). Only actual costs are recoverable. Proof of the expenses incurred must accompany certified invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
.....		R.....	R.....
.....		R.....	R.....
.....		R.....	R.....
.....		R.....	R.....
TOTAL: R.....			

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

- 5.2 Other expenses, for example accommodation (specify, eg. Three star hotel, bed and breakfast, telephone cost, reproduction cost, etc.). On basis of these particulars, certified invoices will be checked for correctness. Proof of the expenses must accompany invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
.....	R		R.....
.....	R		R.....
.....	R		R.....
.....	R		R.....
TOTAL: R.....			

6. Period required for commencement with project after acceptance of bid.....
7. Estimated man-days for completion of project.....
8. Are the rates quoted firm for the full period of contract? *YES/NO
9. If not firm for the full period, provide details of the basis on which adjustments will be applied for, for example consumer price index.....
.....
.....
.....

*[DELETE IF NOT APPLICABLE]

1. PURPOSE OF THE FORM

- 1.1 Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa, 1996 (Constitution), and further expressed in the various applicable legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.
- 1.2 If a person is listed in the Register for Tender Defaulters and/or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. DECLARATION ON EMPLOYMENT BY ORGAN OF STATE

- 2.1 Is the bidder, or any of the directors / trustees / shareholders / members / partners of the bidder employed by an organ of state, as defined in section 239 of the Constitution? **YES/NO**
- 2.2 If YES, furnish particulars of the names, individual identity numbers, in the table below:

Full Name	Identity Number	Name of organ of state

1. the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise

- 2.3 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

- 2.3.1 If so, furnish particulars:

.....

- 2.4 Does the bidder or any of its directors/trustees/shareholders members/partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise, whether or not they are bidding for this contract? **YES/NO**

2.4.1 If so, indicate all companies registered in the CSD in the table below:

Supplier registration number (MAAA)	Status (active/inactive/deleted)

Failure to disclose all CSD-registered active companies linked to all Directors will lead to disqualification.

3 GENERAL DECLARATION

I,, the undersigned, in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure.
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found to be false.
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act, 1998 (Act No. 89 of 1998) and or may be referred to law enforcement agencies for criminal investigation and or may be restricted from conducting business with the state for a period not exceeding 10 years in terms of the Prevention and Combating of Corrupt Activities Act, 2004 (Act No. 12 of 2004) or any other applicable legislation.

I CERTIFY THAT THE ABOVE IS CORRECT.

I ACCEPT THAT THE PROCURING INSTITUTION MAY REJECT THE BID OR TAKE APPROPRIATE ACTION AGAINST ME IF THIS DECLARATION IS FALSE.

.....
Signature

.....
Date

.....
Designation

.....
Name of bidder

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1. The following preference point systems are applicable to all bids:

- the 80/20 system for requirements with a Rand value of up to R 50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2. The value of this bid is estimated to not exceed R50 000 000 (all applicable taxes included) and therefore the 80/10 system shall be applicable.

1.3. Preference points for this bid shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4. The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5. Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6. The Playhouse Company reserves the right to request the tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

1.7. The Playhouse Company reserves the right to negotiate the price with the bidder scoring the highest points.

1.8. The Playhouse Company may in writing request clarification of the tender offer or additional information, after the tender had closed and during the evaluation of tenders. No change in the competitive position of the tenderer or substance of the tender offer is sought, offered, or permitted.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1. THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

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

80/20

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

Where

P_s = Points scored for price of tender under consideration

P_t = Price of tender under consideration

P_{min} = Price of lowest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2) and 6(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. **Table 1: Specific goals for the tender and points claimed are indicated per the table below.**
Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system)	Percentage owned (To be completed by the Tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer) *Number of points multiplied by Percentage owned
Owned by Black people	6		
Owned by Women	6		
Owned by Youth	2		
Owned by Disabled people	2		
Owned by SMME'S- QSE and EME	4		
Total Points	20		

****Means of Verification is a valid B-BBEE Certificate or affidavit. Failure to submit such will result in zero points being awarded.**

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, 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; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....	
SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:	
DATE:	
ADDRESS:	
	
	
	

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

1. I hereby undertake to render services described in the attached bidding documents to (name of the institution)..... in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number..... at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid .
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
 - (i) Bidding documents, viz
 - Invitation to bid;
 - Proof of tax compliance status;
 - Pricing schedule(s);
 - Filled in task directive/proposal;
 - Preference claim form for Preferential Procurement in terms of the Preferential Procurement Regulations;
 - Bidder's Disclosure form;
 - Special Conditions of Contract;
 - (ii) General Conditions of Contract; and
 - (iii) Other (specify)
3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.
5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
6. I confirm that I am duly authorised to sign this contract.

