



SOUTH AFRICAN TOURISM

Part B: - SCOPE OF WORK FOR SAT TENDER NUMBER 252/24 (APPOINTMENT OF CLEANING SERVICES, PEST CONTROL, HYGIENE SERVICES, AND THE SUPPLY OF CLEANING EQUIPMENT, MATERIAL AND CONSUMABLES FOR 36 MONTHS)

Bid Description	
APPOINTMENT OF CLEANING SERVICES, PEST CONTROL, HYGIENE SERVICES, AND THE SUPPLY OF CLEANING EQUIPMENT, MATERIALS AND CONSUMABLES FOR 36 MONTHS.	
Bidder Name:	
Tender Number:	APPOINTMENT OF CLEANING SERVICES, PEST CONTROL, HYGIENE SERVICES, AND THE SUPPLY OF CLEANING EQUIPMENT, MATERIALS AND CONSUMABLES FOR 36 MONTHS.
Compulsory site visit	06 August 2024 at 10:30 AM - 11:30 AM
Site Visit Venue	South African Tourism (Bojanala House), 90 Protea Rd, Chislehurst, Sandton, <b>NB: Proposals submitted by bidders who did not attend the compulsory site visit will be disqualified.</b>
Closing Time:	12h00 (Johannesburg, South Africa Time)
Closing Date:	26 August 2024 <b>(No late submission will be accepted)</b>
Bid Submission link	<a href="https://e-procurement.southafrica.net">https://e-procurement.southafrica.net</a>  Should bidders encounter any issues, queries must be directed in writing to <a href="mailto:tenders@southafrica.net">tenders@southafrica.net</a>  Bidders are required to complete all the fields before submitting on the above link before uploading a PDF version of the entire proposal; the details are as follows: Bidder/Company name, bidder's representative, contact details (email and mobile), then a fully completed bid documents, signed and initial page, and relevant supporting documents for uploads.  NB: Bidders must ensure that the uploads were successful during submission on the system before the closing date and time.  <b>No tenders transmitted by telegram, hand delivery telex, facsimile, e-mail, or similar apparatus will be considered.</b>
Contact Person	Boitumelo Dibetle

ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS - (NOT TO BE RE-TYPED)

THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC), AND IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

## 1. CLOSING DATE

The closing date for the submission of proposals is **26 August 2024 at 12h00, Johannesburg, South Africa time**. No late submissions will be accepted.

## 2. PROCUREMENT TENDER PORTAL AND TENDER DOCUMENTS MARKING

- 2.1 South African Tourism has developed and implemented an online E-Procurement Portal to enable bidders to respond to procurement opportunities as and when they are issued by South African Tourism. The portal is the official portal for South African Tourism, which ensures an open, transparent, and competitive environment for any person participating in the procurement processes.

The portal enables a bidder to register as a supplier on the system and to RSVP to tender briefings and to submit tender responses on the portal. The Portal's URL (<https://e-procurement.southafrica.net>) is compatible with Google Chrome, Microsoft Edge, Internet Explorer, FireFox and Safari. Interested bidders should with immediate effect consider registering and submitting their bid proposals on the portal which has specifically been developed and implemented for this purpose.

The supplier user manual can be viewed and downloaded on South African Tourism's website at <https://www.southafrica.net/gl/en/corporate/page/tenders>. All bidders should therefore take note that the physical drop-offs and courier of bid responses to South African Tourism's physical address is no longer permitted.

Prospective tenderers must periodically review both <http://www.southafrica.net/gl/en/corporate/page/tenders> and <https://e-procurement.southafrica.net> for updated information or amendments with regard to this tender, prior to due dates

- 2.2 Failure on the part of the tenderer to sign/mark this tender form and thus to acknowledge and accept the conditions in writing or to complete the attached forms, questionnaires, and specifications in all respects, may invalidate the tender.
- 2.3 Tenders must be completed in black ink where mechanical devices, e.g., typewriters or printers, are not used.
- 2.4 Tenderers will check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability will be accepted regarding claims arising from the fact that pages are missing or duplicated.

