

DALRRD MP0001(2023/2024)

APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT : EHLANZENI SHARED SERVICE CENTRE FOR A PERIOD OF THIRTY -SIX (36) MONTHS,

CLOSING DATE: 08 SEPTEMBER 2023

NB: COMPULSORY BRIEFING SESSION AS FOLLOWS:

DATE: 25 AUGUST 2023

TIME: 11:00 AM

***VENUE: BOARDROOM
HOME AFFAIRS BUILDING,
23 CORNERS HENSHALL AND BRANDER STREET,
NELSPRUIT***

TECHNICAL ENQUIRIES	: Ms. Judith Gossa/ Mr Bhekumusa Zwane
TEL	: (013) 752 2064 / (013) 754 8064/8000
EMAIL	: Judith.Gossa@dalrrd.gov.za / Bhekumusa.Zwane@dalrrd.gov.za
BID RELATED ENQUIRIES	: Mr. Tshepo Seoe
TEL	: (013) 754 8038/8000
EMAIL:	Tshepo.Seoe@dalrrd.gov.za

LA 1.1



agriculture, land reform & rural development

Department:
Agriculture, Land Reform and Rural Development
REPUBLIC OF SOUTH AFRICA



PROVINCIAL SHARED SERVICES CENTRE

Directorate: Finance and Supply Chain Management Services

Private Bag X11305, NELSPRUIT, 1200, 17 van Rensburg Street, Nelspruit, 1200; Tel: 013 - 754 8000; Website:

www.dalrrd.gov.za

YOU ARE HEREBY INVITED TO BID TO THE DEPARTMENT OF AGRICULTURE LAND
REFORM AND RURAL DEVELOPMENT

BID NUMBER: DALRRD MP0001(2023/2024)

CLOSING TIME: 11H00

CLOSING DATE: 08 SEPTEMBER 2023

BIDS RECEIVED AFTER THE CLOSING TIME AND DATE AS A RULE WILL NOT BE
ACCEPTED FOR CONSIDERATION

1. Kindly furnish us with a bid for services shown on the attached forms.
2. Attached please find the General Contract Conditions (GCC), SBD1, SBD 3.3, SBD4, SBD6.1, and terms of reference.
3. Bidders must ensure that they register with the National Treasury Central Supplier Database (CSD) and attach/provide the reference numbers on the SBD 1 form of the bid document.
4. If you are a sole agent or sole supplier you should indicate your market price after discount to your other clients or if that is not possible your percentage net profit before tax, in order to decide whether the price quoted is fair and reasonable.
5. The attached forms must be completed in detail and returned with your bid. Bid document must be submitted in a sealed envelope stipulating the following information: Name and Address of the bidder, Bid number and closing date of bid. **(failure to comply will disqualify your proposal)**

Yours faithfully

SIGNED
TSHEPO SEOE
SUPPLY CHAIN MANAGEMENT
DATE: 17 AUGUST 2023

MAP TO BIDDER BOX (B BOX)

DALRRD MP0001 (2023/2024) CLOSING DATE: 08 SEPTEMBER 2023 @ 11:00 AM

YOU ARE HEREBY INVITED TO BID TO THE GOVERNMENT OF THE REPUBLIC OF SOUTH AFRICA (DEPARTMENT OF AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT)

BIDS RECEIVED AFTER THE CLOSING TIME AND DATE ARE LATE AND WILL AS A RULE NOT BE ACCEPTED FOR CONSIDERATION.

THE SBD 1 FORM MUST BE SIGNED IN THE ORIGINAL AND WITH BLACK INK

SUBMIT ALL BIDS ON THE OFFICIAL FORMS – DO NOT RETYPE.

The Bid documents must be deposited in the Bid box which is identified as the “Bid/tender box.”

**DEPARTMENT OF AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT
Supply Chain Management
6th FLOOR
17 VAN RESNBURG STREET BLOCK E
BATELEUR BUILDING, NELSPRUIT,
1200**

THE BID BOX OF THE OFFICE OF THE DEPARTMENT OF AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT IS OPEN 24 HOURS A DAY, 7 DAYS A WEEK. THE BID BOX WILL BE CLOSED AT 11H00 WHICH IS THE CLOSING TIME OF BIDS.

BIDDERS SHOULD ENSURE THAT BIDS ARE DELIVERED TIMEOUSLY TO THE CORRECT ADDRESS

SUBMIT YOUR BID IN A SEALED ENVELOPE

Annexure A

GOVERNMENT PROCUREMENT GENERAL CONDITIONS OF CONTRACT July 2010

NOTES

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

TABLE OF CLAUSES

1. Definitions
2. Application
3. General
4. Standards
5. Use of contract documents and information; inspection
6. Patent rights
7. Performance security
8. Inspections, tests and analysis
9. Packing
10. Delivery and documents
11. Insurance
12. Transportation
13. Incidental services
14. Spare parts
15. Warranty
16. Payment
17. Prices
18. Contract amendments
19. Assignment
20. Subcontracts
21. Delays in the supplier's performance
22. Penalties
23. Termination for default
24. Dumping and countervailing duties
25. Force Majeure
26. Termination for insolvency
27. Settlement of disputes
28. Limitation of liability
29. Governing language
30. Applicable law
31. Notices
32. Taxes and duties
33. National Industrial Participation Programme (NIPP)
34. Prohibition of restrictive practices

General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:
 - 1.1 “Closing time” means the date and hour specified in the bidding documents for the receipt of bids.
 - 1.2 “Contract” means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
 - 1.3 “Contract price” means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
 - 1.4 “Corrupt practice” means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
 - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
 - 1.6 “Country of origin” means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
 - 1.7 “Day” means calendar day.
 - 1.8 “Delivery” means delivery in compliance of the conditions of the contract or order.
 - 1.9 “Delivery ex stock” means immediate delivery directly from stock actually on hand.
 - 1.10 “Delivery into consignees store or to his site” means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
 - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.

- 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 "GCC" means the General Conditions of Contract.
- 1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.

- 1.25 “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.
- 2. Application**
- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.
- 3. General**
- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za
- 4. Standards**
- 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.
- 5. Use of contract documents and information; inspection.**
- 5.1 The supplier shall not, without the purchaser’s prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser’s prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier’s performance under the contract if so required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier’s records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.
- 6. Patent rights**
- 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.
- 7. Performance**
- 7.1 Within thirty (30) days of receipt of the notification of contract award,

security

the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.

- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - (b) a cashier's or certified cheque
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

8. Inspections, tests and analyses

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the

cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9. Packing

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.

- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

- 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.

- 10.2 Documents to be submitted by the supplier are specified in SCC.

11. Insurance

- 11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

12. Transportation

- 12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. Incidental services

- 13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
 - (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
 - (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
 - (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties,

- provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
- (b) in the event of termination of production of the spare parts:
 - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

- 15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.
- 15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.
- 15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.
- 15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.
- 15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser

may have against the supplier under the contract.

16. Payment

16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.

16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.

16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.