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

DATE

WITNESSES

1

.....

2

CONTRACT FORM - RENDERING OF SERVICES

PART 2 (TO BE FILLED IN BY THE PURCHASER)

1. I..... in my capacity as.....
accept your bid under reference numberdated.....for the rendering of services indicated hereunder and/or further specified in the annexure(s).
2. An official order indicating service delivery instructions is forthcoming.
3. I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	PRICE (ALL APPLICABLE TAXES INCLUDED)	COMPLETION DATE	TOTAL PREFERENCE POINTS CLAIMED	POINTS CLAIMED FOR EACH SPECIFIC GOAL

4. I confirm that I am duly authorised to sign this contract.

SIGNED ATON.....

NAME (PRINT)

SIGNATURE

OFFICIAL STAMP

--

WITNESSES

1
....

2

SECTION 9: DECLARATION OF SERVICE PROVIDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES SBD 8

1. This Standard Bidding Document must form part of all bids invited.
2. It serves as a declaration to be used by institutions in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
3. The bid of any bidder may be disregarded if that bidder, or any of its directors have-
 - a. abused the institution's supply chain management system;
 - b. committed fraud or any other improper conduct in relation to such system; or
 - c. failed to perform on any previous contract.
4. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

Item	Question	Yes	No
4.1	Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector? (Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied) The Database of Restricted Suppliers now resides on the National Treasury's website(www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.	Yes	No
4.1.1	If so, furnish particulars:		
4.2	Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? The Register for Tender Defaulters can be accessed on the National Treasury's website (www.treasury.gov.za) by clicking on its link at the bottom of the home page.	Yes	No
4.2.1	If so, furnish particulars:		
4.3	Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?	Yes	No

4.3.1	If so, furnish particulars:		
4.4	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?	Yes	No
4.4.1	If so, furnish particulars:		

CERTIFICATION

I, THE UNDERSIGNED (FULL NAME).....

CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS TRUE AND CORRECT.

I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

SECTION 10: CERTIFICATE OF INDEPENDENT BID DETERMINATION

SBD 9

- 1 This Standard Bidding Document (SBD) must form part of all bids¹ invited.
- 2 Section 4 (1) (b) (iii) of the Competition 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).² Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.
- 3 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 abused 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.
4. This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
5. In order to give effect to the above, the attached Certificate of Bid Determination (SBD 9) must be completed and submitted with the bid:

¹ Includes price quotations, advertised competitive bids, limited bids and proposals.

² 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 not to compete.

CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:

(Bid Number and Description)

in response to the invitation for the bid made by:

(Name of Institution)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: _____ that:

(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) has been requested to submit a bid in response to this bid invitation;
 - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder
6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However communication between partners in a joint venture or consortium³ will not be construed as collusive bidding.

7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices;
 - (b) geographical area where product or service will be rendered (market allocation)
 - (c) methods, factors or formulas used to calculate prices;
 - (d) the intention or decision to submit or not to submit, a bid;
 - (e) the submission of a bid which does not meet the specifications and conditions of the bid; or
 - (f) bidding with the intention not to win the bid.
8. In addition, there have been 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 which this bid invitation relates.
9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

³ **Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.**

10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

.....

Signature

.....

Date

.....

Position

.....

Name of Bidder

SECTION 11: SITE INSPECTION CERTIFICATE

NB: THIS FORM IS ONLY TO BE INCLUDED AND COMPLETED WHEN APPLICABLE TO THE BID.

Site/building/institution involved:.....

Bid no:.....

Service:.....

THIS IS TO CERTIFY THAT (NAME).....

ON BEHALF OF.....

VISITED AND INSPECTED THE SITE ON (DATE).....

AND IS THEREFORE FAMILIAR WITH THE CIRCUMSTANCES AND THE SCOPE OF THE SERVICE TO BE RENDERED.

.....
SIGNATURE OF SERVICE PROVIDER OR AUTHORISED REPRESENTATIVE

DATE:.....

.....
SIGNATURE OF DEPARTMENTAL REPRESENTATIVE

.....
DEPARTMENTAL STAMP
(OPTIONAL)

DATE:.....

SECTION 12: EVALUATION CRITERIA

Evaluation of the bid responses will be done in 4 phases (referred to as gate 0, gate I, gate II and gate III) and is based on predetermined weightings.