## 3. CONTACT AND COMMUNICATION

- 3.1 A nominated official of the bidder(s) can make inquiries in writing to the specified person, Pulane Muligwa via email at [tenders@southafrica.net](mailto:tenders@southafrica.net). Bidder(s) must reduce all telephonic inquiries to writing and send to the above email address.
- 3.2 Bidders are to communicate any technical inquiries through the nominated official in writing, no later than **08 August 2024**.

All responses will be published by **13 August 2024** on the following links:

<https://www.southafrica.net/gl/en/corporate/page/tenders>;

## 4. VALIDITY PERIOD AND CONTRACT DURATION

The tender proposal must remain valid for at least five (5) months after the tender due date. All contributions/prices indicated in the proposal and other recurrent costs must remain firm for the period of the contract.

South African Tourism intends to enter a thirty-six (36) month contract and service level agreement with the successful bidder(s). The contract will also be subject to a periodic performance evaluation on agreed terms and conditions unless the parties agree otherwise.

## 5. BACKGROUND AND SCOPE OF SERVICES

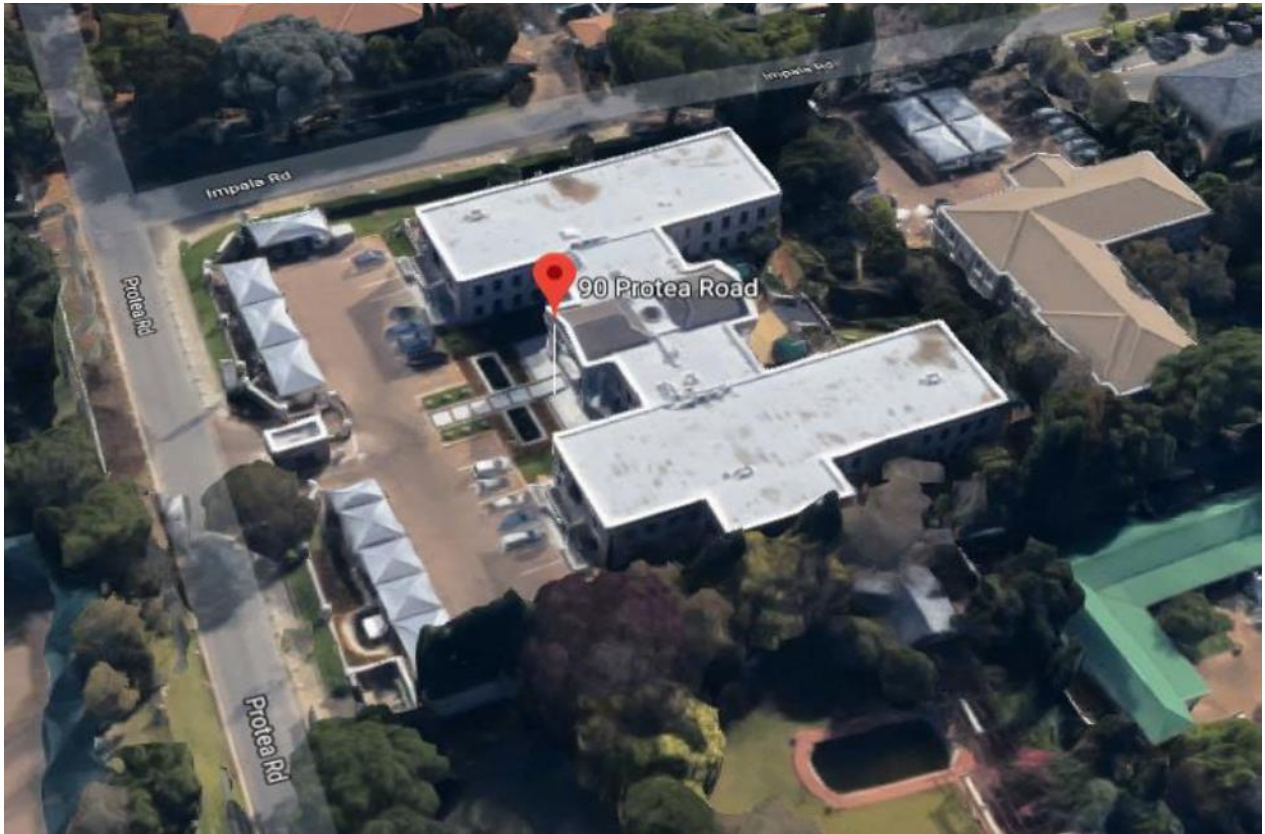
### 5.1 Scope of services

South African Tourism (SAT) invites bids for rendering cleaning services, pest control, hygiene services, and the supply of cleaning equipment, materials, and consumables at SA Tourism Head Office, 90 Protea Road, Bojanala House in Sandton. The bidder shall provide scheduled and ad-hoc cleaning services at the SA Tourism Head Office to provide a sanitary, clean, and tidy environment consistent with the business functions enabling the company employees and others who have reasons to visit Bojanala House to use the facilities conveniently, safely and hygienically.

- The subject property is situated on the corner of Impala Road and Protea Road in the suburb known as Chislehurst is a business node comprising mostly business developments and office blocks. The suburb borders Sandton and Sandhurst to the north, Hyde Park to the west and Illovo to the south.
- The business node of Chislehurst forms part of the Sandton precinct in the northern suburbs of Johannesburg. The node is ideally situated with easy access to various arterial and secondary routes including the M1 and N3 situated to the east, and Rivonia Road providing access from the west and north.
- The size of the building is about 6 025.00m<sup>2</sup> which comprises two (2) floors with 80% carpeted areas that are open-plan and tiled corridor or passage floors and kitchens or pause areas. The basement parking area has total of 97 bays and ground floor area has total of 40 bays.

Building Dissection	Gross Building Area
Ground Floor Offices	1 356.00 m <sup>2</sup>
First Floor Offices	1 351.00 m <sup>2</sup>