16.4 Payment will be made in Rand unless otherwise stipulated in SCC.

17. Prices

17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

18. Contract amendments

18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

19. Assignment

19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. Subcontracts

20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. Delays in the supplier's performance

21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.

21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.

21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.

21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily

available.

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the Supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the

envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

- (i) the name and address of the supplier and / or person restricted by the purchaser;
- (ii) the date of commencement of the restriction
- (iii) the period of restriction; and
- (iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Anti-dumping and countervailing duties and rights

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him

25. Force Majeure

- 25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
- 25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for insolvency

- 26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

- 27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
- 27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
- 27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
- 27.5 Notwithstanding any reference to mediation and/or court proceedings herein,
- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
 - (b) the purchaser shall pay the supplier any monies due the supplier.

28. Limitation of liability

- 28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;
- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

	(b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
29. Governing language	29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.
30. Applicable law	30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
31. Notices	31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice 31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.
32. Taxes and duties	32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country. 32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser. 32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.
33. National Industrial Participation Programme (NIP)	33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
34. Prohibition of Restrictive practices	34.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging). 34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

- 34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.

Js General Conditions of Contract (revised July 2010)

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (DEPARTMENT OF AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT)					
BID NUMBER:	DALRRD MP0001(2023/2024)	CLOSING DATE:	08 SEPTEMBER 2023	CLOSING TIME:	11H00 AM
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT : EHLANZENI SHARED SERVICE CENTRE FOR A PERIOD OF THIRTY -SIX (36) MONTHS				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
DEPARTMENT OF AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT					
6 TH FLOOR					
17 VAN RENSBURG STREET, BLOCK E BATELEUR BUILDING					
NELSPRUIT, 1200					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Tshepo Seoe		CONTACT PERSON	Mr Judith Gossa/ Mr Bhukumusa Zwane	
TELEPHONE NUMBER	013 754 8038		TELEPHONE NUMBER	013 752 2064/ 013 754 8064/8000	
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	Tshepo.Seoe@dalrrd.gov.za		E-MAIL ADDRESS	Judith.Gossa@dalrrd.gov.za Bhekumusa.zwane@dalrrd.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
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?		☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				☐ YES ☐ NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				☐ YES ☐ NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				☐ YES ☐ NO	
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

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

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE:

PRICING SCHEDULE FOR THE RENDERING OF CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM: EHLANZENI REGIONAL SHARED SERVICES CENTRE FOR A PERIOD OF 36 MONTHS.

SBD 3.3

PRICING SCHEDULE
(Professional Services)

NAME OF BIDDER.:		
BID NO.: DALRRD	CLOSING TIME.: 11:00	CLOSING DATE.:

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

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

APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT: EHLANZENI REGIONAL SHARED SERVICES CENTRE FOR A PERIOD OF 36 MONTHS

- The services outlined in the attached terms of reference must be considered when formulating the prices for this Bid.
- Cleaners and Supervisor Wages must be inclusive of all hidden costs and/or benefits i.e., UIF Contributions, Bonus Provision, COIDA Contributions, Skills Development Levy Contributions and Provident Fund Contributions.
- All Cleaning Equipment, Hygiene Dispensers, Consumables and Detergents must be provided by the Bidder.
- Pricing must be fixed for the duration of the Contract. Only the Cleaners and Supervisor Wage Increment based on Department of Employment and Labour Sectoral Wage Determination will be considered.

CLEANERS WAGE CALCULATION

ITEM NO.	DESCRIPTION	COST PER CLEANER YEAR 1	COST PER CLEANER YEAR 2	COST PER CLEANER YEAR 3
	Hourly Rate (Must not be less than the Minimum Rate prescribed by the Department of Employment and Labour, Sectoral Determination 1: Contract Cleaning Sector, effective 01 March 2023)	R	R	R
	Daily Wage (8 Hours Per Day)	R	R	R
	Weekly Wage (5 Days Per Week)	R	R	R
1.	Basic Monthly Wage (4.333 Weeks Per Month)	R	R	R
	ADDITIONAL COSTS AND BENEFITS		R	R
2.	Monthly Provision for Annual Leave at a Rate of 1.25 Days Per Month	R	R	R
3.	Monthly Provision for Sick Leave at a Rate of 1 Day Per Month	R	R	R
4.	Provision for Family Responsibility Leave at a Rate of 0.82% (3/365) Per Month	R	R	R
5.	Monthly Contribution for Provident Fund (5.25% of Basic Monthly Wage)	R	R	R
6.	Bonus (Provision at a Rate of Basic Monthly Wage Divided by 12)	R	R	R
7.	UIF (1% of Basic Monthly Wage)	R	R	R
8.	Skills Development Levy (1% of Basic Monthly Wage)	R	R	R
9.	Personal Protective Clothing (Uniform, etc.) - Monthly Rate	R	R	R
10.	Other Provisions at a Monthly Rate (e.g., COIDA, Maternity, etc....)	R	R	R
TOTAL MONTHLY WAGE PER CLEANER (SUM OF ITEMS NO. 1 – 10)		R	R	R

Name of Bidder:

SUPERVISOR WAGE CALCULATION

ITEM NO.	DESCRIPTION	COST PER SUPERVISOR YEAR 1	COST PER SUPERVISOR YEAR 2	COST PER SUPERVISOR YEAR 3
	Hourly Rate (Must not be less than the Minimum Rate prescribed by the Department of Employment and Labour, Sectoral Determination 1: Contract Cleaning Sector, effective 01 March 2023)	R	R	R
	Daily Wage (8 Hours Per Day)	R	R	R
	Weekly Wage (5 Days Per Week)	R	R	R
1.	Basic Monthly Wage (4.333 Weeks Per Month)	R	R	R
	ADDITIONAL COSTS AND BENEFITS		R	R
2.	Monthly Provision for Annual Leave at a Rate of 1.25 Days Per Month	R	R	R
3.	Monthly Provision for Sick Leave at a Rate of 1 Day Per Month	R	R	R
4.	Provision for Family Responsibility Leave at a Rate of 0.82% (3/365) Per Month	R	R	R
5.	Monthly Contribution for Provident Fund (5.25% of Basic Monthly Wage)	R	R	R
6.	Bonus (Provision at a Rate of Basic Monthly Wage Divided by 12)	R	R	R
7.	UIF (1% of Basic Monthly Wage)	R	R	R
8.	Skills Development Levy (1% of Basic Monthly Wage)	R	R	R
9.	Personal Protective Clothing (Uniform, etc.) - Monthly Rate	R	R	R
10.	Other Provisions at a Monthly Rate (e.g., COIDA, Maternity, etc....)	R	R	R
TOTAL MONTHLY WAGE PER SUPERVISOR (SUM OF ITEMS NO. 1 – 10)		R	R	R

TABLE A: CLEANERS AND SUPERVISOR WAGE COSTS

DESCRIPTION	TOTAL COST FOR THE FULL DURATION OF CONTRACT
CLEANER Total (Year 1 + Year 2 + Year 3)	R
SUPERVISOR Total (Year 1 + Year 2 + Year 3)	R
SUB-TOTAL	R
VALUE ADDED TAX (VAT)	R
TOTAL COST	R

