



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

NOTIFICATION OF TENDER ADVERT

Bid Number: SASSA: 108-23-CS-MP

Bid Description: The South African Social Security Agency hereby invites Service providers to Provide Cleaning, Sanitation and Gardening Services IN Mpumalanga Region for over a period of thirty Six (36) Months.

Name of Institution:South African Social Security Agency(SASSA)

Place where goods, works or services are required:
SASSA Mpumalanga Regional Office , 18 Ferreira Street ,1201

Date Published: 25 January 2024

Closing Date / Time: 16 February 2024 @11:00am

Enquiries:

Supply Chain Management

Contact Person: Mr Lethumusa Ngwenya
Email: LethumusaN@sassa.gov.za
Telephone number: 013 754 9498
FAX Number: N/a

Project Manager

Contact Person: Siphiwe Tshabangu
Email: SiphiweT@sassa.gov.za
Telephone number: 013 799 7052
FAX Number: N/a

Where bid documents can be obtained:

Website:<https://etenders.treasury.gov.za>
<https://sassa.gov.za>

Physical Address:Where bids should be delivered:

SASSA Mpumalanga Regional Office,
18 Ferreira Street
1200

Compulsory Briefing Session

- **Physical Address**

Date : 31 January 2024@09:30

Venue : SASSA, 41 Bester Street , Nelspruit , 1201



*[paying the right social grant, to the right person,
at the right time and place. NJ.H.O!]*

South African Social Security Agency
Head Office

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Nelspruit • Private Bag X55662 • Nelspruit, 1200
Tel: +27 12 754 9346 • Fax: 086 656 4166
www.sassa.gov.za

PART A
INVITATION TO BID
YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (SASSA)

BID NUMBER:	SASSA: 108-23-CS-MP	CLOSING DATE:	16 /02 /2024	CLOSING TIME:	11:00 AM
DESCRIPTION	Bid Description: The South African Social Security Agency hereby invites Service providers to Provide Cleaning, Sanitation and Gardening Services IN Mpumalanga Region for over a period of thirty Six (36) Months.				

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

SASSA Mpumalanga Regional Office , 18 Ferreira Street ,1201

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Lethumusa Ngwenya	CONTACT PERSON	Siphiwe Tshabangu	
TELEPHONE NUMBER	013 799 7052	TELEPHONE NUMBER	013 799 7052	
FACSIMILE NUMBER	N/A	FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS	LethumusaN@sassa.gov.za	E-MAIL ADDRESS	SiphiweT@sassa.gov.za	

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
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX]	<input type="checkbox"/> Yes <input type="checkbox"/> No	B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX]	<input type="checkbox"/> Yes <input type="checkbox"/> No

[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSURE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
-----------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------	--------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE A BRANCH IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	<input type="checkbox"/> YES <input type="checkbox"/> NO
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.	

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, 2017, 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."

SIGNATURE OF BIDDER:	DATE
CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.)			
TOTAL NUMBER OF ITEMS OFFERED		TOTAL BID PRICE (ALL INCLUSIVE)	

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

DATE:

**PRICING SCHEDULE – FIRM PRICES
(PURCHASES)**

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

Name of bidder.....	Bid number SASSA: 108-23-CS-MP
Closing Time 11:00	Closing date 16 – FEB - 2024

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

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY ** (ALL APPLICABLE TAXES INCLUDED)
-------------	----------	-------------	-----------------------------------------------------------------

- Required by:
- At:
- Brand and model
- Country of origin
- Does the offer comply with the specification(s)? *YES/NO
- If not to specification, indicate deviation(s)
- Period required for delivery
- Delivery basis

*Delivery: Firm/not firm

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

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

*Delete if not applicable

STANDARD BIDDING DOCUMENT (SBD) 4

BIDDER'S DISCLOSURE

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 and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.
- 1.2 Where a person/s are 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. BIDDER'S DECLARATION

- 2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? YES / NO

- 2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

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.

STANDARD BIDDING DOCUMENT (SBD) 4

STANDARD BIDDING DOCUMENT (SBD) 4

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

2.2.1 If so, furnish particulars:

.....
.....
.....
.....
.....
.....
.....

2.3 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

2.3.1 If so, furnish particulars:

.....
.....
.....
.....
.....

3. DECLARATION

I, the undersigned, (name) 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 not to be true and complete in every respect;

STANDARD BIDDING DOCUMENT (SBD) 4

3.3 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 consortium² will not be construed as collusive bidding.

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

² 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.

STANDARD BIDDING DOCUMENT (SBD) 4

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.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
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 invitations to tender:

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

1.2 **To be completed by the organ of state**

a) The applicable preference point system for this tender is the 80/20 preference point system.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

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

1.4 **To be completed by the organ of state:**

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 organ of state reserves the right to require of a 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.

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 or 90 points is allocated for price on the following basis:

$$PS = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}}\right) \text{ or } PS = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}}\right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

P_{min} = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

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

80/20

or

90/10

$$Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right) \text{ or} \quad Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(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. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
 - (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

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 (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
B-BBEE Status Level 1 - 2 contributor with at least 51% black women ownership	10	20		
B-BBEE Status Level 3 - 4 contributor with at least 51% women ownership	9	18		
B-BBEE Status Level 1 - 2 contributor with at least 51% black youth or disabled ownership	8	16		
B-BBEE Status Level 1 - 2 contributor	7	14		
B-BBEE Status Level 3 - 8 contributor with at least 51% youth or disabled ownership	5	12		
B-BBEE Status Level 3 - 4 contributor	4	8		
B-BBEE Status Level 5 - 8 contributor	2	4		
Others (Non-Compliant)	0	0		
Note: In the event of a bidder claiming more than one specific goal category, SASSA will allocate points based on specific goal with the highest points.				

Returnable document to claim points	Please tick below for the attached document
1. B-BBEE Certificate	
2. Sworn Affidavit (EME or QSE)	
3. CSD registration number	

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 property
- 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:

CONTRACT FORM - PURCHASE OF GOODS/WORKS

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

PART 1 (TO BE FILLED IN BY THE BIDDER)

1. I hereby undertake to supply all or any of the goods and/or works described in the attached bidding documents to (name of institution)..... in accordance with the requirements and 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 time of 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;
 - Tax clearance certificate;
 - Pricing schedule(s);
 - Technical Specification(s);
 - Preference claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations 2011;
 - Declaration of interest;
 - Declaration of bidder's past SCM practices;
 - Certificate of Independent Bid Determination
 - 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 goods and/or works 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.

DATE:

CONTRACT FORM - PURCHASE OF GOODS/WORKS

PART 2 (TO BE FILLED IN BY THE PURCHASER)

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

ITEM NO.	PRICE (ALL APPLICABLE TAXES INCLUDED)	BRAND	DELIVERY PERIOD	B-BBEE STATUS LEVEL OF CONTRIBUTION	MINIMUM THRESHOLD FOR LOCAL PRODUCTION AND CONTENT (if applicable)

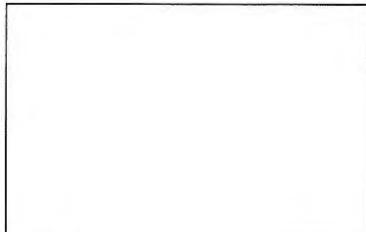
4. I confirm that I am duly authorised to sign this contract.

SIGNED ATON

NAME (PRINT)

SIGNATURE

OFFICIAL STAMP



WITNESSES	
1.
2.
DATE	



**APPOINTMENT OF SERVICE PROVIDER/S TO
PROVIDE CLEANING, SANITATION AND GARDENING
SERVICES**

TERMS OF REFERENCE

FOR

**APPOINTMENT OF SERVICE PROVIDER/S TO
PROVIDE CLEANING, SANITATION AND GARDENING
SERVICES IN SASSA MPUMALANGA REGION OVER A
PERIOD OF THIRTY SIX (36) MONTHS**

ACRONYMS

1.1.	BBBEE	- Broad Based Black Economic Employment
1.2.	CSD	- Central Supplier Database
1.3.	COIDA	- Compensation of Injuries and Diseases Act
1.4.	CV	- Curriculum Vitae
1.5.	EME	- Exempted Micro Enterprise
1.6.	M2	- Square Meters
1.7.	NCCA	- National Contract Cleaners Association
1.8.	SABS	- South African Bureau of Standards
1.9.	SANAS	- South African National Accreditation System
1.10.	SASSA	- South African Social Security Agency
1.11.	SBD	- Standard Bidding Documents
1.12.	TOR	- Terms of Reference
1.13.	UIF	- Unemployed Insurance Fund

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ANNEXURES

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Annexure K2	Daily Monitoring Tool for Non-Compliance (Equipment)
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Annexure L	Locations of Offices

1. PURPOSE

The purpose of these Terms of Reference is to invite prospective Service Provider/s to bid for the provision of cleaning, sanitation and gardening services for the South African Social Security Agency (SASSA) Mpumalanga Region for a period of thirty six (36) months.

2. BACKGROUND

- 2.1. SASSA has various offices that are spread across the Mpumalanga Region where the services will be required.
- 2.2. The Agency is mandated to ensure effective and efficient delivery of high quality service with regard to the management and administration of social grants is done in a manner that is sensitive, caring and restores dignity of beneficiaries as well as the integrity of the whole system.
- 2.3. According to Section 8 (1) of the Occupational Health and Safety Act, Act, 1993 (Act no. 85 of 1993), as amended, the Agency is required to provide as far as reasonably practicable, a working environment that is safe and without risk to the health of its employees and clients.

3. SCOPE OF WORK

- 3.1. The appointed service provider/s will be required to provide the following services:

3.1.1. Cleaning

- General Cleaning of offices
- Deep Cleaning services
- Car Wash service to all pool vehicles.
- Disinfection and Decontamination services.
- Pest Control services

3.1.2. Sanitation Services.

- General Sanitation
- Septic Tank Services

3.1.3. Gardening Services.

- Lawn and Plants care services
- Insect Control services
- Weed control services

4. DELIVERABLES

The Service Provider must provide the following deliverables:

- 4.1. Staff/Labour force
 - 4.1.1. Three Operations Managers (1 x Ehlanzeni, Bushbuckridge and Regional Office, 1 x Nkangala and 1x Gert Sibande) Supervisors
 - 4.1.2. Cleaners
 - 4.1.3. Gardeners
 - 4.1.4. Personal protective equipment (PPE's) and uniform for the personnel
- 4.2. Cleaning, sanitation, gardening, car wash material and equipment
- 4.3. Cleaning, sanitation, gardening, car wash consumables
- 4.4. Periodic specialised cleaning services

5. RESPONSIBILITIES

5.1. The Service Provider must:

- 5.1.1 Conduct business in a courteous and professional manner.
- 5.1.2 Ensure that every worker is clothed in full uniform and name tag at all times whilst rendering services within SASSA premises.
- 5.1.3 Ensure that remuneration of service provider's employees is in line with Department of Labour determinations and other applicable laws
- 5.1.4 Comply with all relevant employment legislation and applicable bargaining council agreement, including UIF, etc.
- 5.1.5 Comply with applicable SASSA policies, procedures and regulations relevant to cleaning and sanitation services.
- 5.1.6 Manage the internal disputes among his/her staff such that SASSA is not affected. Despite such disputes, the Service Provider ensure there is continuation of service in terms of this contract.
- 5.1.7 Ensure that your performance in this contract is in such a manner that it ensures non – disruption to SASSA services due to lack of provision of your services as per the contract.
- 5.1.8 Ensure that SASSA is informed of any removal and replacement of staff.
- 5.1.9 Ensure that there is availability and adequate supply of equipment, chemicals and material at all times as per the standard defined in the contract.
- 5.1.10 Ensure that all staff working under this contract are in good health and pose no risk to any SASSA employees.
- 5.1.11 Not make use of fire hose reels or other fire extinguishers in offices for the purpose of executing project activities.
- 5.1.12 The service provider may only re-fill, empty, and clean machines and equipment only at such places as designated.