GATE 0: Prequalification gate

Please note: Failure to submit the mandatory documentation and information stated above will result to the bid failing the PPPFMA Evaluation

GATE I: Technical Evaluation

- a) Only bids with all information supplied in GATE 0 as requested will be evaluated in Gate I (Technical).
- b) Bids that pass through gate 0 will be evaluated for financial stability, capability and ability to execute the contract.
- c) A minimum of **75%** on the Gate I Technical Evaluation is required for bids to be considered for Gate II evaluation.

GATE II: PPPFMA 80/20 Evaluation

- a) Only bids achieving the minimum GATE I technical evaluation pass rate will be considered for Gate II evaluation.
- b) The Gate II evaluation will be conducted according to PPPFMA treasury act rules.
 - Price 80 points
 - Specific Goals 20 points

GATE III: OBJECTIVE CRITERIA

In line with the PPPFA, the tender must be awarded to the bidder who scores the highest points, unless objective criteria in addition to those contemplated in the specific goals justify the award to another bidder. After price and specific goal evaluation, the Bids must be checked to determine compliance with prescribed objective criteria.

SECTION 13

PREQUALIFYING CRITERIA:

CSD registration report	CSD registration report generated within 30 days before the bid closing date, reflecting the bidding legal entity's active registration and tax compliance status.
Detailed pricing schedule and cost build-up	A detailed pricing schedule and cost build-up in the format required by the tender. Wage and benefit cost build-up demonstrating compliance with applicable collective agreement.
B-BBEE	Valid BEE affidavit / SANAS approved certificate.
Compensation Fund	Valid COIDA / Compensation Fund letter of good standing.
UIF	Proof of UIF registration.
Company registration	Valid CIPC company registration documents or equivalent legal registration documents, including details of directors/members/shareholders where applicable.
Authority to submit the bid	Signed resolution, letter of authority, delegation or equivalent evidence confirming that the signatory is authorised to submit and sign the bid on behalf of the bidding legal entity.
Insurance cover	Proof of current public liability.
Bargaining council	Current registration and letter or certificate of good standing; identification of the collective agreement and wage schedule used in pricing. Current registration and proof of required levies/contributions.
Mandatory declarations and SBD forms	All mandatory tender returnable, declarations and SBD forms applicable to the bid must be fully completed, signed and submitted.
Site briefing	Attended the compulsory site briefing.
Financial capacity and sustainability	Bidder must submit signed audited financial statements for the latest three financial years. Where audited financial statements are not legally required, independently reviewed annual financial statements or accountant-confirmed financial statements must be submitted.
Organogram and key personnel	A proposed organogram and the names, qualifications and experience of key contract-management personnel.
Sample of contracts	Sample fixed complement and flexi time employment contracts samples.
Payroll compliance	An anonymised sample of three consecutive months of payslips and proof of payment for employees in comparable supervisor and cleaner categories.
Sample duty roster	Roster method, transport arrangements where applicable, and relief plan.
Benefit Fund	Proof of contribution to the benefit fund or proof of exemption if exempt.
Safety file / OHS documentation	A safety file or OHS documentation, including an OHS policy, risk assessment, emergency procedures, incident reporting procedure, proof of COIDA compliance and any site-specific health and safety documentation required before commencement.

Failure to submit mandatory evidence will render the bid non-responsive.

SCOPE OF WORK

1. Provide cleaning services at The Playhouse Company on a three (3) year contract, 01 April 2027 – 31 March 2030:

1.1.1 Theatre Building - 231 Anton Lembede Street, Durban.

1.1.2 Head Office - 29 Acutt Street, Durban.

1.2 Days on which services will be provided:

1.2.1 Office areas are to be cleaned from Monday to Friday only.

1.2.2 Office cleaning on weekends or public holidays requires a separate written instruction.

1.2.3 Routine theatre and public area cleaning is performed during the weekday shift.

1.2.4 Attendance outside the fixed weekday hours is dealt with under 17.4 Flexi time show complement.

1.3 Number of cleaners (Fixed Weekday complement):

1.3.1 A total of **11** cleaning personnel are required for The Playhouse Company premises in Durban.

1.3.2 **1** x Supervisor

1.3.3 **10** x Cleaners

1.3.4 Monday to Friday: **11** cleaning personnel to work 9 hours a day, 45 hours a week.

1.4 Flexi time show complement:

1.4.1 The service provider must maintain a sufficiently sized and trained pool of flexi time cleaning employees for shows and events. These employees are not part of the fixed complement and may work only when called in by the service provider following an authorised instruction from The Playhouse Company.

1.4.1.1 The Playhouse Company will issue an event schedule or call off instruction stating the venue, date, reporting time, anticipated finishing time and number of personnel required.