TABLE B: CLEANING AND HYGIENE EQUIPMENT COSTS

DESCRIPTION	YEAR 1	YEAR 2	YEAR 3	TOTAL COST FOR THE CONTRACT
ONCE-OFF INSTALLATION	ONCE-OFF	ONCE-OFF	ONCE-OFF	R
LEASE OF CLEANING EQUIPMENT	R	R	R	R
LEASE OF HYGIENE EQUIPMENT	R	R	R	R
SUB-TOTAL				R
VALUE ADDED TAX (VAT)				R
TOTAL COST				R

TABLE C: CLEANING AND HYGIENE CONSUMABLES COSTS

HYGIENE SERVICE TASK DESCRIPTION	TOTAL COST YEAR 1	TOTAL COST YEAR 2	TOTAL COST YEAR 3
SUPPLY, INSTALLATION AND MAINTENANCE OF SANITARY DISPOSAL BINS	R	R	R
SUPPLY , INSTALLATION, MAINTAINANCE AND REPLENISHMENT OF SANITARY BAGS DISPENSER	R	R	R
SUPPLY, INSTALLATION , MAINTAINANCE AND REPLENISHMENT OF TOILET SEAT SANITIZER DISPENSER WITH SANITIZER	R	R	R
REPLENISHMENT OF HAND WASH LIQUID SOAP DISPENSER	R	R	R
SUPPLY, INSTALLATION, MAINTENANCE AND REPLENISHMENT OF AUTOMATIC PAPER DISPENSER	R	R	R
SUPPLY, INSTALLATION, MAINTENANCE AND REPLENISHMENT OF AUTOMATIC AIR FRESHENER DISPENSER	R	R	R
REPLENISHMENT OF TOILET PAPERS	R	R	R
SUPPLY AND REPLENISHMENT OF URINAL SANITIZER (10 URINALS + MONTHLY REPLENISHMENT OF SANITIZER)	R	R	R
SUPPLY AND REPLENISHMENT OF AUTO TOILET SANITIZER AND STERILIZER (08 TOILETS + MONTHLY REPLENISHMENT OF SANITIZER)	R	R	R

TOTAL COST EXC VAT			R
VAT @ 15%			R
TOTAL FOR THE DURATION OF THE CONTRACT (INCL VAT)			R

TABLE D: OTHER COSTS

DESCRIPTION	MONTHLY/ QUARTERLY COST	CONTRACT PERIOD	TOTAL COST FOR THE CONTRACT
OPERATIONAL AND SERVICES COST NOT CATERED FOR ABOVE - Please Specify Below, e.g., Deep Cleaning, Windows Cleaning, Operational Costs etc.			
D.1.	R	36 MONTHS	R
D.2.	R	36 MONTHS	R
D.3.	R	36 MONTHS	R
SUB-TOTAL			R
VALUE ADDED TAX (VAT)			R
TOTAL COST			R

SUMMARY OF COSTS

DECEIPTION		TOTAL COST FOR THE CONTRACT
TABLE A	CLEANERS AND SUPERVISOR WAGE COSTS	R
TABLE B	CLEANING AND HYGIENE EQUIPMENT COSTS	R
TABLE C	CLEANING AND HYGIENE CONSUMABLES COSTS	R
TABLE D	OTHER COSTS	R
GRAND TOTAL (TOTAL BID PRICE INCLUDING ALL APPLICABLE TAXES)		R

5.Period required for commencement with project after acceptance of bid

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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.

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.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

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.

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;
- 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.
- 3.4 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.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

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.

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.

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

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

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.
- b) **80/20 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

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.

1.7 Bidders who wish to claim points in terms of table 4.2 below need to provide proof for each point claimed as guided below:

- Who had no franchise in national elections before the 1983 and 1993 Constitution – **attach certified copy of identity document (ID) and company registration document / CSD report to show/ substantiate percentage ownership equity.**
- Who is female- **attach certified copy of identity document (ID) and company registration document / CSD report to show/ substantiate percentage ownership equity.**
- Who has a disability – **attach doctor's letter confirming the disability**
- Who is youth - **attach certified copy of identity document (ID) and company registration document / CSD report to show/ substantiate percentage ownership equity.**
- Specific goal: **Locality** –
 - (a) a **valid** municipal services account (water, sanitation, rates and electricity) in the name of the bidder/s or active director/s **or**
 - (b) a valid lease agreement from the lessor **or**
 - (c) a letter on the letterhead of the ward councillor/traditional authority/council that must be signed, stamped and dated.

1.8 Local content – specific goal: the SBD 6.2 must be fully completed and signed

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:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ \\ \mathbf{Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)} & \mathbf{or} & \mathbf{Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)} \end{array}$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = 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:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ \\ \mathbf{Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)} & \mathbf{or} & \mathbf{Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)} \end{array}$$

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 (80/20 system)	Percentage ownership equity (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
I. Who had no franchise in national elections before the 1983 and 1993 Constitution	8		
II. Who is female	5		
III. Who has a disability	2		
IV. Specific goal: Youth	2		
V. Specific goal: Locality Promotion of enterprises located in Ehlanzeni District Municipality in Mpumalanga Province	3		

DECLARATION WITH REGARD TO COMPANY/FIRM

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

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

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

- ☐ Non-Profit Company
☐ State Owned Company
[TICK APPLICABLE BOX]

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

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

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

PROVINCIAL SHARED SERVICES CENTRE

Directorate: Finance and Supply Chain Management Services

Private Bag X11305, NELSPRUIT, 1200, 17 van Rensburg Street, Nelspruit, 1200; Tel: 013 - 754 8000; Website: www.dalrdd.gov.za

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT- EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

PHYSICAL ADDRESS:

**23 CORNERS HENSHALL & BRANDER STREET
HOME AFFAIRS BUILDING
NELSPRUIT**

1. OBJECTIVES

The objective of the terms of reference is to appoint a suitable Service Provider that will render cleaning and hygiene services in the Department of Agriculture Land Reform and Rural Development: for the Ehlanzeni Shared Services Centre for a period of thirty six (36) months

2. STAFFING REQUIREMENTS

- Staff required:
 - Working Supervisor 01
 - Cleaners 04
 -

2.1 Breakdown of staffing requirements per building

- Ehlanzeni District - 1 Working Supervisor and 4 Cleaners

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM – EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

3. TABLE OF QUANTITIES

Cleaning Services

No	Description:	Quantities:	Comments
1	Size of the building(±)	3 rd & 4 th Floor with surrounding areas	Overall approximate size is 1200 m ²
2	Cleaners required:	01- Supervisor 04- Cleaners	Total of 01 working-supervisors and 04 cleaners
3	Number of floors	02	Plus surrounding areas
4	Number of closed offices	33	Medium to large sizes
5	Number of open plan offices		Small to medium size
6	Number of boardrooms	1	1 boardroom big size
7	Server room	1	These area require minimal cleaning under supervision
8	Photocopy rooms	1	
9	Store/ Strong rooms	2	Included in the overall size
10	Number of toilets	Males Females	NB: (2 Women toilets with 05Cubicles; 02 Male toilets with 03 Cubicles. 2 urinary, 8 basins.
11	Kitchens	2	
12	Passages	2 passages	Counted as one passage per floor and one lobby per floor regardless of size.
	lift lobbies	2	
13	Filing and archive Rooms	01	1 medium size
14	Reception Area	01	Medium size
15	Hand wash basins	08	
16	Urinary	2	