- 5.1.13 Not use equipment, material or chemicals that may damage or cause harm to fittings, persons or any other contents in offices.
- 5.1.14 Take precautionary measures to safeguard and store poisonous or highly inflammable substances in line with manufacturer safety recommendations.
- 5.1.15 Ensure that all work performed and all equipment used on site are in compliance with the Occupational Health and Safety Act, 1993 (Act no. 85 of 1993) and any regulations promulgated in terms of this Act and the standard instructions of SASSA.
- 5.1.16 Maintain cleaning equipment in good working order so as to comply with the SASSA's Occupational Health and Safety Standards (a copy will be made available on request).
- 5.1.17 The service provider to replace machinery and equipment when they become broken/dysfunctional and when due for replacement in line with prescribed period of replacement as contained in this tender.
- 5.1.18 The service provider must ensure that his/her representative/s attend the following meetings:
 - Project monitoring meetings;
 - Site service and compliance monitoring sessions,
 - Any other emergency meetings.
- 5.1.19 Submit documentary proof of monthly provision of goods and services as well as proof that goods and services are compliant with applicable laws.
- 5.1.20 Submit an invoice only for the goods and services that have been rendered for that particular month.
- 5.1.21 Successful service provider/s must advise the project manager immediately when unforeseeable circumstances will adversely affect the execution of the contract (full particulars of such circumstances as well as the period of delay must be furnished).
- 5.1.22 Establish offices in Mpumalanga province within three (3) months after the award of the bid. Failure to submit proof of office establishment within 3 months will lead to a cancellation of the contract.

5.2 SASSA shall:

- 5.2.1 Manage the contract in a professional manner.
- 5.2.2 Monitor the performance of the contract
- 5.2.3 Provide appropriate information as and when required and only in situations where it is required by the service provider to fulfill their duties, for example; policies.
- 5.2.4 Not honor any claim that is not in line with conditions of the contract.
- 5.2.5 Provide a storage space for equipment and materials.

- 5.2.6 If necessary request the withdrawal of a staff member/cleaner if he/she poses a threat or anything to SASSA employees or because of continuous poor performance.
- 5.2.7 Not be held liable for any injury or death suffered by the service providers' staff whilst on duty.
- 5.2.8 Pay within 30 days of receipt of a valid invoice.

6 BID CONDITIONS

- 6.1 Bidders must submit their bid proposals in line with the TOR bid specifications and the attached applicable **Annexures**.
- 6.2 When completing the tender document, a bidder must not deviate from detailed specifications provided unless allowed to do so by the Agency in writing.
- 6.3 The General Conditions of Contract (GCC) from National Treasury will apply for this bid.
- 6.4 SASSA reserves the right to award the bid in whole or partial.
- 6.5 SASSA reserves the right to award the bid to highest scoring bidder.
- 6.6 The contract (SBD 7.1) shall be concluded between SASSA and the successful service provider(s).
- 6.7 SASSA will enter into Service Level Agreement(s) with the successful bidder(s).
- 6.8 SASSA reserves the right to request for any necessary documentation prior to the awarding of the contract.
- 6.9 The bid price accepted from the successful bidder/s will remain fixed and firm for the 36 months. However, the bid price will be adjusted at the anniversary of the contract as determined by CPI. SASSA will apply Index A contained in Table B1 as published by Statistic South Africa's monthly release.
- 6.10 SASSA reserves the right to cancel and/or terminate the bid process at any stage, including after the Closing Date and/or after presentations have been made, and/or after bids have been evaluated and/or after the preferred bidders have been notified of their status as such.
- 6.11 Bidders shall be disqualified if found to have misrepresented information in their bid proposals.
- 6.12 Should there be work that is not covered on the scope, the necessary processes of scope variation will be embarked on in line with National Treasury's Instruction Note. In the event where there is no agreement between the Service Provider and SASSA, SASSA reserves the right to appoint another service provider to undertake specialized services that are not specified in this bid document in an event of an emergency or any other incident which may occur requiring such specialized services.
- 6.13 SASSA shall provide specification that details the work to be rendered.

Cleaning Activities	Annexure A1
Sanitation Activities	Annexure A2
Vehicle Cleaning Activities	Annexure A3
Garden Cleaning Activities	Annexure A4
Periodic Specialized Cleaning Activities	Annexure A5

6.14 The successful bidder will be required to sign a Service Level Agreement (SLA) that will incorporate a penalty system and a monitoring tool that will be used to evaluate services for the entire duration of the contract. (**Annexures J and K**).

6.15 All information and documents must be regarded as confidential and may not be used for any purpose other than for the one intended without a written consent of the Agency.

6.16 The successful bidder/s is/are entitled to general knowledge acquired in the execution of the contract and may use it, provided that it shall not be used to the detriment of SASSA.

6.17 The Agency reserves the right to refer chemicals/detergents for testing to ensure that all specifications have been met.

6.18 The agency reserves the right to reject a product/s, equipment, material or chemicals that are deemed to be below acceptable quality or standard and detrimental to its property and staff.

6.19 SASSA will not be held liable for any expenses incurred by bidder/s during this bidding process.

6.20 Each bid, once submitted, constitutes a binding and irrevocable offer to provide the services on the terms set out in this bid, which offer cannot be amended after its date of submission.

6.21 SASSA may, for any reason and at any time during the selection process, request any bidder to supply further information and/ or documentation.

6.22 After careful consideration and thorough examination of the proposals, SASSA shall appoint the bidder that will score the highest point as outlined in PPPR of 2022. The cheapest price offered will not necessarily be a decisive factor in the awarding of this bid.

6.23 The successful bidder will be published in the same publication where the tender was advertised.

6.24 Acceptance of this tender is subject to the condition that both the contracting firm/s and its personnel providing services must be cleared by the appropriate authorities to the level of confidential/secret/ top secret. Obtaining a positive recommendation is the responsibility of the contracting firm concerned. If the principal contractor appoints a sub-contractor, the same provisions and measures will apply to the sub-contractor. Acceptance of the tender is also subject to the condition that the contractor will implement all.

- 6.25 The bidder must ensure that at least 50% of his/her workforce must be recruited within the specific local area.
- 6.26 It should be noted that the number of offices may increase or decrease at any time during the period of the contract due to operational reasons.

7 BID REQUIREMENTS

- 7.1 Bidders must initial every page of the returnable documents including SBD forms, pricing schedules, and bid proposal.
- 7.2 SASSA shall provide physical addresses and contact details of the offices where the Cleaning, Sanitation and Gardening Services will be provided.
Annexure L
- 7.3 Joint Venture
This will be considered valid if there is proof of agreement signed by all parties involved. Submission of applicable: Resolution by the Legal Entity, or consortium/joint venture, authorising a dedicated person (s) to sign documents on behalf of the firm/consortium/joint venture. The following must be submitted:
 - 7.3.1 a consolidated valid tax clearance certificate and/or SARS issued pin code (which will be verified).
 - 7.3.2 a signed teaming agreement must be submitted
 - 7.3.3 a consolidated B-BBEE certificates for all members
 - 7.3.4 a consolidated Central Supplier Database Registration (CSD)
- 7.4 The tenderer must have a valid public liability insurance cover to the value of a minimum of R10 million.
- 7.5 The bidder must submit a proof of registration with contract cleaning association, for example, Bargaining Council for the Contract Cleaning Services Industry (BCCCI), National Contract Cleaners Association (NCCA) Certificate, etc.
- 7.6 The bidder must submit a copy of Pest Control Certificate.
- 7.7 Provide proof of experience in the provision of cleaning and sanitation services that will include duration of the contract, contract value, square meters covered/cleaned, contact person and contact numbers. (**Annexure I**). This must be accompanied by reference letters with contactable referees. The reference letter must have the following minimum information:
 - Contract period (Start and Finish dates).
 - Size of the project in square meters.
 - Contract value.
 - The nature of the service provided.
 - Number of sites.
- 7.8 The bidder must provide a Project Methodology that will demonstrate how the service will be implemented inclusive of CV's (with copies of relevant

qualifications) of key personnel and their roles and functions, OHS Policies, contingency plan and training plan.

7.9 The bidder must submit bank rating letter/grading letter.

8 MANDATORY REQUIREMENTS

The following conditions apply to bidders, and if any of the conditions are not met the bid will be disqualified:

- 8.1 Bidders must attend a compulsory briefing session.
- 8.2 The tenderer must have a valid public liability insurance cover to the value of a minimum of R10 million.
- 8.3 Bidders must submit a copy of a license for treatment of healthcare risk waste issued by environmental affairs as well as Waste treatment facility certificate issued by local authority or municipality (National Environmental Management Waste Act 59 of 2008) or signed agreement with a company that meets the requirements.

9 EVALUATION OF THE BID/TENDERS

The bid will be evaluated according to the following stages:

Phase One (Stage One and Two)	- Mandatory and Administrative Compliance requirements
Phase Two	Functional Evaluation
Phase Three	Price and Specific Goals

9.1 PHASE ONE

9.1.1 Stage One – MANDATORY REQUIREMENTS

- 9.1.1.1 Attendance of a briefing session.
- 9.1.1.2 The tenderer must have a valid public liability insurance cover to the value of a minimum of R10 million.
- 9.1.1.3 Waste removal certificate in the name of the bidder or an agreement with a company that has a waste removal certificate.

9.1.2 Stage Two - ADMINISTRATIVE COMPLIANCE

Bidders must submit the following documents as part of the bid.

Administrative Documents:
<ul style="list-style-type: none">• Tax verification Pin /Valid Tax Clearance Certificate• CSD Detailed Report

Administrative Documents:

- A copy of CIPC registration
- ID copies for all Company Directors
- BBBEE Certificate or Sworn Affidavit
- A copy of a valid Compensation for Occupational Injuries and Disease Act (COIDA) certificate or letter for tender purposes obtainable from the Department of Labour.
- A copy of a valid Unemployment Insurance Fund (UIF) certificate or letter for tender purposes obtainable from the Department of Labour.
- Fully completed and signed SBD forms (SBD1, SBD 3.1, SBD4, SBD6.1, SBD7.1) in response to the requirements outlined in the tender document.

NB: Failure to submit and adhere to the above mentioned requirements with the proposal may disqualify the bidder's proposal.

Other Administrative Documents

- Attach active proof of Registration with contract cleaning association, for example, Bargaining Council for the Contract Cleaning Services Industry (BCCCI), National Contract Cleaners Association (NCCA) Certificate, etc.

9.2 Phase Two - FUNCTIONALITY EVALUATION

The table below contains the details of the evaluation criterion and the weights of each functional component. The following values will be used to determine the weights.