1.4.1.2 The service provider must confirm the names and roster of personnel within the time stated in the service level agreement. The Playhouse Company does not guarantee a minimum number of show calls or hours.

1.4.1.3 Show personnel must clean before opening, maintain foyers and ablutions while patrons are present, respond to spillages, clean between performances where required, and complete post event cleaning.

1.4.1.4 A supervisor must attend major events, opening nights and any event identified by the Front of House Manager. The service provider must ensure a seamless handover where routine and show shifts overlap.

1.4.1.5 Flexi time status does not remove or reduce any statutory or collective agreement entitlement. The service provider must manage ordinary time, overtime, Sunday work, public holiday work, night work, rest periods and transport where applicable in accordance with the governing employment instruments.

1.4.1.6 Flexi time cleaning employees will be charged separately.

1.4.1.7 Charges should include any costs associated with after hours.

1.4.1.8 Only hours supported by an approved call off instruction and verified attendance record may be invoiced. An event call is not overtime by default; the service provider must classify and remunerate each employee lawfully according to that employee's actual hours and the applicable collective agreement.

1.5 Areas to be serviced:

- 1.5.1 Offices including Box Office.
- 1.5.2 Opera Theatre.
- 1.5.3 Drama Theatre.
- 1.5.4 The Loft Theatre.
- 1.5.5 Director's box on all theatres.
- 1.5.6 The Recording Studios.
- 1.5.7 The Tudor room.
- 1.5.8 The Cellars.
- 1.5.9 All Foyers and Corridors.
- 1.5.10 All liquor Bars and Coffee shop.
- 1.5.11 Poster boxes outside the Playhouse building.
- 1.5.12 All displays cabinets.
- 1.5.13 Lifts.
- 1.5.14 Toilets/Washrooms.
- 1.5.15 Dressing rooms.
- 1.5.16 First Aid rooms.
- 1.5.17 Function rooms (including kitchens, VIP Room, Alhambra, Grand foyer).
- 1.5.18 Production Wardrobe.
- 1.5.19 Fitting rooms.
- 1.5.20 Stock rooms.
- 1.5.21 Maintenance Wardrobe.
- 1.5.22 Residence Floor.
- 1.5.23 Rehearsal rooms.
- 1.5.24 Passages; Fire Escapes and
- 1.5.25 Staircases.

1.6 Vinyl or linoleum tiles:	
1.6.1 Sweep to remove dust and loose dirt	Daily
1.6.2 Damp mop	Daily
1.6.3 Machine buff	Three times per week
1.6.4 Clean spillages	Daily
1.7 Marble; terrazzo; ceramic; quarry tile and quartzite:	
1.7.1 Sweep to remove dust and loose dirt	Daily
1.7.2 Damp mop	Daily
1.7.3 Machine buff	two times per week
1.7.4 Machine scrub	Not applicable
1.7.5 Clean spillages	Daily
1.8 Internal concrete and grano:	
1.8.1 Sweep	Daily
1.8.2 Damp mop	Daily
1.8.3 Hose down	As necessary

1.9 Rugs and carpeting:	
1.9.1 Vacuum	Daily
1.9.2 Spot clean soil marks	Daily
1.9.3 Shampooing of carpets	Separate quote
1.10 Pathways; driveways/parking areas and surrounds:	
1.10.1 Pick up paper and refuse	Daily
1.10.2 Sweep	Daily
1.10.3 Hose/wash down	As necessary
1.10.4 Sweep and remove litter	Daily
1.11 Waste disposal:	
1.11.1 Empty and clean ashtrays	Daily
1.11.2 Empty and clean wastepaper bins	Daily
1.11.3 Remove refuse to refuse/disposal area	Daily
1.11.4 Daily removal of DSW bins by refuse trucks and return of bins to the correct location after removal	Daily
1.12 Dusting and general cleaning:	
1.12.1 Wipe/dust all accessible vertical and horizontal surfaces - walls; cabinets; tables; chairs; bookcases; fire hydrants; computers; etc.	Daily
1.12.2 Polish all wooden furniture	Weekly
1.12.3 Wipe vinyl furniture with a damp cloth	Daily
1.12.4 Wipe skirting boards	Daily
1.12.5 Dust all telephones	Daily
1.12.6 Disinfect telephones	Weekly
1.12.7 Clean directory boards	Daily
1.12.8 Dust window ledges and sills	Daily
1.12.9 Clean blinds; pictures and frames	Daily
1.12.10 Clean computers and equipment	Weekly
1.12.11 Clean office partitions	Weekly
1.13 Walls and paintwork:	
1.13.1 Spot clean all marks from lights switches; doors; passage paging speakers and walls	Daily
1.14 Glass and metalwork:	
1.14.1 Spot clean glass doors	Daily
1.14.2 Wipe all bright metal fittings (to a height of two metres)	Daily
1.15 Foyers and entrances:	
1.15.1 Sweep all entrance steps	Daily
1.15.2 Clean doormats and wells	Daily
1.15.3 Damp mop steps and entrance lobby	Daily
1.16 Lifts:	