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM – EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

Hygiene Services Dispensers

Sanitary disposal bins/she-bins (Women cubicles)	5	Supply, installation & Maintenance
Sanitary hygiene bag dispensers	5	Supply, installation & Maintenance
Surface sanitizer holders (sanitizer wipes flushable)	8	Supply, installation & Maintenance
Hand wash liquid soap dispenser	4	Supply, installation & Maintenance
Automatic air freshener dispenser	4	Supply, installation & Maintenance
Automatic paper towel dispenser	4	Supply, installation & Maintenance
Paper towel bins	4	Supply, installation & Maintenance
Toilet paper holder (lockable 3 holder/canister)	8	Supply, Installation & Maintenance
Urinals Drip Sanitizer Dispenser /Auto janitor dispense	10	Supply, installation & Maintenance
Auto Sanitizer	10	Supply, installation & Maintenance
Toilet brush set	8	Supply and Replacement

4. SCOPE OF WORK

<u>CLEANING SERVICE TASK DESCRIPTION</u>	<u>FREQUENCY</u>
CLOSED OFFICES AND BOARDROOMS	
<u>Carpet flooring :</u> - Spot brush and clean carpets - Spot Vacuum - Vacuum thoroughly - Deep cleaning	*Daily *Daily *Twice weekly *Quarterly
Dust/ wipe down all horizontal / vertical surfaces with a damp cloth e.g. walls, picture frames, glass, directory/ notice boards, artificial plants etc.	*Daily
Spot clean marks from walls, door handles, doors, window handles paint work and light switches apply/disinfect with +70% alcohol-based disinfectants that is SABS/SANS Approved.	*Daily and as when is required
Deep cleaning of carpets and upholstered furniture	*Quarterly and as when is required
Dust furniture and fittings with a dry cloth	*Daily

Department of Agriculture, Land Reform and Rural Development : Departement van Landbou, Grondhervorming en Landelike Ontwikkeling : Muhasho wa zwa Vhu- limi, Mbuedzedzo ya Mavu na Mveledziso ya Mahayani : uMnyango Wezolimo, Izinguquko Kwezomhlaba Nokuthuthukiswa Kwezindawo Zasemakhaya : Ndzawulo ya Vurimi, Antswiso wa Misava na Nhluvukiso wa Matikoxikaya : Litiko Letekulima, Tingucuko Kutemhlaba Nekutfutukiswa Kwetindzawo Tasemaphandleni : UmNyango wezokuLima, ukuBuyiselwa kweNarha nokuThuthukiswa kweNdawo zemaKhaya : Kgoro ya Temo, Peakanyoleswa ya Naga le Tihabollo ya Dinaga- magae : Lefapha la Temothuo, Kabobotjha ya Naha le Tihabollo ya Dibaka tsa Mahae : Lefapha la Temothuo, Pusesodinaga le Tihabollo ya Metsemagae : ISebe lezoLimo, uBuyekezo lwemiHlaba noPhuhli so lamaPhandle

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM – EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

Dust computers with a dry cloth (computer cloth)	*Daily
Wipe all telephones with a damp cloth with a suitably diluted disinfectant not harmful to human consumption and it must be SABS/ SANS Approved	*Daily and as when is required
Empty dust bins and waste paper baskets	*Twice Daily
Wash bins with +70% disinfectant product that SABS Approved if necessary and replace with clear high-quality plastic inners	*Weekly
Apply liquid metal polish, to brass/steel door handles, window stays and window fasteners.	*Monthly
Microwave /fridges and water coolers must be washed with water and detergent with +70% alcohol-based disinfectants that is SABS/SANS Approved.	*Daily
Dust of blinds with a feather dust	*Bi-monthly
Clean water jugs and drinking water glasses with dish washing detergent & refill with water	*Daily and as when is required
B.CLEANING OF SERVER ROOM AND PHOTOCOPY ROOMS	
Server room requires minimum cleaning and must be cleaned under supervision.	*Monthly
Sweeping, and dusting	*Daily
C.STORE/STRONG ROOM	
Store/strong room requires minimum cleaning and must be cleaned under supervision	*Monthly
Sweeping, mopping, dusting and apply/disinfect with +70% alcohol-based disinfectants to surfaces that is SABS /SANS Approved	*As and when is required
D. KITCHENS	
<u>Ceramic tiles</u> - Sweep with a dust control mop - Clean with a damp mop and apply/disinfect with +70% alcohol-based disinfectant that is SABS/SANS Approved - Strip and seal	*Daily *Twice Daily *Quarterly
Kitchen sink, cupboards must be cleaned with water and detergent	*Daily as and when required

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM – EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

Microwave interior and exterior ovens and fridge must be washed with water and detergent and treated/disinfected with +70% alcohol-based disinfectants that is SABS/SANS Approved	*Daily and as and when required
Fridge must be defrosted and washed with water and detergent	*Quarterly and when required
Clean the exterior of the water coolers including the refrigerator with water and detergent with +70% alcohol-based disinfectants that is SABS/SANS Approved.	*Daily as and when required
Clean water jugs and drinking glasses with dish washing liquid and refill with fresh water.	*Daily as and when required
Cutlery and crockery used must be cleaned	*Daily
Empty and clean dust bins	*Twice Daily
Sink must be cleaned with water and detergent with +70% alcohol-based disinfectants that is SABS/SANS Approved.	*Daily
Wash bins with +70% alcohol-based disinfectant product that is SABS/SANS Approved and replace with a clear high-quality plastic inner.	*Daily and as and when is required
E. CLEANING OF PASSAGES ; RECEPTION AREAS	
<u>Tiles Reception areas</u> - Sweep with a dust control mop - Clean with a damp mop and apply/disinfect with +70% alcohol-based disinfectant that is SABS/SANS Approved - Strip and seal	*Daily and as and when is required *Daily and as and when is required *Quarterly
<u>Tiles (Passages):</u> - Sweep with a dust control mop - Clean with a damp mop and apply/disinfect with +70% alcohol-based disinfectant that is SABS/SANS Approved - Strip and seal	* Daily and as and when is required *Daily and as and when is required *Quarterly
Pick up, clean all waste and dispose of all litter.	*Daily and as and when is required

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM – EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