1=*Poor* 2=*Average* 3=*Good* 4=*Very Good* 5=*Excellent*

Number.	Functionality Evaluation Criteria	WEIGHT
1	<p><u>ABILITY AND CAPABILITY</u></p> <p>(NB: To be assessed on the basis of the information contained in Annexure I – COMPANY PROFILE EXPERIENCE IN THE CLEANING INDUSTRY and reference letters attached):</p> <p><u>1.1 Previous Experience In The Cleaning Industry (15 points)</u></p> <p>Number of months of experience shall be allocated values as follows:</p> <ul style="list-style-type: none"> (i) 0 to 12 months – 1 (ii) 13 months to 24 months – 2 (iii) 25 months to 36 months – 3 (iv) 37 months to 48 months – 4 (v) 49 months and above – 5 <p><u>1.2 Magnitude of previous work undertaken in terms of number of sites. (15 points)</u></p> <p>Number of previous sites shall be allocated values as follows:</p> <ul style="list-style-type: none"> (i) 0 to 15 – 1 (ii) 16 - 30 – 2 (iii) 31 to 45 – 3 (iv) 46 to 60 - 4 (v) 61 and above – 5 	70

Number.	Functionality Evaluation Criteria	WEIGHT
	<u>1.3 Magnitude of previous work undertaken in terms of size. (10 points)</u>	
	Total size of all previous sites shall be allocated values as follows:	
	<ul style="list-style-type: none"> (i) 0 m²– 6 000m² – 1 (ii) 6 001m²– 12 000 m² – 2 (iii) 12 001 m² – 18 000 m² – 3 (iv) 18 001 m²– 24 000 m² - 4 (v) 24 001 m² and above – 5 	
	<u>1.4 Capacity (10 points)</u>	
	Experience of current personnel at management level (project managers and operations managers) in the cleaning industry. Provide detailed CV	
	<ul style="list-style-type: none"> (i) 0 to 36 months – 1 (ii) 37 months to 72 months – 2 (iii) 73 months to 108 months – 3 (iv) 109 months to 144 months – 4 (v) 145 months and above– 5 	
	<u>1.5. Financial Management (5 points)</u>	
	Bidders bank rating letters	
	<ul style="list-style-type: none"> (i) A bank code of E and below = 1 (ii) A bank code of D = 2 (iii) A bank code of C = 3 (iv) A bank code of B = 4 (v) A bank code of A = 5 	
	<u>1.6. Site Office (15 points)</u>	
	Location of Offices	
	Title deed or lease agreement indicating the address where the office is located.	
	<ul style="list-style-type: none"> (i) Office outside Mpumalanga = 3 (ii) Office in Mpumalanga = 5 	

2.	<p><u>METHODOLOGY</u></p> <p><u>2.1 Project Implementation Plan (15 points)</u></p> <p>Project Implementation Plan that demonstrates how the project will be executed. The project plan must include all credible requirements and phases of a project not limited to the following:</p> <ul style="list-style-type: none"> • Pre-Project Implementation Phase. • Project Implementation Phase. • Monitoring of the Project. • Project Close-Out Phase. • Methods for the execution of tasks. <p>A Plan that covers one of the five elements that is relevant to the services required 1=Poor</p> <p>A Plan that covers two of the five elements that is relevant to the services required 2=Average</p> <p>A Plan that covers three of the five elements that is relevant to the services required 3=Good</p> <p>A Plan that covers four of the five elements that is relevant to the services required 4=Very Good</p> <p>A Plan that covers five of the five elements that is relevant to the services required 5=Excellent</p> <p><u>2.2 Contingency Plan (10 points)</u></p> <p>Contingency Plan that will include measures to be implemented to address potential risks during the project implementation.</p> <p>1=Poor 2=Average 3=Good 4=Very Good 5=Excellent</p> <ul style="list-style-type: none"> • The contingency plan is specifically tailored to address the objectives of the service and demonstrates value adding innovativeness in the execution of the service = 5 • The contingency plan is generic and is not specifically tailored to address the objectives of the service = 3 	30
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Number.	Functionality Evaluation Criteria	WEIGHT
	<ul style="list-style-type: none"> • No contingency plan submitted or the contingency plan is poor = 1 <p><u>2.3 Training Plan (5 points)</u></p> <p>A training plan that will demonstrate training that will be provided to the service provider's personnel.</p> <p>1=Poor 2=Average 3=Good 4=Very Good 5=Excellent</p> <ul style="list-style-type: none"> • The training plan is specifically tailored to address the objectives of the service and demonstrates value adding innovativeness in the execution of the service = 5 • The training plan is generic and is not specifically tailored to address the objectives of the service = 3 • No training plan submitted or the contingency plan is poor = 1 	
	Functionality Criteria Evaluation	100

Bidders must score a minimum of 70 points on functionality criteria evaluation. Bidders who score less than 70 points for functionality shall be disqualified and shall not be subjected to further evaluation.

9.3 Phase Three- PRICE AND SPECIFIC GOALS

The bid proposals shall be evaluated in accordance with the 80/20 principle. In a case where the lowest acceptable bid exceeds R50 million the 90/10 evaluation principle will apply. The evaluation shall be conducted as follows:

Price and Preference	100
Price	80
Specific Goals	20

Points awarded for specific goals specified for the tender

In terms of section 14.3.1 (b) the points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places. Subject to section 2 (1) (f) of the Act, the contract must be awarded to the tenderer scoring the highest points. The following table must be used to calculate the score out of twenty (20) for specific goal.

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1. B-BBEE Status Level 1-2 contributor with at least 51% black women ownership	20
2. B-BBEE Status Level 3-4 contributor with at least 51% women ownership	18
3. B-BBEE Status Level 1-2 contributor with at least 51% black youth or disabled ownership	16
4. B-BBEE Status Level 1-2 contributor	14
5. B-BBEE Status Level 3-8 contributor with at least 51% black youth or disabled ownership	12
6. B-BBEE Status Level 3-4 contributor	8
7. B-BBEE Status Level 5-8 contributor	4
Others	0

Bidders must submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African National Accreditation System (SANAS) or bidders who qualify as Exempted Micro Enterprise (EME's) sworn affidavit must be signed by the EME representative and attested by a commissioner of oaths.

NB: Failure to submit will be interpreted to mean that points for specific goals are not claimed.

10 CONTRACT ADMINISTRATION

10.1 The administration of the bid and contract price adjustments shall be the responsibility of the Supply Chain Management Unit and Facilities Management & Auxiliary Support Services.

11 PROJECT CO-ORDINATION ARRANGEMENTS

The Facilities Management & Auxiliary Support Services Unit, based at SASSA Mpumalanga Regional Office shall be responsible for the coordination of this project. The physical address is as follows:

Mpumalanga Region
SASSA House
18 Ferreira Street
Nelspruit
1201

12. PROJECT PERIOD

The service provider/s will be expected to provide cleaning and sanitation services for a period of thirty six (36) months.

13. BRIEFING/INFORMATION SESSION

There will be a compulsory briefing session for this bid.

14. ENQUIRIES

Technical enquiries may be directed to:

Supply Chain Management

- Name & Surname Mr Michael Mashiane
- E-mail Address MichaelS@sassa.gov.za
- Contact (013) 754 9463

Project Manager

- Name & Surname Siphiwe Tshabangu
- E-mail Address SiphiweT@sassa.gov.za
- Contact (013) 799 7052

ANNEXURE A1
CLEANING ACTIVITIES

ACTIVITIES / TASKS	ROOM/AREA												
	OFFICE, OPEN PLAN AND BOARDROOMS	ENTRANCE, RECEPTION, FOYERS AND PASSAGES	KITCHEN/CANTEEN	BATHROOMS AND TOILETS AND REST ROOMS	STAIRS AND BALCONIES	GENERAL STOREROOM	SPECIALIZED STOREROOM	REFUSE AREA	PARKING AND WALKWAYS / BUILDING SURROUNDINGS	WATER COOLERS /PURIFIERS	LIFT	SERVER ROOM	EXCLUDED AREAS
VINYL AND CERAMIC TILES FLOORS CLEANING ACTIVITIES													
Sweep	Daily	Daily	Daily	Three times daily	Daily	Daily	As and when required (under supervision)	Daily	Daily	-	-	-	-
Mop (with floor cleaning detergent)	Daily	Daily	Daily	Three times daily	Daily	Daily	As and when required (under supervision)	Once a week and as and when required	As and when required	-	-	-	-
CARPET CLEANNING ACTIVITIES													
Sweep Loose Particles on Carpet	Daily	Daily	Daily	-	-	Daily	As and when required (under supervision)	-	-	-	-	-	-
VACUUM CLEANING													
Vacuum carpet floors	Once a week	Once a week	Once a week	-	-	Once a week	As and when required (under supervision)	-	-	-	-	-	-
Vacuum chairs and sofas/couches	Once a week	-	Once a week	-	-		As and when required (under supervision)	-	-	-	-	-	-
DUSTING:													
Dust surfaces for all furniture, equipment, flower vases, flowers, walls and window ledges	Daily	Daily	Daily	Daily	Daily	Daily	As and when required (under supervision)	-	-	-	-	-	-
De-cobweb and dust, run a duster around all edges of the ceiling and down the corners of the room, all the light fixtures, under tables, around pictures on the walls, windowsills, and any other place that there may be spider webs and dust.	Daily	Daily	Daily	Daily	Daily	Daily	As and when required (under supervision)	Daily	once a week(As and when required)	-	-	-	-
POLISHING:													



ACTIVITIES / TASKS	OFFICE, OPEN PLAN AND BOARDROOMS	ENTRANCE, RECEPTION, FOYERS AND PASSAGES	KITCHEN/CANTEEN	BATHROOMS/TOILETS AND REST ROOMS	STAIRS AND BALCONIES	GENERAL STOREROOM	SPECIALIZED SOREROOM	REFUSE AREA	PARKING AND WALKWAYS / BUILDING SURROUNDINGS	WATER COOLERS /PURIFIERS	LIFT	SERVER ROOM	EXCLUDED AREAS
Polishing furniture	Once a week	Once a week	Once a week	-	-	-	As and when required (under supervision)	-	-	-	-	-	-
Polishing floors	Once a week	Once a week	Once a week	Once a week	Once a week	Once a week	As and when required (under supervision)	-	-	-	-	-	-
WASTE DISPOSAL:													
Provide refuse bags for the waste bins	Daily and when required	Daily and when required	Daily and when required	Daily and when required	-	Daily/As per the municipality waste removal schedule.	As and when required (under supervision)	Daily and when required	-	-	-	-	-
Empty all waste bins	Twice a day	Twice a day	Twice a day	Daily	-	Daily/as and when required	As and when required (under supervision)	Daily/As per the municipality waste removal schedule.	-	-	-	-	-
Remove all waste to specified areas.	Daily	Daily	Daily	Daily	-	Daily/as and when required	As and when required (under supervision)	Daily/As per the municipality waste removal schedule.	-	-	-	-	-
Wipe clean the waste bins	Weekly and when required	Weekly and when required	Weekly and when required	Weekly and when required	-	Weekly and when required	As and when required (under supervision)	Daily/As per the municipality waste removal schedule.	-	-	-	-	-
SPOT CLEANING:													
Spot clean all wall, painted, glass, metal, doors and light switches surfaces	Daily	Daily	Daily	Daily	Daily	Daily	As and when required (under supervision)	-	-	-	-	-	-
WINDOWS CLEANING:													
Wash windows inside	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly	-	-	-	-	-	-
Glass doors and door knobs at the entrances	Daily	Daily	-	-	Daily	-	-	-	-	-	-	-	-
Wash windows outside (height not exceeding 3 meters from accessible floor)	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly	-	-	-	-	-	-
Window Blinds. NB: Service provider shall be held accountable for damages to window blinds by his cleaners or agents	Weekly and when required	Weekly and when required	Weekly and when required	Weekly and when required	-	Weekly and when required	As and when required (under supervision)	-	-	-	-	-	-
CLEANING OF FRIDGE AND MICROWAVE													