Basement	2 833.00 m <sup>2</sup>
Covered Patios and Balconies	48.00 m <sup>2</sup>
Open Patios and Balconies	392.00 m <sup>2</sup>
Guard House	17.00 m <sup>2</sup>
Refuse area	28.0 m <sup>2</sup>
	<b>6 025.00 m<sup>2</sup></b>

- Office accommodation to the ground and the first floor comprises various boardrooms, open plan office areas, private offices, kitchenette, males, females and disabled ablution facilities, and canteen with kitchen area and seating area, bar facilities, preparation kitchen and storerooms.
- Compliance with the Occupational Health and Safety Act of 1993 on the services being rendered most importantly put in-place control measures when using or storing chemicals and/or poisonous or hazardous substances. Only non-toxic substances and/or materials shall be used.



### 9.3.1 Output Specifications for Cleaning Services

- The service provider will be expected to perform the following cleaning services:
  - Provision of eight (8) cleaning staff with proven prior experience to render cleaning in a building of approximately 6025.00 m<sup>2</sup> as per above building dissection. The flooring of the building is comprised of only carpet and tiled areas internally. The basement parking area comprised of 97 concrete floor parking bays.
  - The successful service provider will be required to supply adequate and appropriate cleaning equipment, material and consumables. All equipment, materials and consumables shall be stored at SA Tourism unless removed for service, maintenance and repairs.
  - The successful service provider will be responsible for the cleaning of offices, all the basement parking bays as well as cleaning of the basement floor parking bays, patio on the ground floor, walkways, ramps and on the garden shade where staff have lunch.
  - Cleaning services will be performed approximately from 06H30 to 15H00 from Monday to Friday excluding weekends and public holidays unless where otherwise specified. At least two (2) cleaning staff members should be on-site until 16H00 to attend cleaning requirements that may arise. However, deep cleaning of the parking area and deep cleaning of carpets, tiled area, kitchen, and ablution facilities should be done afterhours or over the weekend.
  - All cleaning and hygiene tools, equipment, consumables will be provided by the bidder. These includes all items used in the bathrooms including p-mats, paper hand-towel with sensor, handwash soap and dispenser with sensor, urinal water release sensor, automatic/timed indoor spray, toilet brushes, toilet-seat-ecowipes.
  - Scheduled specialised cleaning or logged calls for cleaning shall be provided by the bidder for tasks such as
    - Carpet Deep Cleaning
    - Scrubbing Passage Floor Tiles
    - Basement Parking cleaning
    - External Window and Entrance Glazing cleaning