Glass doors at the entrances and passages must be cleaned with a window cleaner with +70% alcohol-based disinfectant product that is SABS/SANS Approved.	* Daily and as and when is required
Spot clean all glass; windows, doors, doorknobs with +70% alcohol-based disinfectant product that is SABS/SANS Approved and metalwork and dust all accessible ledges to height of 2m.	*Daily and as and when is required
Dust/ wipe down all horizontal / vertical surfaces with a damp cloth, e.g.walls, picture frames, glass, handrails/ banisters, directory boards, skirting, etc.	*Daily and as and when is required
F.TOILET CLEANING	
<u>Ceramic tiles</u> - Sweep with a dust control mop - Clean with a damp mop <i>with</i> +70% alcohol-based disinfectant product that is SABS/SANS Approved - Strip and seal	*Twice Daily *Twice Daily and as and when required *Monthly
Wipe down all horizontal / vertical surfaces with a damp cloth, doors, mirrors, pipes, etc. and apply/disinfect with +70% alcohol-based disinfectants. product that is SABS/SANS Approved	*Daily and as and when required
Clean hand-wash basins, toilet pans, wall urinals, wall mounted items with suitably diluted disinfectant. and apply/disinfect with +70% alcohol-based disinfectants. product that is SABS/SANS Approved	*Twice Daily and as and when is required
Sterilize toilet pots Sterilize urinal bottle trap sterilize hand wash basin	*Twice a week *Twice a week * Twice a week
Empty dust bins	* Twice Daily and as and when is required
Wash bins with +70% alcohol-based disinfectant product that is SABS/SANS Approved and replace with a clear high-quality plastic inner.	*Daily and as when is required

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM – EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

H. WASTE DISPOSAL AREA.	
Rubbish bins should be taken to the municipality collection point and returned to designated area.	*Daily and as when is required
Washing of dust bins with +70% alcohol-based disinfectant product that is SABS/SANS Approved and replace with a clear high-quality plastic inner.	*Monthly and as when is required
Sweeping	*Daily and as when is required
G. WINDOW CLEANING	
• Clean accessible interior and exterior faces of all windows with a window cleaner to the height of 2m, with +70% alcohol-based disinfectant product that is SABS/SANS Approved • Wiping of steel blinds with damp cloth and soap • Dusting of cloth blinds • Wiping of wooden blinds with damp cloth and soap	*Quarterly *Weekly * Weekly *Weekly

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM – EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

HYGIENE TASK DESCRIPTIONS

TASK DESCRIPTION	FREQUENCY
A. SANITARY DISPOSAL BINS (SHE- BINS) FOR (WOMAN CUBICLES) (05)	
Sanitary waste must be removed and not stay within the Departmental premises	*Twice a week and as and when is required
- Cleaning the Interior and Exterior of the SHE bins with disinfectant product that is SANS/SABS Approved. - Cleaner and replacement of inner disposal plastic bags - Must have self-closing tight lids with trap doors with non-touch opening closing mechanism - One (1) bin per female cubicle - Sanitary bag dispensers must be replaced free of charge in the event of mechanical malfunctioning or factory fault	* Twice a week
B. SANITARY HYGIENE BAGS FOR SANITARY TOWEL (05 CUBICLES)	
Supply and replacement of sealable plastic bags. (20 per dispenser)	*Twice Weekly and as and when is required
Sanitary dispensers must be replaced free of charge in the event of mechanical malfunctioning or factory fault.	
C. SURFACE SEAT SANITIZER (FOAM) (08)	
Toilet seat sanitizer must be replenished (800 ml)	*Monthly and as and when is required
- Surface sanitizer dispenser must be replaced free of charge in the event of mechanical malfunctioning or factory fault. - Liquid Sanitizer must be drip free and not harsh/irritable to the skin (non-ammoniated). it must be a product that is SABS/SANS Approved - Liquid Sanitizer liquid must have a reliable, user friendly pump mechanism	
D. HAND WASH LIQUID SOAP AND DISPENSER (04)	
Hand wash liquid must be replenished (400ml)	*Monthly and as and when is required
- Hand wash liquid soap must be drip free and not harsh/irritable to the skin (non –ammoniated) - Soap dispensers must have a reliable, user friendly pump mechanism - Soap dispensers must be replaced free of charge in the event of mechanical malfunctioning or factory fault.	
Paper towels (550 sheets) must be replenished.	*Weekly and as and when is required
Automatic Paper towel dispensers must be replaced free of charge in the event of mechanical malfunctioning or factory fault.	

Department of Agriculture, Land Reform and Rural Development · Departement van Landbou, Grondhervorming en Landelike Ontwikkeling · Muhasho wa zwa Vhu- limi, Mbuedzedzo ya Mavu na Mveledziso ya Mahayani · uMnyango Wezolimo, Izinguquko Kwezomhlaba Nokuthuthukiswa Kwezindawo Zasemakhaya · Ndzawulo ya Vurimi, Antswiso wa Misava na Nhluvukiso wa Matikoxikaya · Litiko Letekulima, Tingucuko Kutemhlaba Nekutfutukiswa Kwetindzawo Tasemaphandleni · UmNyango wezokuLima, ukuBuyiselwa kweNarha nokuThuthukiswa kweNdawo zemaKhaya · Kgoro ya Temo, Peakanyoleswa ya Naga le Tihabollo ya Dinaga- magae · Lefapha la Temothuo, Kabobotjha ya Naha le Tihabollo ya Dibaka tsa Mahae · Lefapha la Temothuo, Pusetsodinaga le Tihabololo ya Metsemagae · ISebe lezoLimo, uBuyekezo lwemiHlaba noPhuhliso lamaPhandle

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM – EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

event of mechanical malfunctioning or factory fault. - Emptying and Cleaning the Interior and Exterior of the bins with disinfectant cleaner Product that is SABS//SABS Approved - Replacement of inner disposal plastic bags. Which is in line with health care waste color coded - Paper towel must be made of a soft, good quality paper tissue they must be of a high quality and not made of recycled paper, SANS/SABS Approved	
F. AUTOMATIC AIR FRESHENER (04)	
Air freshener must be refilled and must spray at intervals of 15 minutes Automatic air freshener dispenser must be replaced free of charge in the event of mechanical malfunctioning or factory fault.	*Monthly and as when is required
G. LOCKABLE TOILET PAPER HOLDER AND TOILET PAPER	
- Supply & replenishment of 2 –Ply toilet paper rolls (350 sheets) - Toilet paper must be made of a soft, good quality paper tissue they must be of a high quality and not made of recycled paper, SANS/SABS Approved - Lockable Toilet paper holders must be replaced free of charge in the event of mechanical malfunctioning or factory fault.	*Daily and as when is required
H AUTO JANITOR SANITIZER DISPENSER AND DRIP MASTER FOR URINALS, MALE AND FEMALE CUBICLES	
To be refilled, replenished and maintained replenish auto Janitor and drip master sanitizer (400ml) - Auto urinal drip sanitizer must be replaced free of charge in the event of mechanical malfunctioning or factory fault. - The liquid sanitizer must not be harsh/irritable to the skin (non-ammoniated must be SANS/SABS Approve - Must be of colour be stain free	*Twice per Month and as and when is required

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM – EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

NB: All dispensers should be lockable to prevent theft. The Service Provider must install all dispensers with the costs included in the monthly payments. All dispenser batteries must be of high quality and durability. The batteries must be inspected regularly and replaced accordingly. Upon termination of the contract the Service Provider must remove all equipment from the premises without causing any damages to the property. The service provider will be held liable for any damages and payment may be withheld.