1.16.1	Completely clean interior of lifts including indicator boards	Daily
1.16.2	Clean lift tracks	Daily
1.16.3	Clean exterior faces of doors	Daily
1.16.4	Clean floors	Daily
1.17	Stairs:	
1.17.1	Dust handrails; balustrades and fittings	Daily
1.17.2	Dust paging speakers	Daily
1.17.3	Maintain landings; treads and risers according to finish	Daily
1.17.4	Sweep fire escapes	Daily
1.17.5	Damp mop fire escapes	Daily
1.18	Toilets and washrooms:	
1.18.1	Empty and clean all waste receptacles	Daily and check continuously
1.18.2	Clean and sanitise all toilet bowls; basins; urinals and showers	Daily and check continuously
1.18.3	Clean all mirrors	Daily and check continuously
1.18.4	Clean and polish all bright metal finishes	Daily and check continuously
1.18.5	Dust windowsills; ledges; pipes and fittings	Daily and check continuously
1.18.6	Sweep, mop and disinfect floors	Daily and check continuously
1.18.7	Replace toilet paper, hand soap and towels supplied by The Playhouse Company	Daily and check continuously
1.19	Windows and partition glass — public areas:	
1.19.1	Clean accessible exterior faces of all windows	Monthly
1.19.2	Clean accessible interior faces of all windows	Monthly
1.19.3	Clean both faces of partition glass	Monthly

1.20 Areas excluded from service:

- 1.20.1 Actual stages.
- 1.20.2 Rear stage.
- 1.20.3 Under stage.
- 1.20.4 Orchestra pits.
- 1.20.5 Front of House control rooms.
- 1.20.6 Restricted machinery rooms;

1.21 Material to be provided by service provider:

- 1.21.1 Cleaning equipment.
- 1.21.2 Furniture polish, Brasso, spray buff.
- 1.21.3 Stainless steel polish.
- 1.21.4 Window cleaning kit & harnesses.
- 1.21.5 Stepladders.
- 1.21.6 Toilet cleaning kit.
- 1.21.7 Bin liners.

1.22 Material provided by The Playhouse Company:

- 1.22.1 Floor polish, Sealer.
- 1.22.2 Tissue & paper towels.
- 1.22.3 Hand soap, SD soap, dish wash soap.
- 1.22.4 Deo blocks/pee mats
- 1.22.5 Extension cords.
- 1.22.6 Refuse bags.

1.23 Employment and statutory compliance

- 1.23.1 Compliance is a material condition of tender and contract. The service provider is the employer of all deployed personnel and bears full responsibility for lawful employment, remuneration, supervision, discipline, payroll records and statutory contributions. The service provider must, throughout the contract:
- 1.23.2 Be registered with and in good standing with the bargaining council having jurisdiction over the contract cleaning industry and comply with every applicable main, wage, benefit fund and other collective agreement, including any extension, replacement or amendment.
- 1.23.3 Pay not less than the applicable prescribed wage and all required allowances, overtime, Sunday, public holiday, night work and other premiums, and comply with working time, meal interval, rest period, leave and termination provisions.
- 1.23.4 Issue lawful written contracts to fixed and flexi time employees. A flexi time or call in arrangement may not be used to avoid minimum wages, benefits, guaranteed entitlements or any other statutory or collective agreement obligation.
- 1.23.5 Comply with the Labour Relations Act, Basic Conditions of Employment Act, National Minimum Wage Act, Employment Equity Act, Occupational Health and Safety Act, Compensation for Occupational Injuries and Diseases Act, Unemployment Insurance legislation, Skills Development legislation and all other applicable laws.
- 1.23.6 Maintain valid registration and good standing with the Compensation Fund, UIF, SARS and any compulsory provident, pension, medical, leave pay, bonus or other fund established by the applicable collective agreement.
- 1.23.7 Comply with section 197 of the Labour Relations Act if it applies to the commencement, change or termination of the service. Each bidder must make its own assessment and price all lawful obligations; The Playhouse Company makes no representation that a transfer does or does not apply.
- 1.23.8 Ensure that subcontractors, if expressly approved, meet the same requirements. Approval does not relieve the principal service provider of responsibility.