ACTIVITIES / TASKS	OFFICE, OPEN PLAN AND BOARDROOMS	ENTRANCE, RECEPTION, FOYERS AND PASSAGES	KITCHEN/CANTEEN	BATHROOMS/TOILETS AND REST ROOMS	STAIRS AND BALCONIES	GENERAL STOREROOM	SPECIALIZED STOREROOM	REFUSE AREA	PARKING AND WALKWAYS / BUILDING SURROUNDINGS	WATER COOLERS/PURIFIERS	LIFT	SERVER ROOM	EXCLUDED AREAS
Clean outside and inside of refrigerator, including handles, shelves and drawers	Daily	-	Daily	-	-	-	-	-	-	-	-	-	-
Defrost and clean the refrigerator	Monthly / As and when necessary	-	Monthly / As and when necessary	-	-	-	-	-	-	-	-	-	-
Clean the inside and outside of microwave oven door and handle.	Daily	-	Daily	-	-	-	-	-	-	-	-	-	-
CLEANING OF CUPBOARDS AND ZINCS													
Spot clean wall, door frames, paying special attention to the walls around the zinc	Three Times a day.	-	Three Times a day.	-	-	-	-	-	-	-	-	-	-
Dust the cabinet front and knobs, with special attention to the grime that collects on and around the cabinet handles and knobs	Three Times a day	-	Three Times a day	-	-	-	-	-	-	-	-	-	-
Clean all countertops and surfaces	Three Times a day	-	Three Times a day	-	-	-	-	-	-	-	-	-	-
Polish all countertops and surfaces	Daily	-	Daily	-	-	-	-	-	-	-	-	-	-
WASHING OF DISHES													
Collect dirty dishes and lunch boxes from workstations/central place, wash and return to central place/offices	Two Times a day	-	Two Times a day	-	-	-	-	-	-	-	-	-	-
Collect dirty dishes from meeting rooms/boardrooms, wash and return to stores.	As and when required.	-	-	-	-	-	-	-	-	-	-	-	-
TOILET BOWL CLEANING													
Toilet bowl cleaning	Once a week	-	-	-	-	-	-	-	-	-	-	-	-
REFUSE REMOVAL													
Sweep and keep the refuse area tidy	-	-	-	-	-	-	-	Daily	Daily	-	-	-	-
Pick up litter and remove to agreed area	-	-	-	-	-	-	-	-	Daily / as and when necessary	-	-	-	-
Remove all waste to a specified areas for collection	-	-	-	-	-	-	-	Daily/As per the municipal waste removal schedule.	-	-	-	-	-
Replace refuse bags	-	-	-	-	-	-	-	Daily and when required	-	-	-	-	-
Remove all waste papers	-	-	-	-	-	-	-	Daily	-	-	-	-	-
WATER COOLERS CLEANING ACTIVITIES													
Clean, sanitize and re-fill water coolers	-	-	-	-	-	-	-	-	-	Daily and when necessary	-	-	-
Clean water purifiers	-	-	-	-	-	-	-	-	-	Daily and when necessary	-	-	-
LIFTS CLEANING ACTIVITIES													
Clean lifts floors	-	-	-	-	-	-	-	-	-	Four Times a day.	-	-	-
Polish lifts floors	-	-	-	-	-	-	-	-	-	Daily	-	-	-
Clean lift mirrors and walls	-	-	-	-	-	-	-	-	-	Daily	-	-	-



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ACTIVITIES / TASKS	OFFICE, OPEN PLAN AND BOARDROOMS	ENTRANCE, RECEPTION, FOYERS AND PASSAGES	KITCHEN/CANTEEN	BATHROOMS/TOILETS AND REST ROOMS	STAIRS AND BALCONIES	GENERAL STOREROOM	SPECIALIZED STOREROOM	REFUSE AREA	PARKING AND WALKWAYS / BUILDING SURROUNDINGS	WATER COOLERS /PURIFIERS	LIFT	SERVER ROOM	EXCLUDED AREAS
SEVER ROOM CLEANING ACTIVITIES													
Clean the room and cabinets.	-	-	-	-	-	-	-	-	-	-	-	-	As and when required (under supervision)
EXCLUDED AREAS CLEANING ACTIVITIES													
Clean electrical and mechanical plants cabinets	-	-	-	-	-	-	-	-	-	-	-	-	As and when required (under supervision)



ANNEXURE A2

SANITATION ACTIVITIES

TASK DESCRIPTION	FREQUENCY
A. SANITARY DISPOSAL <ul style="list-style-type: none">Empty SHE bins, replace liner and dispose sanitary waste to approved site.Replenish SHE Pad packet in the dispenserEmpty Medical waste bins and dispose medical waste to approved site.Wipe SHE and Medical waste bins with detergent and disinfectant and replace liner.	Weekly
B. NAPPY BIN <ul style="list-style-type: none">Empty Nappy bins and dispose waste to approved site.Wipe Nappy bins with detergent and disinfectant and replace liner.	Weekly
C. TOILET SEAT SANITISER <ul style="list-style-type: none">Replenish foam toilet seat sanitiser in the dispenser	Daily/Maintain minimum 50% level at all times.
D. HAND WASH GEL SOAP <ul style="list-style-type: none">Replenish Gel Hand wash soap in the dispenser.	Daily/Maintain minimum 50% level at all times.
E. HAND PAPER TOWEL <ul style="list-style-type: none">Replenish Hand Paper towels in the dispenser	Daily/Maintain minimum 50% level at all times.
F. AUTOMATIC AIR FRESHNER <ul style="list-style-type: none">Replenish Air freshener in the automatic dispenser	Daily/Maintain minimum 50% level at all times.
G. TOILET PAPER <ul style="list-style-type: none">Replenish Toilet papers in the toilet paper holder.	Daily / As and when required.
H. WALL MOUNTED PAPER TOWEL BIN <ul style="list-style-type: none">Empty paper towel bin and remove waste from site	Daily
I. AUTO URINAL SANITISOR <ul style="list-style-type: none">Replenish Auto urinal sanitizer in the dispenser.	As and when required.
J. URINAL SCREEN MAT <ul style="list-style-type: none">Supply Urinal screen mats in the urinals	Monthly
K. VIP PIT TOILET <ul style="list-style-type: none">Supply and apply Bio-Enzymes for VIP Pit Toilet treatment	Monthly



ANNEXURE A3

VEHICLE CLEANING ACTIVITIES

TASK DESCRIPTIONS	FREQUENCY
A. INTERIOR (VEHICLES)	
Remove all waste from the vehicle.	
Dust the dashboard, doors, vinyl surfaces, gearshift lever and plastic trim using an electrostatic dust cloth.	
Clean dashboard, doors, vinyl surfaces, gearshift lever and plastic trim using a cloth with all-purpose cleaner.	Once a week/As and when required.
Vacuum the floor carpets, trunk/boot, mats and the seats.	
Clean the windows and windshield interiors using a microfiber cloth.	
B. EXTERIOR (VEHICLES)	
Wash the exterior of the vehicle using a clean lint-free cloth, with a car shampoo and wax in a bucket of water and a hose pipe.	
Apply the following methods:	
<ul style="list-style-type: none">✓ Hose off loose dirt.✓ Lift the windshield wipers and clean the vent areas.✓ Make sure you do the undersides of the wheel hubcaps and wells.✓ Start with the roof then tackle the hood, the sides, and the main body.✓ Clean bug-spatters on windows and headlights using soap.	Once a week/ As and when required
✓ Clean and remove tarmac stains from body using degreaser.	As and when required



ANNEXURE A4

GARDENING SERVICES ACTIVITIES

TASK DESCRIPTIONS	FREQUENCY	
A. ESTABLISHMENT OF LAWN		
• Prepare the soil by removing all shrubs and plant material	Once-off	
• Till the soil		
• Apply compost		
• Planting of the lawn and flowers		
B. MAINTAINING OF LAWN	SUMMER	WINTER
• Pruning of all ornamental plants	Once in a month	Once in a month
• Mowing and edging of lawns	Twice in a month	Once in a month
• Insect and disease control with insecticide	Once in a week	Once in a week
• Weed control (chemical or hand weeding)	Twice in a month	Once in a month
• Fertilization of lawn and flower beds.	Once per season	Once per season
• Watering of lawn	Once a week	Twice a week
C. MAINTENANCE OF YARD/NATURAL VEGETATION AND OUTSIDE PAVING.	SUMMER	WINTER
• Regular yard cleanup and tiding of debris.	Daily	Daily
• Remove weeds from paved areas/surfaces and the yard in general.	Once in a week	Once in a week
D. DISPOSAL OF GARDEN WASTE	SUMMER	WINTER
• Remove grass/trees, and shrubs cuttings to designate site.	Once in two weeks	Once in a month
• Remove leaves to designate site.	Once in two weeks	Once a week

ANNEXURE A5

PERIODIC SPECIALISED CLEANING ACTIVITIES

TASK DESCRIPTION	FREQUENCY
A. QUARTELY ACTIVITIES	
• Deep Clean fabric chairs and couches	Semester (only on Fridays)
• Deep Clean carpets	Quarterly (only on Fridays)
• Strip and buff tiles	Semester (only on Thursdays or Fridays)
• Building Pest control	Quarterly (only on Thursdays or Fridays)
• Garden/Yard Pest and Insect control	Quarterly (any day of the week)
• Trimming and cutting of natural vegetation overgrowth including pruning of trees and/or shrubs.	Monthly October to March (Summer) (any day of the week). Quarterly April to September (Winter) (any day of the week)
• Septic tank treatment (honey sucking)	Once a year
NB: The special services can only be performed after 12:00 noon on Thursdays and during normal hours on Fridays.	



SASSA

ANNEXURE B

EQUIPMENT AND CONSUMABLES.

A. CLEANING EQUIPMENT AND CONSUMABLES REQUIRED

EQUIPMENT	EQUIPMENT REPLACEMENT	CONSUMABLES
• Wet and Dry Vacuum cleaners: (max power – 2400 (w). Sound level - very low. Wet and dry nozzle – 360mm) and Water Suction Cleaning Appliances: SABS IEC 335-2-2.	When broken/malfunctioning	• Furniture oil polish; • Floor Polish • Detergent cleaner; • Disinfectant; • Micro fibre blind cleaner; • Dish wash cloth. • Dishwashing liquid, • Refuse bags for kitchens, bathrooms and offices
• Soft Bristle Broom	To be replaced every six (06) months	
• Hard Bristle Platform broom for paving and yard	To be replaced once a year	
• Scrubbing brushes	To be replaced once a year	
• 5 litres heavy-duty plastic oval cleaning buckets	To be replaced once a year	
• Dust pan and brush set	To be replaced once a year	
• Caution Safety and wet floor Signs	To be replaced when broken	
• Mob Bucket with Wringer 20 litres	When broken/malfunctioning	
• Industrial Heavy-Duty Mop 400g	To be replaced every six months	
• Long Feather duster	To be replaced every six months	
• Heavy-Duty Alluminium A Frame 8 - Step ladders	When broken/malfunctioning	
• Heavy-Duty Alluminium A Frame 3 - Step ladders	When broken/malfunctioning	
• 20L Flip-top Waste Bin with Swing Lid	When broken/malfunctioning	
NB: General Purpose Cleaning Appliances: SABS IEC 335-2-54.		