All chemicals supplied must be SABS approved and Data sheets must be available on site.

5. MANDATORY REQUIREMENTS

Bidders must comply with the requirements and submit all required document(s) indicated hereunder with the bid documents at the closing date and time of bid. This phase is not scored and bidders who fail to comply with all the mandatory criteria will be disqualified.

- 5.1 Valid letter for tender purposes or letter of good standing for Compensation for Occupational Injuries Disease Act (COIDA) 1993
- 5.2 The Service Provider must submit the existing cover for Public Liability insurance policy from a reputable insurance company or submit documentary proof/ letter of intent/ Quotation from registered insurers. The cover should be of the minimum value of R1 000 000 Million for the duration of the contract.
- 5.3 Bidders must indicate cleaners' wages in the Pricing Schedule (SBD 3.3) it must be fully completed and signed. The wages must include mandatory benefits (Basic Condition of Employment for Contract Cleaning Sector) **NB:** The wages of the cleaners should not be less than the minimum wage rate as prescribed by the Department of Employment and Labour Sectoral Determination 1: Contract Cleaning Sector, South Africa. Only the wage increment adjustments will be accepted based on a Sectoral Wage Determination Formula
- 5.4 Sanitary waste removal certificate (attach certificate as proof) if you are using the third party please attach the certificate and agreement.
- 5.5 A resolution authorizing a person to sign the bid documents

(Full completion and signing of LA 1.6 or resolution on company letterhead

(a) In the case of a **ONE PERSON CONCERN** submitting a tender, this shall be clearly stated on the company letter head.

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM – EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

- (b) In the case of a **COMPANY** submitting a tender, include a copy of a resolution by its board of directors authorizing a director or other official of the company to sign the documents on behalf of the company.
- (c) In the case of a **CLOSED CORPORATION** submitting a tender, include a copy of a resolution by its members authorizing a member or other official of the corporation to sign the documents on each member's behalf.
- (d) In the case of **PARTNERSHIP** submitting a tender, all the partners shall sign the documents, unless one partner or a group of partners has been authorized to sign on behalf of each partner, in which case proof of such authorization shall be included in the Tender.
- (e) In the case of **JOINT VENTURE** submitting a tender, must include a resolution of each company of the Joint Venture together with a resolution by its members authorizing a member of the Joint Venture to sign the documents on behalf of the Joint Venture.

5.6 Attendance of compulsory briefing session

6 ADMINISTRATIVE REQUIREMENTS

- 6.1 The Bidder is required to be registered on the Central Supplier Database (CSD) prior submitting the Bid. Where Consortia / Joint Ventures / Sub- contractors are involved, each party must be registered on the Central Supplier Database prior submitting the Bid.
- 6.2 Bidders must ensure compliance with their tax obligations. Bidders may submit printed TCS/CSD/SARS PIN together with their bid. In bids where a consortia/Joint Venture/sub-contractors are involved each party must submit a separate valid tax clearance certificate, SARS Pin, TCS or CSD printout.

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM – EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

7 EVALUATION CRITERIA

This bid shall be evaluated in two stages. On first stage bids will be evaluated on functionality and on second stage in accordance with 80/20 preference points system as stipulated below

7.1. First Stage -Evaluation of Functionality

Only bidders who have complied with mandatory requirements will be evaluated for functionality. Bidders must, as part of their bid documents, submit supportive documentation for all functional requirements as indicated hereunder. The Bid Evaluation Committee (BEC) responsible for scoring the respective bids will evaluate and score all bids based on their submissions and the information provided.

The value scored for each criterion will be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for each criterion. These marks will be added and expressed as a fraction of the best possible score for all criteria.

Functionality will be evaluated on the basis of the supporting documentation supplied by the bidders in accordance with the below functionality criteria and values.

This bid shall be evaluated in two stages. On first stage bids will be evaluated on functionality whereas on second stage evaluation will be done in accordance with 80/20 preference points system as stipulated below.

The evaluation of the functionality will be evaluated individually by Members of Bid Evaluation Committee in accordance with the below functionality criteria and values.

The applicable values that will be utilized when scoring each criteria ranges from:

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM – EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

1 being Poor, 2 average 3 good, 4 very good & 5 Excellent

EVALUATION CRITERIA	GUIDELINES FOR CRITERIA APPLICATION	WEIGHT
1. ABILITY AND CAPABILITY	Company experience: experience of the company in cleaning and hygiene industry: The reference letter/testimonials must contain the following information: • Confirmation from client that the company is managing or has previously managed must be attached; • Type of services rendered; • Duration of the project; • Contact person; • Company letterhead; • Company address; and • Letter must be signed. NB: Contracts, Service Level Agreements, Appointment Letters and Purchase Orders will not be considered as proof of experience.	35
	Working Supervisor to be utilized in the execution and during the duration of the contract. Attach CV of a Supervisor entailing the following; • Supervisory duties in line with cleaning and hygiene; • Interpersonal skills; • Writing and verbal communications; and • Conflict resolution.	10
	Training and skills development plan (Please attach a detailed plan/ programme that the personnel will receive prior commencement of work and for the duration of the contract). All trainings to be completed 6 months before the end of the contract.	15

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM – EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

	Bidder's Protective clothing in line with the Occupational Health Safety Act (attach clear PPE pictures with Company Logo and other related protective clothing).	15
2. METHODOLOGY	Detailed broad methodologies that cover the proposed scope of work including task descriptions and how such tasks will be performed on daily basis; proposed work schedule/ duty sheet/ work plan with clear milestones and timeframes for each task to be completed. Flexibility in customer service in terms of turnaround times with regard to solving problems which may arise during the execution of the contract i.e. contingency plan.	25
TOTAL POINTS ON FUNCTIONALITY MUST ADD TO 100		100

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM – EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

Scoring Criterion	1 Poor	2 Average	3 Good	4 Very Good	5 Excellent
Company experience in both cleaning and hygiene services	Duly signed reference letters/testimonials on the client letter head indicating that the service provider has 0-1 year experience in cleaning and hygiene services	Duly signed reference letters/testimonials on the client letter head indicating that the service provider more than 1 years and less than 3 years' experience in Cleaning and hygiene services	Duly signed reference letters/testimonials on the client letter head indicating that the service provider more than 3 years up to 4 years' experience in cleaning and hygiene services	Duly signed reference letters/testimonials on the client letter head indicating that the service provider has more than 4 up to 5 years' experience in cleaning and hygiene services	Duly signed reference letters/testimonials on the client letter head indicating that the service provider above 5 years' experience in cleaning and hygiene services
Working Supervisor to be utilized in the execution of the contract and during the duration of the contract.	Supervisor with 0-1 year experience in cleaning services and hygiene industry including interpersonal, writing and verbal skills	Supervisor with more than 1 years and less than 3 years' experience in cleaning services and hygiene industry including interpersonal, writing and verbal skills.	Supervisor with more than 3 years up to 4 years' experience in cleaning services and hygiene industry including interpersonal, writing, and verbal skills	Supervisor with more than 4 up to 5 years' experience in cleaning services and hygiene industry including interpersonal, writing and verbal skills.	Supervisor with above 5 years' experience in cleaning services and hygiene industry including interpersonal, writing and verbal skills.
Training and skills development plan	No plan at all or irrelevant	Training and skills development plan covering: -Housekeeping and OHS/SHE only or -First Aid and Housekeeping	Training and skills development plan covering: -First Aid, Housekeeping and OHS/SHE	Training and skills plan covering all areas on rating 3 including: -Chemical Hazardous Training	Training and skills programme covering all items on rating 4 including the following: -SHE bin training Interpersonal skills, communication skills and conflict management