1.24 Management supervision and records

- 1.24.1 The working supervisor must consult daily with the designated Playhouse Company representative and with the Facilities Manager when shows or events are scheduled.
- 1.24.2 The service provider must maintain a site file containing employee identification, contracts or deployment confirmations, induction and training records, rosters, attendance, leave and relief records, safety documents, inspection sheets and incident reports, subject to POPIA and lawful access controls.
- 1.24.3 Daily attendance must be recorded through The Playhouse Company approved system and certified by the supervisor. Flexi time show attendance must also reference the relevant call off instruction.

- 1.24.4 Monthly reports must summarise staffing, relief usage, inspections, complaints, corrective action, incidents, consumable usage, event calls and labour compliance.
- 1.24.5 The Playhouse Company may conduct announced or unannounced compliance audits and may require reasonable supporting payroll and bargaining council records. Personal information may be redacted where it is not needed for verification.

1.25 Health safety security and conduct

- 1.25.1 All personnel must complete site induction, wear identifiable uniforms and access cards, comply with security controls and maintain confidentiality.
- 1.25.2 The service provider must provide task appropriate PPE and training for chemicals, machinery, manual handling, working at height, sharps, bodily fluids and other foreseeable risks.
- 1.25.3 Wet floor signs and safe work barriers must be used. Chemicals must be labelled, stored securely and used in accordance with safety data sheets. Hazardous chemicals may not be introduced without approval.
- 1.25.4 Window and high level work may be performed only by competent, medically fit and properly equipped personnel under an approved safe work procedure. No person may work at height without the required fall protection controls.
- 1.25.5 No cleaning activity may interfere with rehearsals, performances, technical operations, emergency routes or patron safety.

1.26 Other considerations:

- 1.26.1 Besides the normal working hours schedule, most shows at The Playhouse Company take place at night and sufficient cleaning staff are required to ensure that Front of House areas, including foyers, toilets and theatres, are clean at all times. There are 3 theatres and 5 function venues of varying sizes, accommodating audiences ranging from 100 to more than 1 700 people on any given night. Keeping these areas clean is therefore vital.
- 1.26.2 Shift changes from day to night must be managed so that sufficient cleaners remain on duty, particularly where afternoon and evening shows are scheduled. The service provider must ensure that venues are cleaned and ready for the next performance.
- 1.26.3 The cleaning supervisor must liaise with the Facilities Manager for important events and opening nights to support smooth operations and timely issue resolution.

1.27 Contract management, performance monitoring and reporting:

- 1.27.1 The appointed service provider must comply with agreed service levels and performance standards for cleaning quality, staffing availability, supervision, response times, health and safety compliance, attendance, reporting and adherence to the scope of work.
- 1.27.2 The Facilities Manager, or delegated Playhouse Company representative, will monitor performance through daily supervision, routine inspections, attendance records, event-readiness checks, cleaning

checklists, incident reports, complaints received and monthly performance reports submitted by the service provider.

- 1.27.3 The service provider must submit a monthly performance report by the date agreed with The Playhouse Company. The report must include attendance, relief staffing, overtime, event support, inspections completed, complaints received, corrective action taken, incidents, health and safety matters, consumable usage and any service challenges affecting delivery.
- 1.27.4 The Playhouse Company may require monthly or ad hoc contract management meetings to review service delivery, confirm corrective action, address recurring issues, assess compliance with staffing and health and safety requirements, and agree on improvement actions and timelines.
- 1.27.5 Where performance deficiencies are identified, the service provider must implement corrective action within the timeframe specified by The Playhouse Company. Repeated or material non-performance may result in escalation in accordance with the contract, including written warnings, withholding of payment for undelivered services, penalties if provided for in the contract, or termination where warranted.
- 1.27.6 Payment may be linked to satisfactory performance, verified attendance, approved overtime, submission of required reports and confirmation that services were delivered in line with the scope of work and agreed service levels.

