



TERMS OF REFERENCE

RENDERING OF CLEANING SERVICES TO THE DEPARTMENT OF WATER AND SANITATION: WESTERN CAPE PROVINCIAL OPERATIONS OFFICES: BELLVILLE: SIGMA AND SPECTRUM BUILDINGS FOR A PERIOD OF THIRTY-SIX (36) MONTHS

1. PURPOSE

1.1 The purpose of this BID is to procure and appoint a reliable and competent Service Provider (company) that would render services in respect of cleaning services to Department of Water and Sanitation (Western Cape Provincial Operations) (the Department) at the Spectrum and Sigma buildings situated respectively at 52 Voortrekker Road and 3 Blanckenberg Road, respectively in Bellville.

2 BACKGROUND INFORMATION

2.1 The Department's Corporate Services is a Sub-Directorate within the establishment of the Western Cape Provincial Operations. Its function is to create an improved physical conducive working environment and provide the secure and clean office accommodation for all the officials and visitors who makes use of the Facilities / Buildings / Offices as mentioned above.

2.2 According to Section 8(1) of Occupational Health and Safety Act (Act 85 of 1993as amended) the Department is required to provide and maintain, as far as reasonably practicable and working environment that is safe and without risk to the health and wellbeing of its employees, contractors and visitors.

3 SCOPE OF SERVICES TO BE RENDERED

3.1 Specifications

3.1.1 The appointed service provider shall be required to render cleaning services to Western Cape Provincial Operations' Offices: the Spectrum and Sigma buildings, Bellville.

3.1.2 Cleaning tasks and duties shall be performed in fourteen (14) floors (from ground floor to eighth floor) of Sigma building and ground until fifth (5th) floor of Spectrum building, excluding the offices occupied by Department of Environmental Affairs at Sigma and first floor Spectrum building. The Service Provider should note that the first floor of Sigma Building is the parking (vehicles) area that is part of the cleaning service Scope of work.

3.1.3 The area size of Sigma building is 2207 m² which consists of common areas, toilets, reception area, closed offices, kitchens, registries and conference rooms.

3.1.4 The full description of areas to be cleaned is as follows:

Area	Quantity	Square Meters	Flooring
Kitchens	7	70m ²	Ceramic Tiles
Conference Rooms	4	129m ²	Carpet Floors
Registries	2	134 m ²	Ceramic Tiles / Carpet Floors
Closed Offices	92	1598 m ²	Carpet Floors

Rendering of cleaning services to Western Cape Regional Offices : Bellville :
 Spectrum and Sigma buildings |

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Area	Quantity	Square Meters	Flooring
Other Areas/Passages	8	213 m ²	Ceramic Tiles/Carpet Floors
Abution Facilities	7	63 m ²	Ceramic Tiles

3.1.5 The area size of **Spectrum building is 6219 m²** which consist of common areas, toilets, reception area, closed offices, kitchens, registry and conference rooms.

3.1.6 The full description of areas to be cleaned is as follows:

Area	Quantity	Square Meters	Flooring
Kitchens	10	109 m ²	Ceramic Tiles
Conference Rooms	6	262 m ²	Carpet Floors
Registries	1	83 m ²	Carpet Floors
Closed Offices	167	3627 m ²	Carpet Floors
Other Areas/Passages	7	2068 m ²	Ceramic Tiles/Carpet Floors
Abution Facilities	10	70 m ²	Ceramic Tiles

3.1.7 All cleaning services tasks and duties shall be rendered between **07H00- 16H00** Monday to Friday, excluding weekends and (public) holidays.

3.1.8 Cleaning services beyond office hours will not be accepted unless with prior authorisation and consent with the relevant office (Delegated) Authority.

3.2 Contract period

3.2.1 The contract shall commence and shall continue to be valid for a period of thirty-six (36) calendar months from the date of commencement. The commencement date to be confirmed upon appointment of successful Service Provider.

3.3 Resource Requirements

For the duration of the contract, service provider shall:

3.3.1 Be expected to supply all machinery, equipment and cleaning consumables at their costs.

3.3.2 Solely be responsible for the maintenance and servicing of the machinery and equipment required for the execution of the cleaning service.

3.3.3 Ensure that machinery, equipment and supplies are of acceptable industrial and safety standards.

3.3.4 Supply their own ladders for cleaning of windows (inside glass surfaces). All ladders must fit for, always be kept safe and stored after use.

3.3.5 Ensure that clearly readable warning boards or signs must be visibly exhibited where needed and where the rendering of cleaning services may cause (potential) injury (ies) to any person(s).