### 9.3.2 Output Specification for Pests Control

- Services and Consumables used for pest control will include but not limited to the infestation by: Rats/rodents, Mice, Cockroaches, Ants, Pigeons, Spiders, Starlings, Mites, Fish moths and Woodlice.
- The bidder shall provide pest control services to maintain the SA Tourism Head Office reasonably free from infestation by pest species.
- The bidder shall deal with any infestation that may arise so as to minimise the risk to staff and public health. Reasonable care and precautions shall be taken in providing the pest control services especially where sprays that emit toxic fumes or vapour are used. 24 hour prior notice shall be given in writing by the bidder to inform the client to vacate the building when the pests control services are rendered.
- The bidder will be responsible for ensuring pest control services throughout the SA Tourism Head Office are rendered by registered pest control.

### 9.3.3 Human Resources/Personnel required for the rendering of cleaning services are as follows:

Function	Allocated Floors	No. of staff required	Total
Cleaning	Ground Floor Offices & Security Guard House comprising 6 x Female Bathroom WC, 2 x Male Bathroom WC with 2 x Urinals	3	3
	First Floor Offices comprising 4 x Female Bathroom WC, 2 x Male Bathroom WC with 2 x Urinals	3	3
	Basement Parking Bays & Patio	1	1
	1 x Paraplegic Ablution toilet WC	1	1
6 Female and 2 Male Cleaners			8

### 9.3.4 Cleaning equipment and material for the rendering of cleaning service.

ITEM DESCRIPTION	QUANTITY
Supply & Maintain of standard vacuum cleaners - 2 x Ground Floor and 2 x First Floor	4
Supply & Maintain of industrial wet & dry vacuum cleaner for carpets - 1 x Ground Floor and 1 x First Floor	2
Supply & Maintain tile scrubber machine	1
Supply of mops, trolleys, brooms, different types of cleaning PPE, toilet brushes, caution wet floor signs, heavy-duty bags, wet - dry waste bins, SHE Bins in all Female bathrooms.	Allow quantities for use by 8 persons. Consider replacement at the appropriate life-cycle of each item.
Supply other cleaning material and consumables which all should be SABS Approved.	Bidders to specify each item and price

### 9.3.5 Output specifications of Hygiene Services

#### 9.3.5.1 Rental of and installation of dispensers for a period of 36 months

DESCRIPTION OF DISPENSERS	QUANTITY
Stainless Steel Toilet Roll Holder Lockable (3 Rolls)	16 Bathroom WCs

Fibre Touchless Wall-Mounted Hand Paper Towel Dispenser (1 Roll)	6
Toilet Seat Ecowipes	16
Fibre Commercial Products Black/Chrome 1100mL Wall Mounted Soap Dispenser for/with Auto Foam	10
Fibre Touchless Antibacterial Hand Gel / 70% Alcohol Liquid Hand Sanitizer	24
Fibre Auto Air-freshener	6
Plastic She-Bins & Sanitary Bags	12
Fibre Liquid Hand Soap dispensers	7
Steel Liquid soap dispensers for Wall Hung Urinals	4
Fragranced P-Mats	4

### 9.3.5.2 Supply of consumables for the above dispensers for a period of 36 months

DESCRIPTION OF CONSUMABLES TO BE REFIELD IN THE DISPENSERS	QUANTITY	FREQUENCY OF REPLENISHING CONSUMABLES
Toilet paper	102	Daily / When necessary
Hand Towel	6	Daily / When necessary
Toilet Seat Ecowipes	100	Daily / When necessary
Wall Mounted Auto Foam	14	Daily / When necessary
Liquid Soap	22	Daily / When necessary
Air-Freshener sprays	6	Monthly / When necessary
She-Bin Bags	10	Daily / When necessary
P-Mats/Freshener	4	Weekly / When necessary
Antibacterial gel	24	Weekly / When necessary