B. SANITARY EQUIPMENT AND CONSUMABLES REQUIRED

EQUIPMENT	EQUIPMENT REPLACEMENT	CONSUMABLES
• Toilet Paper Dispenser (03-roll, Lockable, wall-mounted, steel)	When broken/malfunctioning	• Toilet Paper Quality must comply with SANS 1887 Part 2
• Sensor & Battery Operated Hand Towels Dispenser	When broken/malfunctioning	<ul style="list-style-type: none"> • Hand Towels Refills. (Paper Towels must comply with SANS 1887 Part 2 and must be manufactured from a soft, good quality paper tissue) • Spare batteries
• Sensor & Battery Operated Seat Sanitizer Dispensers 400ml	When broken/malfunctioning	<ul style="list-style-type: none"> • Foam Seat Refills • Spare batteries
• Automated Sanitizer Drip Dispenser for Urinals	When broken/malfunctioning	<ul style="list-style-type: none"> • Drip Dispenser Urinal Refills • Spare batteries
• Sensor & Battery Operated Sanitary Waste (SHE) Bins	When broken/malfunctioning	<ul style="list-style-type: none"> • Sanitary bags • Spare batteries
• Sanitary SHE Pad Packet Dispenser	When broken/malfunctioning	• Sanitary SHE Pad Packets
• Sensor & Battery Operated Hand Soap Dispenser (Gel)	When broken/malfunctioning	<ul style="list-style-type: none"> • Hand Soap (Gel) Refills. (Hand wash soap must be drip free and not harsh/irritable to the skin (non-ammoniated). • Spare batteries
• Automated Air Freshener Dispensers (Battery Operated). (Air freshener must spray at intervals of 5 minutes)	When broken/malfunctioning	<ul style="list-style-type: none"> • Air Freshener Refills. • Spare batteries
• Nappy Bin (16 Litres Capacity)	When broken/malfunctioning	• Nappy bin Refill packs.

• Hand Towel Waste Bins	When broken/malfunctioning	
		• Toilet bowl cleaner;
		• Bio-Enzymes Sachet for VIP Pit Toilet treatment

C. CAR WASH EQUIPMENT AND CONSUMABLES

EQUIPMENT	EQUIPMENT REPLACEMENT	CONSUMABLES
• Wet and Dry Vacuum cleaners: (max power – 2400 (w). Sound level - very low. Wet and dry nozzle – 360mm) and Water Suction Cleaning Appliances: SABS IEC 335-2-2.	When broken/malfunctioning	• Wash and wax car shampoo
• Garden Hose pipe 50m with Accessories		• Tyre polish (High gloss liquid)
		• Lint-free cloth
		• Degreaser

D. GARDENING EQUIPMENT AND CONSUMABLES

EQUIPMENT	EQUIPMENT REPLACEMENT	CONSUMABLES
• Garden Fork	When broken/malfunctioning	• Compost and Fertilizers
• Spade	When broken/malfunctioning	○ For soil preparation Super Phosphate at 50g/m ²
• Rake	When broken/malfunctioning	○ For growth development 3:2:1 at a rate of 45g/m ² at the beginning of October)
• Wheelbarrow	When broken/malfunctioning	○ For maintenance lawn fertilizer LAN (Limestone Ammonium
• Hand (shovel)	When broken/malfunctioning	

• Brush cutter	When broken/malfunctioning	<p>Nitrate), 7:1:3, 4:1:1 ate 30g/m² - 4 times a year.</p> <ul style="list-style-type: none"> • Garden Refuse bags • Plants and Flowers (Evergreen and Flowering Perennials/ Succulents similar or equivalent to the following). <ul style="list-style-type: none"> ○ Carpobrotus edulis – Hottentots Fig, Sour Fig or Ice Plant ○ Holcus mollis 'Albovariegatus' - Creeping Velvet Grass ○ Leatherleaf Fern, Knysna Fern, Seven Week Fern ○ Agapanthus -African Lily or African Tulip, African Blue lily. • Weed killer (chemical) • Organic Compost • Lawn Seedlings <ul style="list-style-type: none"> ○ Buffalo ○ Kikuyu ○ Bushveld grass mixture
• Lawn Mower	When broken/malfunctioning	
• Garden Hose pipe 50m with Accessories	When broken/malfunctioning	

E. PERSONAL PROTECTIVE EQUIPMENT (PPE's)

Personal Protective Equipment for each cleaner/gardener	REPLENISHMENT
• Latex (Household) gloves	• Monthly
• Garden Boots	• Once a year
• Safety Shoes for cleaners	• Once a year

<ul style="list-style-type: none"> • Cleaner's Uniform Set <ul style="list-style-type: none"> ◦ 100% Cotton suit ◦ Polar fleece fabric jersey 	<ul style="list-style-type: none"> • Once a year
<ul style="list-style-type: none"> • Gardener's Uniform Set <ul style="list-style-type: none"> ◦ Poly-cotton conti suit ◦ Polar fleece fabric jersey 	<ul style="list-style-type: none"> • Once a year
<ul style="list-style-type: none"> • Name tags 	<ul style="list-style-type: none"> • Once-off for the duration of the contract

F. PERIODIC SPECIALIZED CLEANING EQUIPMENT AND CONSUMABLES

EQUIPMENT	CONSUMABLES
<ul style="list-style-type: none"> • <i>Floor Treatment and Wet Scrubbing Machines:</i> SABS IEC 335-2-10. • Industrial vacuum cleaners: (Wet and dry vacuum cleaner with max power – 2400 (w). Sound level - very low. Wet and dry nozzle – 360mm.) Wet and Dry Vacuum Cleaners and Water Suction Cleaning Appliances: SABS IEC 335-2-2. • Back pack sprayer. (16 litres, maximum pressure 150psi) • Sewage Honey Sucker Pump and Tank (Mobile unit) <p>NB: General Purpose Cleaning Appliances: SABS IEC 335-2-54.</p>	<ul style="list-style-type: none"> • Detergent • Carpet cleaner • Tile cleaner • Floor Polish • Multipurpose cleaner • Pesticides and insecticides

FLOOR PLAN - REGIONAL OFFICE

ANNEXURE H1

DISTRICT ONE - REGIONAL OFFICE AND RMC				Regional Office TOTALS	RMC						
Basic Information	Floor Level	Ground	First	Second	Third	Basement 1	Basement 2	-	-	-	-
	Floor Size	668	653	653	653	392	448	3 467	-	-	-
	No. Of Officials	35	29	17	15	3	-	99	-	-	-
	No. Clients Per Month	-	-	-	-	-	-	-	-	-	-
Rooms	Kitchens	-	1	1	-	-	-	2	-	-	-
	Cellular Offices	8	9	6	12	-	-	35	-	-	-
	Open Plan: Workstations	44	28	20	31	-	-	123	-	-	-
	Board Rooms	-	-	1	1	-	-	2	-	-	-
	Reception Areas	1	-	-	-	-	-	1	-	-	-
	Printing/ Copier Rooms	1	-	-	-	-	-	1	-	-	-
Male Toilets	Store rooms	-	-	-	1	12	10	23	-	-	-
	Toilets	2	2	2	3	1	1	11	-	-	-
	Disabled Toilets	1	-	-	-	-	-	1	-	-	-
	Urinals	1	1	1	1	-	-	4	-	-	-
Female Toilets	Hand Wash Basins	2	2	2	3	1	1	11	-	-	-
	Toilets	2	2	2	3	-	-	9	-	-	-
	Disabled Toilets	-	-	-	-	-	-	-	-	-	-
Pit Toilets	Hand Wash Basins	2	2	2	3	-	-	9	-	-	-
	Pit Toilets	-	-	-	-	-	-	-	-	-	-
Toilets Summary	Toilet Rooms	3	2	2	4	1	1	13	-	-	-
	Toilet Seats	5	4	4	6	1	1	21	-	-	-
Chairs and Floor Cover Area	Number of Chairs	31	27	47	34	-	-	139	-	-	-
	Carpet (m ²)	557	597	596	579	-	-	2 329	-	-	-
	Ceramic Tiles (m ²)	106	56	57	74	11	11	315	-	-	-
	Vinyl (m ²)	-	-	-	-	-	-	-	-	-	-
	Total Ceramic and Vinyl	106	56	57	74	11	11	315	-	-	-
	Outside Paving (m ²)	36	-	-	-	-	-	36	-	-	-
	Cement Floor Basement Parking Area (m ²)	224	-	-	-	138	134	496	-	-	-
	Cement Floor Storerooms (m ²)	224	-	-	-	224	308	756	-	-	-
	Yard (Natural Vegetation) (m ²)	-	-	-	-	-	-	-	-	-	-
	Yard (Flowers) (m ²)	-	-	-	-	-	-	-	-	-	1
	Yard (Lawn) (m ²)	-	-	-	-	-	-	-	-	-	2
Vehicles	Window Blinds	Yes	Yes	Yes	Yes	-	-	Yes	3	-	-
	Sedans							23			
	Light Delivery Vehicles							11			
Total Vehicles								27	7		

FLOOR PLAN - GERT SIBANDE

ANNEXURE H2

DISTRICT TWO - GERT SIBANDE		Gert Sibande	Evander	Elukwatin	Mayflower	Lekwa	Mkhondo	Seme	Dipaleseng	Msukalikwa	Bethal
Basic Information	Floor Level	Ground	Ground	Ground	Ground	Ground	Ground	Ground	Ground	Ground	Ground
	Floor Size	735m ²	298m ²	826m ²	58m ²	607m ²	233m ²	105m ²	155m ²	658m ²	463m ²
	No. Of Officials	14	11	11	7	9	15	9	9	14	7
	No. Clients Per Month	-	472	631	283	310	563	32	232	458	411
Rooms	Kitchens	3	1	2	-	1	1	-	1	1	1
	Cellular Offices	14	7	10	2	4	10	4	4	12	4
	Open Plan: Workstations	10	12	3	6	6	7	5	5	1	5
	Board Rooms	1	-	2	-	1	-	-	-	1	-
	Reception Areas	1	1	2	-	1	1	1	1	1	1
	Printing/ Copier Rooms	1	-	-	-	-	-	-	-	-	-
Male Toilets	Store rooms	2	1	2	1	1	1	1	-	2	-
	Toilets	2	3	4	1	4	4	2	3	3	2
	Disabled Toilets	1	-	-	-	-	-	-	-	2	-
	Urinals	1	2	1	-	2	2	-	1	1	1
Female Toilets	Hand Wash Basins	2	2	3	1	3	3	2	1	2	1
	Toilets	3	3	4	1	4	4	3	3	6	2
	Disabled Toilets	-	-	-	-	-	-	-	-	-	-
	Hand Wash Basins	2	2	3	1	3	3	2	1	2	1
Pit Toilets	Pit Toilets	-	-	-	-	-	-	-	-	-	-
Toilets Summary	Toilet Rooms	2	4	4	1	4	4	2	2	4	2
	Toilet Seats	6	6	8	2	8	8	5	6	11	4
Chairs and Floor Cover Area	Number of Chairs	56	28	61	35	27	47	21	26	38	34
	Carpet (m ²)	84	14	401	-	212	-	-	-	-	-
	Ceramic Tiles (m ²)	58	-	425	-	395	233	105	155	658	463
	Vinyl (m ²)	-	229	-	58	-	-	-	-	-	-
	Total Ceramic and Vinyl	58	229	425	58	395	233	105	155	658	463
	Outside Paving (m ²)	-	400	352	1 435	-	327	300	1	1	675
	Cement Floor Basement Parking Area (m ²)	-	-	-	-	-	-	-	1	1	-
	Cement Floor Storerooms (m ²)	-	55m ²	-	-	-	-	6m ²	-	-	-
	Yard (Natural Vegetation) (m ²)	-	80	-	1 444	-	-	-	1 400	-	-
	Yard (Flowers) (m ²)	-	-	-	30	-	30	-	40	-	-
	Yard (Lawn) (m ²)	-	-	-	-	-	103	-	85	-	-
Vehicles	Window Blinds	Yes	Yes	Yes	-	-	Yes	-	Yes	-	Yes
	Sedans	4	4	3	2	2	5	3	3	3	2
	Light Delivery Vehicles	2	-	2	2	1	3	1	1	1	-
	Total Vehicles	6	4	5	4	3	8	4	4	4	2