3.3.6 Properly monitor the usage of the consumables and ensure that there is no shortage at all times.

3.3.7 Provide eleven (11) cleaning staff that will be inclusive of the on-site supervisor/cleaner at any given time.

3.3.8 Ensure that while on duty , the cleaning staff are at all times

- 3.3.8.1 Carries themselves in a professional and co-operative manner.
- 3.3.8.2 Under full supervision by the appointed supervisor.
- 3.3.8.3 Wearing name tags depicting the name of the company.

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- 3.4.11 Manage internal disputes among their staff in a manner that will not affect the DEPARTMENT.
- 3.4.10 Render cleaning tasks and duties of acceptable quality in a courteous, hygienic, professional manner and to the best satisfaction of the DEPARTMENT.
- 3.4.9 Comply with DEPARTMENT'S security and OHS policies, procedures and regulations.
- 3.4.8 Provide workers that are knowledgeable, skilled and/or qualified for rendering cleaning services.
- The SERVICE PROVIDER shall :-**
 - 3.4.7 If necessary, point out and request the withdrawal of a staff with undesirable performance or who is/are considered posing safety, health or security risk to employees of the DEPARTMENT, visitor or the property used by the DEPARTMENT.
 - 3.4.6 Not accept any responsibility for the damages and losses suffered by SERVICE PROVIDER and their staff that happens during the execution of the services.
 - 3.4.5 Provide the SERVICE PROVIDER with storage facilities to safe keep his/her machinery for the duration of the contract period.
 - 3.4.4 Supply the SERVICE PROVIDER with hand sanitizer, chlorine-based chemicals, toilet paper and hand towels for cleaning services for the duration of the contract period. It will be the responsibility of the SERVICE PROVIDER to inform the DEPARTMENT before supplies are due to be depleted.
 - 3.4.3 Monitor if the SERVICE PROVIDER pays their workers in line with Sectoral Determination and takes necessary steps against SERVICE PROVIDER if necessary.
 - 3.4.2 Reserve the right to request the SERVICE PROVIDER and their employees to undergo a security vetting process.
 - 3.4.1 Manage the contract in a professional manner.

The DEPARTMENT shall :-

SERVICE UNDERTAKINGS

- 3.3.10 On a monthly basis, supply :-
 - 3.3.10.1 A summarised performance report to the DEPARTMENT on a specific problems encountered, how they were resolved and possible suggestions.
 - 3.3.10.2 All other matters related to the contract agreement.
- 3.3.9 Ensure that they draw up the timetables, work schedules and immediately reports defects in and to the areas concerned; e.g. broken mirrors, blocked toilets/urinals, broken windows, leaking areas, pests etc. immediately.
- 3.3.8.4 Clothed in a full distinctive and safety compliant uniform with clear branding of the company name.
- 3.3.8.5 Each cleaning staff has necessary equipment (broom, mop trolley, scrubbing brush, bucket, furniture polish, multipurpose cleaner, dusters, scourers and all the necessary cleaning material.
- 3.3.8.6 Ensure that cleaning services are done in a hygienic manner (ie. no toilet cleaning equipment or items be use in any washing basin).

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3.4.12 Carry out cleaning tasks and duties as follows :-

CLEANING IN COMPLIANCE TO HIGHLY CONTAGIOUS HEALTH CONDITIONS AND OTHER RELEVANT LEGISLATIONS	
SERVICE PROVIDER ensure that on daily basis ; the following cleaning tasks and duties are carried out and to the satisfaction of the DEPARTMENT :-	
FOUR HOURLY CLEANING APPLICATION OF COMMON AREAS	
a) Damp dust and disinfect all communal and equipment, stains of the floor, dirt and finger marks on the metal doorknobs, door frames and railings and electrical switches must be removed with damp cloth with chlorine base chemical solution.	
b) Damp wipe and disinfect all the dustbins on collection of trash with chlorine base chemical solution.	
c) Accidental spillage must be cleaned off immediately or on request with chlorine base chemical solution.	

DAILY	
SERVICE PROVIDER ensure that on daily basis; the following cleaning tasks and duties are carried out and to the satisfaction of the DEPARTMENT :-	
a) Floors must be swept and mopped.	
b) Accidental spillage must be cleaned off immediately or on request with chlorine base chemical solution.	
c) Glass doors and surfaces must be cleaned with grease removing agent and equipment that will not damage surfaces.	
d) Dust and wipe windowsills, windows handles and burglar.	
e) Accidental spillage must be cleaned off immediately or on request.	
RECEPTION AREAS	
a) Dust bins must be emptied and cleaned with an approved disinfectant. All removed rubbish must be placed in a plastic bag and dumped at a specified area.	
b) Carpets must often be swept/ vacuumed at entrance and reception area of Sigma House Building, for Spectrum it is only the passage that goes to WARMS	