### 9.3.6 Provision of deep cleaning services to the following facilities for a period of 36 months

DESCRIPTION SERVICE	QUANTITY	FREQUENCY OF SERVICE
Deep cleaning WCs	16	Monthly
Deep cleaning hand basins	7	Monthly
Deep cleaning urinal bowls	4	Monthly
Deep cleaning of carpet area	4820.00 m <sup>2</sup>	Quarterly / When necessary
Deep cleaning tiles areas	1205.00 m <sup>2</sup>	Quarterly / When necessary
Deep cleaning basement parking and drain channels	97 bays	Monthly / When necessary

Deep cleaning external windows and entrance and exit glazing	185	Quarterly / When necessary
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Note: The successful bidder will be required to replenish consumables in the toilets at least three (3) times daily or when necessary. A timely check-list will be aligned to the replenishing of consumables.

### 9.3.7 Project Management

- The successful bidder will be reporting to the Manager: Facilities and Fleet.
- The successful bidder or his/her representative must do a daily inspection on quality and standard of the cleaning services and a weekly report in this regard must be provided to SA Tourism every Friday by not later than 16:00.
- The services provider must report on a daily basis to the Manager: Facilities and Fleet any defects in and to area concerned such as broken mirrors, blocked toilets/urinals, broken windows etc. that his/her cleaning staff might come across during cleaning within SA Tourism premises.
- The service provider should on monthly basis submit a written report to the Manager: Facilities and Fleet on specific problems, suggestions, improved methods, work programs, tenant's complaints, and remedial action and all other matters related to this contract.

### 9.3.8 Terms and conditions of the service provider:

- SA Tourism reserves the right to verify if the cleaning equipment, materials and consumables comply with the SABS requirements prior to the use thereof.
- The successful service provider must ensure that adequate back-up consumables; such as toilet papers, hand towels, seat wipes, and hand soap are kept on-site in case of sudden shortages.
- The Employer (SAT) reserves the right to request the successful service provider or sub-contractor(s) and their staff to furnish a security clearance certificate or proof of any vetting process underway.
- Cleaning services will be performed between 06H30 to 15H00 from Monday to Friday. However, cleaning of a parking lot and deep cleaning of carpets, tile areas, kitchen and toilet facilities should be done afterhours (16H30) or over the weekend (Saturday to Sunday).
- The successful bidder will be required to sign a Service Level Agreement which will specify the types of cleaning and hygiene services required as well as the cleaning equipment, material, and consumables that comply with SABS requirements.
- The successful bidder will be required to hold monthly meeting with the Manager: Facilities and Fleet and submit a monthly written report to SA Tourism on specific problems, suggestions, improved methods and work programs, staff's complaints and remedial action and all other matters related to this bid.
- The successful bidder will be required to comply with the Department of Labour Sectoral Determination 1: Contract Cleaning Sector, the Service Provider is required to pay cleaners an appropriate minimum monthly salary and annual bonus payable for employees who worked a period of a year. To submit a monthly payroll and proof of payment report for all contracted staff to the Manager: Facilities and Fleet.
- The supplier to ensure availability of the 8 cleaning staff at all times. In cases of sick and/or other leave taken by any of the staff.

### 9.4 Key considerations are:

The bidder's proposals should over and above the requirements set herein cover the following on their proposals:

- Price Breakdown
- Payment Mechanism
- Working Hours
- Number/s of Cleaner & Allocation - Males and Females
- Planned Cleaning Schedules
- Logging of specialised cleaning requests
- Good Industry Practices
- Access to the site
- Other facilities available related cleaning operation
- Public transport for bidder's in-house staff
- Arrangement parking for monthly deliveries

- Prohibited activities within facilities
- Emergency Preparedness and Awareness
- Waste Management and Recycling