FLOOR PLAN - NKANGALA

ANNEXURE H3

DISTRICT THREE - NKANGALA			Nkangala DO	Emalahleni	Delmas	Siyabuswa	Emakhazeni	Verena	Thembisile	Steve Tshwete	Mhluzi	Mhlabane	Mkobola	Mmamethlake	Marapayne	Tweefontein
Basic Information	Floor Level	Ground	Ground	Ground	Ground	Ground	Ground	Ground	Ground	Ground	Ground	Ground	Ground	Ground	Ground	Ground
	Floor Size	670m ²	984m ²	87m ²	842m ²	160m ²	76m ²	363m ²	237m ²	246.35m ²	207m ²	211m ²	146m ²	52m ²	164m ²	
	No. of Officials	16	19	6	14	7	4	12	11	4	5	9	5	4	6	
	No. Clients Per Month	-	851	253	475	149	139	781	470	300	213	414	154	191	400	
Rooms	Kitchens	2	2	1	1	1	1	1	1	1	-	1	1	1	1	1
	Cellular Offices	19	17	3	9	7	2	15	5	2	3	2	2	3	4	
	Open Plan: Workstations	2	1	-	4	1	1	1	1	1	1	2	2	1	1	
	Board Rooms	2	-	-	1	1	-	-	1	1	-	-	1	1	-	
	Reception Areas	1	1	1	2	1	1	2	2	2	-	1	1	1	1	
	Printing/ Copier Rooms	1	1	-	-	-	-	-	-	-	-	-	-	-	-	
Male Toilets	Store rooms	2	3	-	2	1	-	-	1	-	1	1	-	-	-	
	Toilets	2	6	1	3	4	2	2	3	2	1	1	3	2	1	
	Disabled Toilets	1	1	-	1	1	-	1	-	-	-	-	-	-	1	
	Urinals	1	2	-	2	1	-	1	-	-	2	1	2	1	-	
Female Toilets	Hand Wash Basins	2	3	1	4	3	1	2	1	1	1	2	2	2	1	
	Toilets	3	5	1	4	4	1	2	3	2	2	2	3	2	1	
	Disabled Toilets	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Pit Toilets	Hand Wash Basins	3	4	-	3	2	-	2	2	1	2	1	2	2	1	
	Pit Toilets	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Toilets Summary	Toilet Rooms	4	5	2	3	2	3	3	2	2	2	2	2	2	3	
	Toilet Seats	6	12	2	8	9	3	5	6	4	3	3	6	4	3	
Chairs and Floor Cover Area	Number of Chairs	76	38	12	50	15	10	58	42	32	19	35	9	11	17	
	Carpet (m ²)	540m ²	374m ²	-	42	134m ²	-	217m ²	109m ²	-	52m ²	77m ²	-	-	-	
	Ceramic Tiles (m ²)	130	610	-	800	26	76	-	128	-	-	134	146	52	165	
	Vinyl (m ²)	0	105	-	-	-	146	-	246	155	-	-	-	-	-	
	Total Ceramic and Vinyl	130	610	105	800	26	76	146	128	246	155	134	146	52	165	
	Outside Paving (m ²)	405m ²	-	-	131m ²	365m ²	18m ²	30m ²	53m ²	45m ²	-	-	-	-	18m ²	
	Cement Floor Basement Parking Area (m ²)	110	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Cement Floor Storerooms (m ²)	-	-	8m ²	-	-	-	-	-	-	-	-	-	-	-	
	Yard (Natural Vegetation) (m ²)	-	-	-	-	405	-	-	-	-	-	-	180	1200	1 990	
	Yard (Flowers) (m ²)	-	-	-	-	20	-	-	46	-	-	-	30	-	50	
Vehicles	Yard (Lawn) (m ²)	-	-	-	-	-	-	-	-	-	-	-	150	-	-	
	Window Blinds	Yes	Yes	-	-	Yes	Yes	Yes	Yes	-	-	Yes	Yes	Yes	Yes	
	Sedans	6	4	1	3	3	1	2	3	-	1	1	-	1	1	
	Light Delivery Vehicles	1	2	1	2	1	1	2	3	-	1	1	1	-	1	
	Total Vehicles	7	6	2	5	4	2	4	6	0	2	2	1	1	2	

FLOOR PLAN - EHLAZENI

ANNEXURE H4

DISTRICT FOUR - EHLAZENI			Ehlanzeni DO	Mbombela	Schoemansdal	Mgobodzi	Mbangwane	Nkomazi	KaBokweni	Daantjie	Phola	KaMajika	Thaba Chweu	Graskop	Mastulu	Umjindi
Basic Information	Floor Level	First Floor	Ground	Ground	Ground	Ground	Ground	Ground	Ground	Ground	Ground	Ground	Ground	Ground	Ground	Ground
	Floor Size	1269	1269	230	95	81	129	112	86m ²	126m ²	48m ²	340m ²	47m ²	48m ²	219m ²	
	No. Of Officials	19	12	6	2	3	14	10	6	5	5	6	5	5	5	
	No. Clients Per Month	4	562	379	116	213	726	539	271	411	100	125	126	238	146	
Rooms	Kitchens	1	1	1	-	-	-	-	-	1	-	1	1	-	-	-
	Cellular Offices	15	5	3	2	-	6	9	-	4	2	12	1	2	2	
	Open Plan: Workstations	2	1	1	-	1	-	-	1	-	-	-	1	1	3	
	Board Rooms	1	2	1	-	-	-	-	-	-	-	1	-	-	-	
	Reception Areas	1	1	-	-	-	-	1	-	1	1	1	-	-	-	
	Printing/ Copier Rooms	1	-	-	-	-	-	-	-	1	-	-	-	-	-	
	Store rooms	6	3	1	-	-	-	-	-	-	-	1	-	-	1	
Male Toilets	Toilets	3	4	2	1	2	4	1	1	1	4	2	1	-	2	
	Disabled Toilets	-	1	1	-	-	1	-	-	-	-	1	-	-	-	
	Urinals	3	3	-	-	-	-	1	-	-	-	1	-	-	-	
	Hand Wash Basins	3	3	2	1	2	4	1	1	1	-	2	-	-	1	
Female Toilets	Toilets	3	6	2	1	3	8	1	2	1	1	2	1	1	2	
	Disabled Toilets	-	1	-	-	-	1	-	-	-	-	-	-	1	-	
	Hand Wash Basins	3	3	2	-	2	6	1	-	1	1	2	1	1	1	
Pit Toilets	Pit Toilets	-	-	-	2	-	-	-	-	-	4	-	-	-	-	
	Toilet Rooms	3	4	4	2	2	6	2	2	2	1	4	2	2	2	
Toilets Summary	Toilet Seats	6	12	5	2	5	14	2	3	2	5	5	2	2	4	
	Number of Chairs	22	31	24	8	10	25	15	25	15	5	25	13	8	15	
Chairs and Floor Cover Area	Carpet (m ²)	1 081	244	20	-	-	-	-	-	-	-	-	-	-	-	
	Ceramic Tiles (m ²)	-	1 025	210	95	-	129	112	86	-	48	255	47	48	-	
	Vinyl (m ²)	188	-	-	-	81	-	-	-	123	-	85	-	-	219	
	Total Ceramic and Vinyl	188	1 025	210	95	81	129	112	86	123	48	340	47	48	219	
	Outside Paving (m ²)	-	-	102m ²	27m ²	-	-	-	-	-	-	-	-	-	-	
	Cement Floor Basement Parking Area (m ²)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Cement Floor Storerooms (m ²)	-	-	-	-	81m ²	-	-	-	-	-	9m ²	-	-	-	
	Yard (Natural Vegetation) (m ²)	-	-	-	-	-	-	-	-	-	-	-	1 720	-	952	
	Yard (Flowers) (m ²)	-	-	26	-	-	-	-	-	237	147	97	50	-	45	
	Yard (Lawn) (m ²)	-	-	81	-	-	-	-	-	237	147	97	150	-	86	
Vehicles	Window Blinds	-	-	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes	Yes	Yes	-	
	Sedans	4	1	1	-	-	5	1	1	2	-	1	3	1	1	
	Light Delivery Vehicles	2	1	2	-	-	2	1	-	1	-	1	-	-	1	
	Total Vehicles	6	2	3	-	-	7	2	1	3	-	2	3	1	2	

FLOOR PLAN - BUSHBUCKRIDGE

ANNEXURE H5

DISTRICT FIVE - BUSHBUCKRIDGE		Bbridge District Office	Maviljan	Oakley	Casteel	Greenvale	Thulamahashe	Cottondale	Hluvukani	Marite	Xhimungwe	Mkhuhlu
Basic Information	Floor Level	Ground	Ground	Ground	Ground	Ground	Ground	Ground	Ground	Ground	Ground	Ground
	Floor Size	539	162	323	36	81	90	189	198	49	18	21
	No. Of Officials	15	9	9	4	5	11	-	5	3	5	-
	No. Clients Per Month	-	579	541	111	211	571	12	226	115	219	8
Rooms	Kitchens	2	1	1	-	1	1	-	1	1	1	1
	Cellular Offices	11	5	2	1	3	5	2	4	2	2	2
	Open Plan: Workstations	-	-	1	-	-	-	-	2	-	-	-
	Board Rooms	1	1	-	-	-	-	-	1	-	-	-
	Reception Areas	1	1	-	-	1	-	-	1	-	-	-
	Printing/ Copier Rooms	1	1	1	-	-	-	-	-	-	-	-
Male Toilets	Store rooms	2	1	1	-	-	-	-	-	50	-	-
	Toilets	2	3	2	-	2	1	-	1	2	1	1
	Disabled Toilets	-	-	2	-	-	-	-	4	1	-	-
	Urinals	2	1	1	-	-	1	-	2	1	-	1
Female Toilets	Hand Wash Basins	2	2	2	-	-	1	-	1	3	-	1
	Toilets	3	3	2	-	1	1	-	1	4	-	1
	Disabled Toilets	-	-	2	-	-	-	-	-	-	-	-
Toilets Summary	Hand Wash Basins	2	4	2	-	1	1	-	-	2	-	1
	Pit Toilets	-	-	-	-	2	-	1	2	-	1	-
Chairs and Floor Cover Area	Toilet Rooms	5	4	4	-	2	2	-	4	3	1	2
	Toilet Seats	5	6	8	-	3	2	-	6	7	1	2
Chairs and Floor Cover Area	Number of Chairs	56	31	45	9	17	47	4	30	10	5	2
	Carpet (m ²)	-	-	-	-	-	70	-	-	-	-	-
	Ceramic Tiles (m ²)	377	108	7	36	90	20	-	-	49	18	21
	Vinyl (m ²)	-	54	257	-	-	-	-	198	-	-	-
	Total Ceramic and Vinyl	377	162	264	36	90	20	-	198	49	18	21
	Outside Paving (m ²)	734	1 794	435	-	-	-	-	514	-	-	-
	Cement Floor Basement	-	-	-	-	-	-	-	-	-	-	-
	Parking Area (m ²)	-	-	-	-	-	-	-	-	-	-	-
	Cement Floor Storerooms (m ²)	-	-	59	-	-	-	189	-	-	-	-
	Yard (Natural Vegetation) (m ²)	-	1 183	650	-	-	-	-	9 100	-	-	-
Vehicles	Yard (Flowers) (m ²)	-	-	75	-	-	-	-	-	-	-	-
	Yard (Lawn) (m ²)	-	-	-	-	-	-	-	-	-	-	-
	Window Blinds	Yes	-	Yes	-	Yes	Yes	-	Yes	Yes	Yes	-
Vehicles	Sedans	6	5	5	-	-	3	-	-	-	-	-
	Light Delivery Vehicles	2	2	2	-	2	3	-	2	-	-	-
	Total Vehicles	8	7	7	-	2	6	-	2	-	-	-

ANNEXURE I

COMPANY PROFILE **EXPERIENCE IN THE CLEANING INDUSTRY**

NB: SASSA has the right to confirm the details captured in this table. Any misrepresentation of information shall result in disqualifying the bid proposal. (In case more space is required bidders are allowed to make copies).