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<p>KITCHENS AND TEA ROOMS</p> <p>a) Service provider workers must apply care and diligence when handling crockery and cutlery.</p> <p>b) Dust from the windowsills, window handles and burglar bars must be wiped clean with a damp cloth.</p> <p>c) Glass doors must be cleaned with grease removing agent and equipment that will not damage the surface.</p> <p>d) Stains, dirty marks and finger marks on metal doorknobs, doors, door frames , railings and electrical switches must be wiped clean with a damp cloth and grease removing agent</p> <p>e) Tiled floors must be swept, mopped and dirty spots and marks be removed with an approved agent / disinfectant that will not damage the surface.</p>	
<p>ABLUTION FACILITIES</p> <p>a) Dust bins must be emptied and cleaned with an approved disinfectant. All disposed rubbish must be placed in a plastic bag and dumped at a specified area.</p> <p>b) Stains on the floor, dirt and finger marks on metal doorknobs, door frames and railings and electrical switches must be cleaned with damp cloth.</p> <p>c) Stains on walls must be cleaned with cleaning agent and water to which a sufficient amount of an approved disinfectant has been added.</p> <p>d) Toilet pans, seats, seat covers, urinals, wash basins, towel railings and taps must be cleaned with approved agent / disinfectant. NONE OF THE EQUIPMENT USE FOR TOILET CLEANING OR URINAL PARTS OR TOILET PANS SHOULD BE CLEANED OR PUT IN THE WASHING BASINS.</p> <p>e) Metal fittings, visible pipe connections and mirrors must be sanitised and polished.</p> <p>f) Tiled floors must be swept, mopped, dirty spots and marks be cleaned with an approved agent/disinfectant that will not damage the surface.</p> <p>g) Enamel / paint surfaces must be cleaned with an approved disinfectant. No abrasives may be used.</p> <p>h) An approved agent should be put in toilet to prevent deposits forming.</p> <p>i) Toilet consumables (toilet paper and hand towels etc.) must be replenished.</p>	
<p>c) Tiled floors must be swept, mopped and dirty spots and marks be cleaned with an approved agent / disinfectant that will not damage the surface</p> <p>d) Reception desk must be dusted and wiped clean up to the eye level, with a soft cloth.</p> <p>e) Stains on the floor, dirt and finger marks on metal doorknobs, door frames and railings and electrical switches must be removed with damp cloth.</p> <p>f) Glass doors and surfaces must be cleaned with grease removing agent and equipment that will not damage the surface.</p> <p>g) Accidental spillage must be cleaned off immediately or on request.</p>	

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<p>f) Dustbins must be emptied and sanitised with an approved disinfectant. All the removed rubbish must be placed in the plastic bags and be dumped at a specified area</p> <p>g) Accidental spillage must be cleaned immediately or on request.</p>	
<p>FOOD SERVICE</p> <p>a) Before commencement of any meeting, training and workshops must be set up and cleaned after the event.</p> <p>b) Fresh water must be provided before and during the meeting (if requested), training and workshop breaks.</p> <p>c) Washing of dishcloths and table cloths daily and deep soaking once weekly.</p> <p>d) Stocktaking of crockery and cutlery (cups, saucers, small plates and tea pots etc.) used during the meeting, training or workshop and returned to Facilities Management section.</p>	
<p>CONFERENCE ROOMS</p> <p>a) Dustbins must be emptied and sanitised with an approved disinfectant. All the removed rubbish must be placed in the plastic bags and be disposed at a specified area.</p> <p>b) Dust and wipe clean the contents of the conference room up to the eye level with a soft cloth (i.e. desks/ open shelves/ cupboards and other furniture).</p> <p>c) Stains, dirty marks and finger marks on metal doorknobs, doors, door frames, railings and electrical switches must be wiped clean with a damp cloth and grease removing agent.</p> <p>d) Chairs and tables in the conference rooms must be properly re-arranged after use and whiteboards must be wiped clean after meetings, workshops or trainings.</p> <p>e) Tiled floors must be swept, mopped and dirty spots and marks be cleaned with an approved agent / disinfectant that will not damage the surface.</p>	
<p>OTHER GLASS DOORS AND INTERLEADING PASSAGES</p> <p>a) Remove stains, dirty marks and finger marks on metal doorknobs, door frames, railings, electrical switches with a damp cloth.</p> <p>b) Sweep / vacuum passages carpets when there is need / dirty.</p> <p>c) Clean glass doors with a grease removing agent and equipment that will not damage the surface and polish.</p> <p>d) Dust and wipe windowsills, window handles and burglars.</p>	
<p>OFFICES AND WORKSTATIONS (CLOSED AND OPEN PLAN)</p> <p>a) Dustbins must be emptied and sanitised with an approved disinfectant. All the removed rubbish must be placed in the plastic bags and be disposed at a specified area.</p> <p>b) Dust and wipe clean the contents of the office up to the eye level with a soft cloth (i.e. desks/ open shelves/ cupboards and other furniture).</p>	