1.28 Measurable KPIs and service-level targets:

Performance area	KPI / service-level target	Measurement method	Frequency
Staffing availability	Required staffing complement must be maintained: 1 supervisor, 10 cleaners including window cleaners.	Attendance register, roster and supervisor confirmation.	Daily
Attendance and punctuality	Staff must report for duty on time and remain on site for the full approved shift. Unplanned absenteeism must be covered within 2 hours.	Time records, attendance reports and relief staff records.	Daily
Cleaning quality	At least 95% of routine inspection items must be rated satisfactory, with no repeat finding on the same item for more than two consecutive inspections.	Inspection checklist and Facilities Manager sign-off.	Daily / weekly
Toilets and high-traffic areas	Toilets, foyers, lifts, entrances and other high-traffic areas must be clean, safe and adequately stocked during operating hours, performances and events.	Spot checks, event-readiness checks and complaints log.	Continuous / event-based
Event readiness	Event areas must be cleaned and ready at least 60 minutes before	Event-readiness checklist and	Per event

	public access, unless a different time is agreed with the Facilities Manager.	supervisor confirmation.	
Waste removal	Waste bins and designated refuse areas must be emptied and maintained in accordance with the scope, with no avoidable overflow or obstruction.	Daily checklist and Facilities Manager inspection.	Daily
Windows and partition glass	Monthly window and partition glass cleaning must be completed in accordance with the approved schedule, subject to access, safety and weather conditions.	Monthly completion checklist and photographs where requested.	Monthly
Health and safety compliance	No work may proceed without required PPE, signage, safe work controls and approved working-at-heights arrangements. Incidents must be reported immediately and formally recorded within 24 hours.	Safety file, incident reports, inspection records and toolbox talk records.	Ongoing / monthly
Complaints and corrective action	Urgent cleaning issues must be attended to within 30 minutes. Non-urgent issues must be resolved within 24 hours, unless otherwise agreed.	Complaints register, corrective action log and close-out confirmation.	As required / monthly review
Monthly reporting	Monthly performance report must be submitted by the agreed date and must include staffing, attendance, overtime, inspections, complaints, incidents, corrective actions and compliance matters.	Monthly report and meeting minutes.	Monthly

1.29 Duration of contract:

1.29.1 The contract will be for a three-year period, from 01 April 2027 – 31 March 2030.

1.30 Specific instructions on pricing:

- 1.30.1 The cover of the tender document must reflect the total tender amount for the three-year period inclusive of VAT.
- 1.30.2 Notwithstanding that the price is subject to annual escalation, the price for the first year of service must be fixed. Years 2 and 3 may be subject to annual increases in line with the bargaining council.
- 1.30.3 Your pricing schedule must indicate the hourly, daily and overtime rates for the cleaning supervisor, cleaners and window cleaners, based on the staff complement to be confirmed by The Playhouse Company.
- 1.30.4 Note that you may not add overtime to your total quoted price since it is incurred as and when cleaners work extra hours.
- 1.30.5 Tenderers may attach a separate detailed pricing schedule to support what they filled in the tender document.

FUNCTIONALITY EVALUATION CRITERIA

Functionality will be evaluated to determine whether the bidder has the technical capacity, relevant experience, staffing approach, resources, health and safety controls, financial capability, implementation plan and contract management capability required to deliver cleaning services at both The Playhouse Company premises for the full three-year contract period.

Bidders must achieve a minimum functionality score of **75 points out of 100** to proceed to the next stage of evaluation. Bidders scoring below 75 points will be disqualified and will not be evaluated further on price and specific goals.

Criterion	Evidence required	Scoring guidance	Points
1. Understanding of scope and methodology	Bidder must submit a detailed cleaning methodology, a task schedule covering all frequencies required in the scope, and a site-specific approach for both premises. The submission must address the following: Scope understood; cleaning frequencies addressed; theatre/event environment addressed; show cleaning addressed; shift/changeover arrangements; waste/window cleaning; supervision; separate services identified.	20 Points: Complete and fully aligned. 12 Points: Generally adequate, with minor omissions. 6 Points: Limited, generic or materially incomplete. 0 Points: No relevant methodology submitted.	20
2. Staffing plan and supervision	Bidder must submit a staffing organogram or deployment schedule confirming 1 supervisor, 10 cleaners including window cleaners. The submission must include: fixed complement; flexi pool; supervisor/contract manager; show-call roster; relief within 2 hours where unplanned absenteeism occurs; shift handover/continuity.	15 Points: Complete and fully demonstrates staffing capacity. 10 Points: Generally adequate, with minor gaps. 5 Points: Limited or does not clearly demonstrate capacity. 0 Points: No relevant staffing plan submitted.	15
3. Relevant experience and track record	Bidder must submit five (5) reference letters for comparable cleaning contracts completed or currently being performed within the past five years. Each reference must indicate the client name, nature of services, contract period, contract value, contact person and contact details.	20 Points: 5 or more comparable contracts. 16 Points: 4 comparable contracts. 12 Points: 3 comparable contracts.	20