Name of client / organization where contract is/was executed	Contract period		Specify Nature of services rendered (Cleaning or sanitation or gardening)	Contact persons and telephone numbers of your client		Total size of facility or facilities in Square Meters	Number of sites/properties for the same contract.	Total Cost of the Contract
	(Start Date) Day/Month/Year	(End Date) Day/Month/Year		Name	Contact			



SASSA

Name of client / organization where contract is/was executed	Contract period		Specify Nature of services rendered (Cleaning or sanitation or gardening)	Contact persons and telephone numbers of your client		Total size of facility or facilities in Square Meters	Number of sites/properties for the same contract.	Total Cost of the Contract
	(Start Date) Day/Month/Year	(End Date) Day/Month/Year		Name	Contact			

SIGNATURE

Full names and surname: _____

Designation: _____

Signature: _____

Date: _____

ANNEXURE J

PENALTIES AND DEDUCTIONS

Non-performance will be dealt with in line with the following methods i.e. penalty point system, deductions and claims for specialised services not rendered.

1. PART A - PENALTY POINT SYSTEM

- 1.1 The service provider is expected to fully comply with the contractual agreement.
- 1.2 Where the service provider does not meet the Target of a Key Performance Area (KPA) the service provider will be notified in writing.
- 1.3 The service provider must remedy the non-performance within the specified timeframe contained Part A1 in this Annexure.
- 1.4 Failure to remedy the non-performance within the stipulated timeframe will result in a penalty points imposed that will be equivalent to the points contained in Part A1 of this Annexure.
- 1.5 Penalty points accumulated in a particular office in a month will be converted into percentage deductions contained in Part A2 of this Annexure.
- 1.6 The total monthly service fee for that particular office will be used to calculate the penalty charged.
- 1.7 Penalty will be deducted in subsequent invoices following the month of non-performance.

ANNEXURE J

PART A1 - PENALTIES					
KEY PERFORMANCE AREA		TARGET	MEASURED BY	RECTIFICATION TIME (HOURS)	PENALTY POINTS
A.	Conduct , Performance and competence of personnel	• All areas cleaned in line with the specifications.	• Complaints • Daily Monitoring Tool for Non-Compliance.	2 hours	50
		• Individual cleaners conducting themselves in a professional manner.	• Complaints • Daily Monitoring Tool for Non-Compliance.	48 hours	50
		• Personnel including relievers trained on cleaning of all areas as per specifications on assumption of duty.	• Proof of training (training records/ training certificates) on assumption of duty.	24 hours	50
B.	Provision and Maintenance of Sanitary Equipment.	• SABS approved sanitary equipment.	• Manuals and data sheets	48 hours	50
		• Minimum performance standards set in the specifications	• Equipment description and specifications. • Manuals and data sheets	48 hours	50
		• Sanitary equipment available and functioning at all times	• Daily Monitoring Tool for Non-Compliance.	48 hours	70
C	Provision and Maintenance of General	• SABS approved cleaning and gardening equipment.	• Manuals and data sheets	48 hours	50

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	Cleaning and Gardening Equipment.	<ul style="list-style-type: none"> • Minimum performance standards set in the specifications • Available and functional cleaning and gardening equipment at all times 	<ul style="list-style-type: none"> • Equipment description and specifications. • Manuals and data sheets • Daily Monitoring Tool for Non-Compliance. 	48 hours	50
D	Provision of Personal Protective Equipment (PPE) to company personnel.	<ul style="list-style-type: none"> • All company personnel wear company uniform and name tags at all times. • The uniform quality and material to be in line with the specification. • All company personnel wear company protective equipment (latex gloves, safety boots, goggles, ear plugs, etc) 	<ul style="list-style-type: none"> • Daily Monitoring Tool for Non-Compliance. • Proof of uniform product quality and material description • Daily Monitoring Tool for Non-Compliance. 	12 hours	70
				48 hours	50
				1 hour	50
E	Public liability insurance cover	<ul style="list-style-type: none"> • Public liability certificates submitted to SASSA annually at anniversary of the contract. 	<ul style="list-style-type: none"> • Proof of Public liability insurance cover. 	24 hours	100

ANNEXURE J

PART A2 - PERCENTAGE DEDUCTIONS	
POINTS VALUE	PERCENTAGE DEDUCTIONS
741 and above	51% of Monthly Fee for the specific office.
701-740	48% of Monthly Fee for the specific office.
661-700	45% of Monthly Fee for the specific office.
621-660	42% of Monthly Fee for the specific office.
581-620	39% of Monthly Fee for the specific office.
541-580	36% of Monthly Fee for the specific office.
501-540	33% of Monthly Fee for the specific office.
461-500	30% of Monthly Fee for the specific office.
421-460	27% of Monthly Fee for the specific office.
381-420	24% of Monthly Fee for the specific office.
341-380	21% of Monthly Fee for the specific office.
301-340	18% of Monthly Fee for the specific office.
261-300	15% of Monthly Fee for the specific office.
221-260	12% of Monthly Fee for the specific office.
181-220	9% of Monthly Fee for the specific office.

ANNEXURE J

141-180	6% of Monthly Fee for the specific office.
101-140	3% of Monthly Fee for the specific office.
70-100	1% of Monthly Fee for the specific office.
0-69	Letter of non-compliance will be issued.

2. PART B - DEDUCTIONS FOR NON-PERFORMANCE

- 2.1 The service provider is expected to fully comply with the contractual agreement.
- 2.2 Where the service provider does not meet the Target of a Key Performance Area (KPA) the service provider will be notified in writing.
- 2.3 The service provider must remedy the non -performance within the specified timeframe contained in Part B of this Annexure.
- 2.4 Failure to remedy the non-performance within the stipulated timeframe will result in a deduction of an amount calculated in line with deduction rate in Part B of this Annexure.
- 2.5 The calculation of the deduction amount will be based on monthly fee for that service in that particular office.
- 2.6 The deduction will be effected in subsequent invoices following the month of non-performance.

PART B - DEDUCTIONS FOR NON-PERFORMANCE					
KEY PERFORMANCE AREA		TARGET	MEASURED BY	RECTIFICATION TIMEFRAME	DEDUCTION RATE
A.	Availability of Cleaners	<ul style="list-style-type: none"> • 100% of staff are available for their contracted hours of work 	<ul style="list-style-type: none"> • SASSA Daily Attendance Register for cleaners • Daily Monitoring Tool for Non-Compliance. 	2 Hours	Equivalent to hourly rate.

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PART B - DEDUCTIONS FOR NON-PERFORMANCE					
KEY PERFORMANCE AREA		TARGET	MEASURED BY	RECTIFICATION TIMEFRAME	DEDUCTION RATE
B. Sanitary SHE bin services		<ul style="list-style-type: none"> • Sanitary SHE Bins emptied as per the activities. 	<ul style="list-style-type: none"> • Daily Monitoring Tool for Non-Compliance. 	12 Hours	Daily rate
C. Provision of Sanitary and other Consumables		<ul style="list-style-type: none"> • 100% refill and replenishment of sanitary and other consumables. 	<ul style="list-style-type: none"> • Daily Monitoring Tool for Non-Compliance. 	1 Hour	Daily rate

ANNEXURE J

3. PART C - SPECIALISED SERVICES NOT RENDERED

- 3.1 The service provider is expected to comply 100% with the contractual agreement.
- 3.2 Where the service provider does not meet a KPAs, the service provider will be notified in writing.
- 3.3 The service provider shall submit invoices for specialised services only where they have been rendered. SASSA will not pay for specialised services if not rendered.

PART C - SPECIALIZED SERVICES NOT RENDERED					
KEY PERFORMANCE AREA		TARGET	MEASURED BY	RECTIFICATION TIMEFRAME	NON PAYMENT
A	Provision of periodic specialized cleaning activities	<ul style="list-style-type: none"> • Specialized cleaning activities rendered as per specifications. 	<ul style="list-style-type: none"> • Specialized Services Site Completion certificate signed by both parties. 	Not Applicable	Equivalent to specialized service fee for the particular office.

ANNEXURE J

4. PART D - CONTRACT REVIEW

The contract will be subjected to a review should the service provider continuously fail to render the services and provide the equipment in line with the contract and have also been:

- Penalised for such non –performance for a consecutive period of three months.
- Subjected to a reduction in the invoice for the work not performed for a consecutive period of three months.
- Illegible to claim for specialised services not rendered for two consecutive terms.

SIGNATURES

THUS DONE AND SIGNED by or on behalf of the **PARTIES**, in the presence of the undersigned witnesses, at the places appearing in the appropriate spaces below, on the dates as specified.

FOR SASSA: Full names and surname:

Designation:

Signature:

Date:

Place:

AS WITNESSES (Full name and surname)

1.

2.

FOR THE SERVICE PROVIDER: Full names and surname:

Designation:

Signature:

Date:

Place:

AS WITNESSES (Full name and surname)

1.

2.

ANNEXURE J

RECTIFICATION ORDER

This is an order to the service provider to rectify the following service that has **not** been rendered satisfactory. This order is issued in terms of the **Annexure G: PENALTIES AND DEDUCTIONS**. This rectification order form must be used to report one incident at occurrence.

Name of Office: _____

Description of Service Not Rendered	Date of Incident

SASSA Monitoring Official			
Time Reported	Name and Surname	Date	Signature

SASSA Monitoring Official			
Time Resolved	Name and Surname	Date	Signature



ANNEXURE K1

DAILY MONITORING TOOL FOR NON-COMPLIANCE

CONSUMABLES AND CLEANERS

NAME OF OFFICE _____

Month: _____

Week: From Monday ___ / ___ / 20___ to Friday ___ / ___ / 20___

This form must be filled on each day where there is non-compliance. Mark with a tick where service was not rendered.