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM – EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

Bidder's Protective clothing and SHEQ (Safety Health Equipment')	Pictures without company logo	Pictures without company logo Safety boots and Safety gloves	Pictures with company logo; -Safety boots; -Safety gloves; -Protective mask; -Cautionary boards.	Pictures with company logo covering all areas on rating 3 including; - Visible SANS/SAB S approved consumables of cleaning and hygiene.	Pictures with company logo covering all areas on rating 4 including; - Machinery
Methodology	No information or irrelevant	Information covering only the scope of work	Schedule attached in line with scope of work and the Terms of Reference	Methodology covering all areas on rating 3 including: - Flexibility plan and Contingency plan with a clear milestone in relation to cleaning and hygiene	Method ology covering all areas on rating 4 including: -A clear Mitigation plan in line cleaning and hygiene

The Bids that fail to achieve a minimum of 60 points out of 100 points for functionality will be disqualified. This means that such bids will not be evaluated on the second stage (Preference Points System).

7.2. Second Stage - Evaluation in terms of 80/20 Preference Points System

Only bids that achieve the minimum qualifying score for functionality will be evaluated further in accordance with the 80/20 preference points system.

7.3. Stipulation of the preference point system

Department of Agriculture, Land Reform and Rural Development : Departement van Landbou, Grondhervorming en Landelike Ontwikkeling : Muhasho wa zwa Vhu- limi, Mbuedzedzo ya Mavu na Mveledziso ya Mahayani : uMnyango Wezolimo, Izinguquko Kwezomhlaba Nokuthukiswa Kwezindawo Zasemakhaya : Ndzawulo ya Vurimi, Antswiso wa Misava na Nhluvukiso wa Matikoxikaya : Litiko Letekulima, Tingucuko Kutemhlaba Nekutfutukiswa Kwetindzawo Tasemaphandleni : UmNyango wezokuLima, ukuBuyiselwa kweNarha nokuThuthukiswa kweeNdawo zemaKhaya : Kgoro ya Temo, Peakanyoleswa ya Naga le Tihabollo ya Dinaga- magae : Lefapha la Temothuo, Kabobotjha ya Naha le Tihabollo ya Dibaka tsa Mahae : Lefapha la Temothuo, PusetsoDinaga le Tihabololo ya Metsemagae : ISebe lezoLimo, uBuyekezo lwemiHlaba noPhuhliso lamaPhandle

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM – EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

No.	The Specific goals allocated	Number of points allocated
1	Who had no franchise in national elections before the 1983 and 1993 Constitution	8
2	Who is female	5
3	Who has disability	2
4	Specific goal: Youth	2
5	Specific goal: Promotion of enterprises located in Ehlanzeni District Municipality	3

- 7.4 Bidders are required to complete the preference claim form (SBD 6.1), and submit proof or documentation required in terms of this tender to claim points for specific goals.
- 7.5 The points scored by a bidder in respect of the specific goals will be added to the points scored for price. The points scored will be rounded off to the nearest 2 decimals.
- 7.6 Should two or more tenderers score an equal total number of points, the contract must be awarded to the tenderer that scored the highest points for specific goals.
- 7.7 Should two or more tenderers score equal total points in all respects, the award must be decided by the drawing of lots.
- 7.8 A contract may, on reasonable and justifiable grounds, be awarded to a bid that did not score the highest number of point.

8. FORMAT AND SUBMISSION OF BIDS

- 8.1 Bidders must submit their bids on the stipulated closing date, place and time. Late bids will not be considered.
- 8.2 In order to evaluate and adjudicate bids effectively, it is imperative that bidders submit responsive bids. To ensure a bid will be regarded as responsive it is imperative to comply with all conditions pertaining to mandatory requirements and evaluation criteria.

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM – EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

- 8.3 Each bidder must attach all applicable documents in support of its bid in accordance with the requirements set out in this bid as well as any other relevant materials, photographs and/or attachments.
- 8.4 Each bid, once submitted, constitutes a binding and irrevocable offer to provide the Services on the terms set out in the bid, which offer cannot be amended or withdrawn after its date of submission.
- 8.5 DALRRD is not obliged to accept or consider any bid in full or in part or any responses or submissions in relation thereto and DALRRD may reject any bid. DALRRD reserves the right to appoint more than one bidder whose bid most successfully conforms to the Criteria and the Requirements in accordance with the terms and conditions described in the RFP.
- 8.6 DALRRD may, for any reason and at any time during the selection process, request any Bidder to supply further information and/or documentation. The appointment of the successful Bidder is subject to the conclusion of Service Level Agreement (SLA) between DALRRD and the successful Bidder governing all rights and obligations related to the required services. The SLA shall be prepared by DALRRD to include such terms and conditions commonly included in agreement of such nature, together with any other terms and conditions which are required by DALRRD (whether arising from the specifications of the successful bidder's proposal or otherwise).
- 8.7 After careful consideration and thorough examination of the proposals, DALRRD shall select the successful Bidder whose proposal most closely satisfies the criteria and the requirements. The lowest price (management fee) offered will not necessarily be a decisive factor in choosing between Proposals.
- 8.8 Bidders which have not been selected shall be informed accordingly in writing and through publication of the successful bidder in the same media that was used to advertise the bid.

9. COMPULSORY INFORMATION SESSION

A compulsory Briefing and Site Inspection sessions will be held at 23 Corners Henshall & Brendan Street Home Affairs Building Nelspruit at 11:00 am. The compulsory Briefing and Site Inspection session provides bidders with an opportunity to clarify aspects of the process as set out in this document and to address any substantive issues that bidders may wish to raise.

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM – EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

10. HEALTH AND SAFETY

The DALRRD may appoint Health and Safety Inspector to verify the standard and quality of product utilised for general health and safety issues. The service provider will have to cooperate with the health inspector.

11. SUB-CONTRACTING

- 11.1 The successful bidder is expected to inform the department of the sub-contracting arrangements and access to the sub-contracted entities for purposes of quality, compliance check, security and tax issues.
- 11.2 The service provider must submit a sub-contracting agreement that entails the services to be sub-contracted e.g. transportation of health care and sanitary waste or removal of sanitary waste from the ablution facility.

12. SECURITY AND CONFIDENTIALITY OF INFORMATION

The successful Bidders must undertake to disclose information relating to the contract only in terms of the SLA and only to the parties stipulated in the SLA, both during the contract period and subsequently. Information may only be disclosed to outside sources with the prior, written approval from the DRDLR.