	Comparable contracts should relate to commercial, public, theatre, event, hospitality or other high-foot-traffic facilities of similar size or complexity.	8 Points: 2 comparable contracts. 4 Points: 1 comparable contract. 0 Points: No comparable contracts or insufficient evidence.	
4. Equipment, materials and resources	Bidder must submit a detailed list of cleaning equipment, tools, chemicals, consumables and safety equipment to be supplied by the bidder, including cleaning equipment, furniture polish, Brasso, spray buff, stainless steel polish, window cleaning kit, harnesses, stepladders, toilet cleaning kit and bin liners. Product data sheets or safety data sheets must be included for chemicals where applicable. Resources must be suitable for the floor, surface, glass, metalwork, toilet and waste disposal tasks listed in the scope.	15 Points: Complete and fully aligned resource list. 10 Points: Generally aligned, with minor omissions. 5 Points: Limited, generic or materially incomplete. 0 Points: No relevant resource list submitted.	15
5. Health, safety and quality control	Bidder must submit a health and safety plan or policy, confirmation of safety file readiness, PPE schedule, working-at-heights controls for window cleaning, harness and stepladder safety measures, chemical handling procedures, safety data sheets, risk assessments, incident reporting procedures, and quality control tools such as cleaning checklists, inspection reports, supervisor sign-off sheets, event-readiness checklists, complaints register, corrective action log and reporting templates aligned to the KPI and service-level targets in the scope.	15 Points: Complete health, safety and quality evidence. 10 Points: Generally adequate, with minor gaps. 5 Points: Limited, generic or materially incomplete. 0 Points: No relevant health, safety or quality plan submitted.	15
6. Implementation and mobilisation plan	Bidder must submit a mobilisation and implementation plan covering the contract commencement timeline, staff onboarding, site induction, deployment of equipment and materials, readiness for both premises, communication arrangements with The Playhouse Company's Facilities Manager, and continuity arrangements for weekends, public holidays, evening shows,	5 Points: Complete and practical mobilisation, implementation and contract management plan submitted, including KPI monitoring and reporting arrangements.	5

	show calls, high-attendance events and shift changeovers. The plan must also describe how the bidder will respond to event schedules or call-off instructions, confirm show personnel within SLA timeframes, manage pre-opening, during-show, between-performance and post-event cleaning, provide supervision for major events and opening nights, manage contract performance, meet measurable KPI and service-level targets, submit monthly performance reports, attend contract management meetings, address complaints, implement corrective action and ensure service continuity.	3 Points: Basic plan submitted, with limited detail or minor gaps in mobilisation, continuity, KPI monitoring or reporting arrangements. 0 Points: No relevant mobilisation, implementation or contract management plan submitted.	
7. Financial capacity and sustainability	Bidder must submit audited financial statements for the latest three financial years. Where audited financial statements are not legally required, independently reviewed annual financial statements or accountant-confirmed financial statements must be submitted. The evidence must demonstrate the bidder's financial capacity and sustainability, including the ability to carry payroll and operational expenditure, mobilise resources, sustain service delivery for the contract period, and maintain a going-concern position where ascertainable.	10 Points: Required financial statements submitted and evidence demonstrates strong financial capacity to mobilise, carry payroll and operational expenditure, and sustain the contract. 6 Points: Required financial statements submitted and evidence demonstrates reasonable financial capacity, with minor gaps or reservations. 3 Points: Limited financial evidence submitted or material uncertainty exists regarding the bidder's ability to mobilise and sustain the contract. 0 Points: No relevant financial statements or financial capacity evidence submitted.	10
Total functionality score			100

Scoring guide: For each criterion, evaluators must allocate points proportionately based on the quality, completeness, relevance and credibility of the bidder's submission. Full points should only be awarded where the bidder provides clear, specific and verifiable evidence that fully meets or exceeds the scope requirements. Partial points should be awarded where the response is adequate but lacks detail or supporting evidence. Zero points should be awarded where the bidder does not respond, provides irrelevant information, or fails to demonstrate capability.

Score level	Guidance for evaluators
Excellent / full score	The bidder provides clear, complete, specific and verifiable evidence that fully meets or exceeds the requirement. The response is directly aligned to the scope, practical, lawful and supported by credible documentation.
Good / high partial score	The bidder substantially meets the requirement and provides relevant supporting information, but minor detail or supporting evidence is limited.
Adequate / moderate partial score	The bidder addresses the requirement in general terms and appears capable, but the response lacks sufficient detail, specificity or supporting documentation.
Poor / low partial score	The bidder provides limited, generic or unclear information and does not adequately demonstrate how the requirement will be met.
Zero	The bidder does not respond to the requirement, provides irrelevant information, or fails to demonstrate capability.