CLEANING CONSUMABLES

	Monday / ___ / 20___	Tuesday / ___ / 20___	Wednesday / ___ / 20___	Thursday / ___ / 20___	Friday / ___ / 20___
Item description	Non- Compliant	Non- Compliant	Non- Compliant	Non-Compliant	Non- Compliant
Dish wash cloth					
Dishwashing liquid					
Disinfectant					
Floor Polish					
Furniture oil polish					
Blind cleaner (Micro fibre)					
Detergent cleaner					
Refuse bags for Waste collection and Lining of 20L Waste Bins					
Liner for 10L Waste Paper Bins					

SANITARY CONSUMABLES

	Monday / / 20	Tuesday / / 20	Wednesday / / 20	Thursday / / 20	Friday / / 20
Item description	Non-Compliant	Non-Compliant	Non-Compliant	Non-Compliant	Non-Compliant
Toilet bowl cleaner					
Drip Dispenser Urinal Refills					
Foam Seat Refills					
Hand Soap (Liquid) Refills.					
Hand Towels Refills.					
Nappy bin Refill packs.					
Sanitary SHE Pad Packets					
Sanitary SHE Bin Refill bags					
Spare batteries for Automatic Airfreshner Spray					
Spare batteries for Automatic Soap Dispenser (Liquid)					
Spare batteries for Automatic Paper Dispenser					
Spare batteries for Automatic Toilet Seat Dispenser					
Spare batteries for Automatic Urinary Dispenser					
Toilet Paper					
Air Freshener Refills.					
Bio-Enzymes for VIP Pit Toilet treatment					

CAR WASH CONSUMABLES

	Monday / / 20	Tuesday / / 20	Wednesday / / 20	Thursday / / 20	Friday / / 20
Item description	Non-Compliant	Non-Compliant	Non-Compliant	Non-Compliant	Non-Compliant
Wash and wax car shampoo					
Tyre polish (High gloss liquid)					
Lint-free cloth					
Degreaser					

GARDENING CONSUMABLES

	Monday / / 20	Tuesday / / 20	Wednesday / / 20	Thursday / / 20	Friday / / 20
Item description	Non-Compliant	Non-Compliant	Non-Compliant	Non-Compliant	Non-Compliant
Fertilizer					
Garden Refuse bags					
Plants and Flowers (Evergreen and Flowering Perennials)					
Weed killer (chemical)					
Compost					
Lawn					

CLEANERS ATTENDANCE

	Monday / / 20	Tuesday / / 20	Wednesday / / 20	Thursday / / 20	Friday / / 20
Item description	No of Cleaners Absent				
Number of Cleaners Absent					

Name of SASSA Monitoring Official: _____ Date: _____ Signature: _____

(Service Provider) Rep: _____ Date: _____ Signature: _____



DAILY MONITORING TOOL FOR NON-COMPLIANCE

EQUIPMENT

NAME OF OFFICE _____

Month: _____

Week: From Monday ___ / ___ / 20 ___ **to Friday** ___ / ___ / 20 ___

This form must be filled on each day where there is non-compliance. Mark with a tick where equipment was not supplied/ functioning.

CLEANING EQUIPMENT

	Monday / ___ / 20 ___	Tuesday / ___ / 20 ___	Wednesday / ___ / 20 ___	Thursday / ___ / 20 ___	Friday / ___ / 20 ___
Item description	Non-Compliant	Non-Compliant	Non-Compliant	Non-Compliant	Non-Compliant
Wet and Dry Vacuum cleaners: (max power – 2400 (w). Sound level - very low. Wet and dry nozzle – 360mm) and Water Suction Cleaning Appliances: SABS IEC 335-2-2.					
Soft Bristle Broom					
Hard Bristle Platform broom for paving and yard					
Scrubbing brushes					
5 litres heavy-duty plastic oval cleaning buckets					
Dust pan and brush set					
Caution Safety and wet floor Signs					

Mob Bucket with Wringer 20 litres					
Industrial Heavy-Duty Mop 400g					
Long Feather duster					
Heavy-Duty Alluminium A Frame 8 - Step ladders					
Heavy-Duty Alluminium A Frame 3 - Step ladders					
20L Flip-top Waste Bin with Swing Lid					

SANITARY EQUIPMENT

	Monday / / 20	Tuesday / / 20	Wednesday / / 20	Thursday / / 20	Friday / / 20
Item description	Non-Compliant	Non-Compliant	Non-Compliant	Non-Compliant	Non-Compliant
Toilet Paper Dispenser (03-roll, Lockable, wall-mounted, steel)					
Sensor & Battery Operated Hand Towels Dispenser					
Sensor & Battery Operated Seat Sanitizer Dispensers 400ml					
Automated Sanitizer Drip Dispenser for Urinals					
Sensor & Battery Operated Sanitary Waste (SHE) Bins					
Sanitary SHE Pad Packet Dispenser					
Sensor & Battery Operated Hand Soap Dispenser (Gel)					
Automated Air Freshener Dispensers (Battery Operated). (Air freshener must spray at intervals of 5 minutes)					
Nappy Bin (16 Litres Capacity)					
Hand Towel Waste Bins					

CAR WASH EQUIPMENT

	Monday / / 20	Tuesday / / 20	Wednesday / / 20	Thursday / / 20	Friday / / 20
Item description	Non-Compliant	Non-Compliant	Non-Compliant	Non-Compliant	Non-Compliant
Wet and Dry Vacuum cleaners: (max power – 2400 (w). Sound level - very low. Wet and dry nozzle – 360mm)					
Garden Hose pipe 50m with Accessories					

GARDENING EQUIPMENT

	Monday / / 20	Tuesday / / 20	Wednesday / / 20	Thursday / / 20	Friday / / 20
Item description	Non-Compliant	Non-Compliant	Non-Compliant	Non-Compliant	Non-Compliant
Garden Fork					
Spade					
Rake					
Wheelbarrow					
Hand (shovel)					
Brush cutter					
Garden Hose pipe 50m with Accessories					
Lawn Mower					

SASSA Monitoring Official: _____ Date: _____ Signature: _____

(Service Provider) Rep: _____ Date: _____ Signature: _____

SERVICES

	Monday / / 20	Tuesday / / 20	Wednesday / / 20	Thursday / / 20	Friday / / 20
Item description	Non-Compliant	Non-Compliant	Non-Compliant	Non-Compliant	Non-Compliant
SHE Waste removal					
Carwash					

SASSA Monitoring Official: _____ Date: _____ Signature: _____

(Service Provider) Rep: _____ Date: _____ Signature: _____



sassa

ANNEXURE K3

SPECIALIZED SERVICES

SITE COMPLETION CERTIFICATE

We, the undersigned, hereby certify that the following specialized service(s) was rendered satisfactory in line with the cleaning services' terms and conditions:

Name of Office: _____

Date Service Rendered: Day _____ Month _____ Year _____

Type of Service Rendered.

Description	Tick Applicable Service Rendered
DEEP CLEANING (Fabric Chairs and Couches)	
DEEP CLEANING (Carpets)	
STRIPPING AND BUFFING (Floor Tiles)	
BUILDING PEST CONTROL	
GARDEN PEST AND INSECT CONTROL	
TRIMMING AND CUTTING OF NATURAL VEGETATION OVERGROWTH INCLUDING PRUNING OF TREES AND/OR SHRUBS	
SEPTIC TANK TREATMENT (HONEY SUCKING)	

Signatures,

SASSA Monitoring Official	Name and Surname	Date	Signature
Service Provider Representative	Name and Surname	Date	Signature

ANNEXURE L
LOCATION OF OFFICES
APPOINTMENT OF SERVICE PROVIDER/S TO PROVIDE CLEANING, SANITATION AND GARDENING SERVICES
A - DISTRICT ONE (REGIONAL OFFICE)

NO.	NAME OF OFFICE	PHYSICAL ADDRESS
1.	Mpumalanga Regional Office	18 Ferreira Street Nelspruit 1200
2.	Records Management Centre	08 Bester Street, Nelspruit 1200

B - DISTRICT TWO (GERT SIBANDE)

NO.	NAME OF OFFICE	PHYSICAL ADDRESS
3.	Elukwatinini Local Office	Ekuphileni Gymnasium, 1375 Elukwatinini A Ext 1
4.	Gert Sibande District Office	35 Joubert Street, Ermelo 2350
5.	Bethal Service Office	1500 Emzinoni, Bethal
6.	Msukaligwa Local Office	17AMurray Street , Ermelo
7.	Mkhondo Local Office	19 Joubert Street , Piet Retief, 2380
8.	Seme Local Office	15 Vrede Street, Volksrust
9.	Mayflower Service Office	Stand 275, D275 Mayflower
10.	Lekwa Local Office	Jeery Van Vuuren Building C/O Paarl & Princess Street Standerton
11.	Govan Mbeki Local Office	64 Solly Zwane Street , Evander
12.	Dipaliseng Service Office	120 Voortrekker Street, Balfour

C - DISTRICT THREE (NKANGALA)

NO.	NAME OF OFFICE	PHYSICAL ADDRESS
13.	Nkangala District Office and Emalahleni Local Office	06 Athlone Street, Gerry Mann Building Witbank
14.	Marapyane Service Office	Marapyane Thusong Centre
15.	Mhluzi Service Office	11848 Mhluzi Ext 7, Middelburg
16.	Verena Service Office	534Verena Cluster, Mkokola
17.	Tweefontein Service Office	1815 Tweefontein H, KwaMhlanya
18.	Emakhazeni Local Office	26 Scheepers Street , Belfast 1100
19.	Dr JS Moroka Local Office	No 96 Old Parliament Building, Siyabuswa
20.	Mbibane Service Office	Magistrate Offices Mbibane, Vaal bank
21.	Mmamethlake Service Office	Pension Office, Mmamethlake
22.	Kwamhlanya Local Office	Building no3 Dr Solomon Mahlangu KwaMhlanya Government Complex
23.	Mkokola Service Office	Mkokola Magistrate Offices, Kwaggafontein
24.	Steve Tshwete Local Office	37 President Street, Middelburg
25.	Victor Khanye Local Office	ERF 1202, EXT 14 Bottleng MultipurposeThusong Service Delmas

D - DISTRICT FOUR (EHLANZENI)

NO.	NAME OF OFFICE	PHYSICAL ADDRESS
26.	Phola Nsikazi Service Office	01 Masoyi Tribal Offices
27.	Mgobodzi Service Office	Mawewe Tribal Authority Offices, Mgobodzi.
28.	Daantjie Service Point	Mpakeni Tribal Council Offices, Daantjie
29.	Ehlanzeni District Office and Nelspruit Service Office	41 Bester Street, Nelspruit 1200
30.	Schoemansdal Service Office	Matsamo Tribal Authority Offices, Schoemansdal
31.	Nkomazi Local Office	Magistrate Offices Tonga, Tonga Road, Mashekesheni , Nkomazi,1341
32.	Matsulu Service Office	137 Lomshiyi Traditional Council Offices, Thokoza Village Matsulu
33.	Majika Service Office	100059 Dept of Soc Dev Offices, Majika
34.	Thaba Chweu Local Office	28 Paul Kruger Street, Lydenburg
35.	Kabokweni Service Office	1212 Magistrate Offices Kabokweni
36.	Mbangwane Service Office	Mbangwane Thusong Centre,6500
37.	Graskop Service Office	3 Main Road, Graskop
38.	Umjindi Service Office	Barberton

E - DISTRICT FIVE (BUSHBUCKRIDGE)

NO.	NAME OF OFFICE	PHYSICAL ADDRESS
39.	Bushbuckridge District Office	340 Farm Maviljan,
40.	Casteel Service Office	Casteel Thusong Centre
41.	Cottondale Service Office	Moletelle Traditional Council, Cottondale
42.	Green Valley Service Office	Sethlare Tribal Council , Green Valley Offices
43.	Marite Service Office	Dept of Social Development Offices , Marite
44.	Maviljan Local Office	Thabo Mbeki Street , Maviljan
45.	Oakley Local Office	Oakley Social Development One Stop Centre
46.	Thulamahashe Local office	Dept of Social Development Offices, Thulamahashe
47.	Ximhungwe Service Office	Ximhungwe Thusong Service Centre
48.	Mkhuhlu Service Office	Mkhuhlu Clinic
49.	Hluvukani Service Office	Hluvukani