13. TERMS AND CONDITIONS OF THE PROPOSAL

- 13.1 Awarding of the proposal will be subject to the Service Provider's expressing acceptance of the DALRRD Supply Chain Management general contract conditions.
- 13.2 The Service Provider should not qualify the proposal with his/her own conditions. Any qualification to the terms and conditions of this quotation will result in disqualifications.
- 13.3 In cases where a company, partnership or close corporation commences business for the first time or either don't have capital; the following particulars must be furnished: Full particulars of a registered, reputable financial institute/ company that will assist with the commencement of project e.g. buying material and equipment.

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM – EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

- 13.4 Service Provider must give the assurance that all workers will be under proper supervision. Any liaison in regard to the daily needs will be through the supervisor and not directly with workers. Supervisor must ensure that cleaning materials are available at all times and that it should be replaced as required.
- 13.5 The Service Provider must arrange the insurance policy with a reputable insurance company OR submit documentary proof/ letter of intent/Quotation from registered insurers. Premiums must be paid monthly after the award for the duration of the project. Failure to comply the Department will reserve the right to pay the premiums and to deduct such payments from money owed by the contractor.
- 13.6 All Acts and Regulations relating to cleaning and hygiene services must be adhered to by the Service Provider. All equipment and material must comply with South African National Standards and Occupational Health and Safety Act and regulations and must be of high quality.
- 13.7 The Department reserves the right to conduct tests and analysis on the cleaning and hygiene detergents and equipment provided by the bidder to ascertain the quality and compliance to SANS/SABS.
- 13.8 The service provider must appoint the Project Manager to be utilized in the management of the contract.
- 13.9 No equipment, utensils or detergents that may damage the buildings, fittings, and persons shall be used. The Department has the right to reject such.
- 13.10 Proof of quotations is required for Public Liability Insurance for bidding process; however, proof of registration or contract/ agreement must be submitted by the successful bidder within the period of seven working days after the award. The department reserves the right to cancel the contract if these required documents are not submitted within the specified time.
- 13.11 Letter for tender purposes or **letter of good standing for UIF** and COIDA is required for bidding process. However, proof of registration must be submitted by the successful bidder within the period of **seven working days** after the award. The department reserves the right to cancel the contract if the required documents are not submitted within the specified time. In a case where a bidder does not have registered employees under his/her name a letter to tender addressed to the Department of Agriculture, Land Reform and Rural Development must be attached to avoid disqualification.

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM – EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

- 13.12 Any short coming in this term of reference must be identified by the service provider prior the awarding of contract. Any short coming identified by the service provider after the contract has been awarded and that would have an impact on the contract price will be for the account of the service provider.
- 13.13 Should the service provider not comply with any of the conditions contained in this term of reference during the contract period the DALRRD may cancel the contract within one-month notice.
- 13.14 The Service Provider must demonstrate/ensure that all personnel working under this contract are adequately trained prior to the commencement of the contract. All employees will be expected to have been fully trained 6 months before the end of the contract. In instances where employees have received prior training and the certificates are still valid, the certificates must be forwarded to Facilities Management.
- 13.15 Provide all personnel working under this contract with personnel protective clothing, which clearly state the name of the Service Provider.
- 13.16 Ensure that the Department is informed of any removal and replacement of personnel for security reasons.
- 13.17 Where the removal of the SHE bins is done by the cleaners from the ablution facility, the cleaners must be trained for such and a certificate must be issued.
- 13.18 The monthly invoices must be accompanied by the monthly report and shall be based on different services that cover all work performed and completed during the month.
- 13.19 In case where the Department decides to move to another office or close some of the office's information will be communicated prior and the Service Provider will need to make provision, in instances where the services are no longer required, the contract will be terminated.
- 13.20 All cleaning and hygiene equipment and detergents should be provided by the bidder.
- 13.21 The consumables must be supplied and as per prescribed.
- 13.22 The pricing must be fixed for the duration of the contract. (Only the wage increment adjustments will be accepted based on a sectoral wage formula, refer to the Pricing Schedule SBD 3.3).

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM – EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

- 13.23 All equipment to be supplied must be durable and SANS approved.
- 13.24 The Department reserves the right to award this contract to more than one service providers.
- 13.25 Sanitary and waste removal must be done between 13h00 and 14h30 due to movement of clients in the morning.
- 13.26 SHE bins must be emptied on the day of collection. The Department does not have a storage facility for Sanitary and Healthcare waste.
- 13.27 The Service Provider must submit the monthly Sanitary Disposal Certificate and the Health Care Disposal Certificate for every Sanitary and Health Care waste that is collected from the office that reflect the following: Collection Place, the weight, kg of that waste, Disposal place address, Date and Time and Signature of the head of disposal facility.
- 13.28 The company and its employees may be subjected to a positive security vetting
- 13.29 The Service Provider must submit the Certificate of Transportation of Sanitary Waste and Health Care Waste as per Act 59 of 2008 by the Department of Environmental Affairs.
- 13.30 It is expected that quarterly service level agreement meetings will take place at Ehlanzeni Shared Services Centre to discuss the service provider's performance and continuous compliance requirements. It is therefore a condition of this Bid that such meetings be attended by at least one director/ member of the successful Bidder/ Entity.
- 13.31. The Department of Agriculture, Land Reform and Rural Development:**
- Conduct business in a courteous and professional manner with the Service Provider.
 - Not accept responsibility/liability of accounts/ expenses incurred by the Service Provider that was not agreed upon by the contracting parties.
 - Not accept responsibility/liability of any damages suffered by the Service Provider or the personnel for the duration of the project.
 - The DALRRD will enter into a Service Level Agreement upon appointment of the suitable Service Provider. These terms and Conditions will also form part of the service level agreement.
 - Not take responsibility of the safe guiding of the cleaning equipment and detergents

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM – EHLANZENI REGIONAL SHARED SERVICE CENTRE NELSPRUIT OFFICES FOR A PERIOD OF 36 MONTHS.

14 SERVICE LEVEL AGREEMENT

14.1 The Department of Agriculture Land Reform and Rural Development and the appointed Service Provider will sign a Service Level Agreement upon appointment. Such Service Level Agreement will amongst others include the following:

- Period of Agreement;
- Project objectives and scope;
- Staffing; cleaning materials and cleaning equipment
- Maintenance plan;
- Method of Communication;
- Reporting relationship;
- Deliverables and terms of deliverables;
- Uncompleted work;
- Disputes; and financial penalties and termination of contract

14.2 Staffing requirements will be identified on the onset of the project and shall remain unchanged for the duration of the project, unless prior written consent has been granted by the Department;

14.3 No material or information derived from the provision of the services under the contract may be used for any other purpose except for those of the Department, except where duly authorized to do so in writing by the Department

14.4 Copyright in respect of all documents and data prepared or developed for the purpose of the project by the Service Provider shall be vested in the Department;

14.5 The successful Service Provider agrees to keep confidential all records and information of, or related to the project and not disclose such records or information to any third party without the prior written consent of the Department;

14.6 The department reserves the right to terminate the contract in the event that there is clear evidence of non-performance; and

14.7 Note that the department reserves the right to award the bid to more than one service provider.