<p>c) Stains, dirty marks and finger marks on metal doorknobs, doors, door frames, railings and electrical switches must be wiped clean with a damp cloth and grease removing agent.</p> <p>d) Glass / wooden doors must be cleaned with grease removing agent and equipment that will not damage the surface.</p> <p>e) Accidental spillage must be cleaned immediately or on request.</p>	<p>DEEP CLEANING OF OFFICES (HIGHLY CONTAGIOUS HEALTH CONDITIONS)</p> <p>The Service Provider must conduct the deep cleaning of offices with the following protocols:</p> <p>a) Department of Health's Environmental Health Guidelines signed by Ms APR Cele on 16 March 2020; paragraph 3.2.2; and</p> <p>b) Department of Health Cleaning and Decontamination of Workplaces in the context of Covid-19 10 June 2020; and</p> <p>c) Centre for Diseases Control and Prevention for SA (CDC) 2021. Cleaning And Disinfecting Your Facility: Everyday Steps, Steps When Someone is Sick, and Considerations for Employers</p>	<p>SERVICE PROVIDER :- Agrees / Do not agree :-</p>	<p>WEEKLY</p> <p>SERVICE PROVIDER shall ensure that every week : the following cleaning duties are carried out and to the satisfaction of the DEPARTMENT :-</p> <p>a) Polish all wooden furniture with an approved furniture polish. This must not be greasy, must be ozone free and after it has been applied it must trap dust and not leave fatty residue.</p> <p>b) Polish all metal doorknobs and window stoppers with an approved metal polish.</p> <p>c) Parts of furniture that are covered with leather or bonded leather must be cleaned with a damp cloth and be polish with correct approved polish.</p> <p>d) Sweep and thoroughly vacuum all carpets / rugs. Clean marks / remove stains if not permanent. Care must be taken in the use of cleaning detergents that can damage or discolour the carpet.</p> <p>e) Carpets must not be wet in access and occupiers must not walk on wet carpets.</p>	<p>SERVICE PROVIDER :- Agrees / Do not agree :-</p>	<p>QUARTERLY</p> <p>SERVICE PROVIDER shall ensure that every three (3) months, the following cleaning duties are carried and to the satisfaction of the DEPARTMENT :-</p> <p>a) All kitchen cupboards must be cleaned and dusted inside.</p>
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SERVICE PROVIDER -; Agrees /Do not agree

- b) All blinds must be steam cleaned.
- c) All chairs with cloth covering must be steam cleaned, thereafter apply relevant chemicals
- d) All inside glass surfaces and windows of the building excluding those glass doors shall be cleaned with grease removing agent and equipment that will not damage the surface and shine.
- e) Shall convey the suitable cleaning schedule for inside glass surfaces and windows of buildings to the DEPARTMENT in writing and in advance.



SPECIAL CONDITIONS OF CONTRACT

**RENDERING OF CLEANING SERVICES TO DEPARTMENT OF WATER AND SANITATION:
WESTERN CAPE REGIONAL OFFICE: BELLVILLE: SIGMA AND SPECTRUM BUILDINGS
FOR A PERIOD OF THIRTY SIX (36) MONTHS.**

1. PRICE

- 1.1 All prices as stated on the bid document must be inclusive of VAT. Initial prices agreed upon in the agreement will be valid for the contract period from day this contract comes into effect.
- 1.2 The DEPARTMENT will only consider price adjustments based on labour legislation that may not exceed CPI and are communicated to the DEPARTMENT in writing with proof of documentation attached.

2. BACKGROUND INFORMATION

- 2.1 The DEPARTMENT will not provide upfront payments. Payments will be made once monthly upon receipts of an original invoice from the SERVICE PROVIDER.
- 2.2 The DEPARTMENT will make payment within 30 calendar days from date of receipt of an accurate and complying original invoice, by depositing the payment directly into the bank account of the SERVICE PROVIDER.

2.3 Payment will be done on condition that:

- 2.3.1 Services rendered were satisfactory to the DEPARTMENT and as per TERMS of Reference and Special Conditions on Contract.
- 2.3.2 SERVICE PROVIDER submit proof that she/he has paid their employees in terms of Second Wage Amendment Act, 1981 (Act No 58 of 1993) for the month during which services were rendered.

2.4 An original invoice must be submitted on the last working day of the month during which services were rendered.

2.5 Submitted original invoice must reflect the following information:

- 2.5.1 Bid Number and Type of services rendered
- 2.5.2 Departmental Purchase Order Number
- 2.5.3 Service Provider's banking details as appearing at the bank
- 2.5.4 A unique number for which month's services payment is claimed
- 2.5.5 Service Provider's full name in print
- 2.5.6 Signature of the Service Provider
- 2.5.7 SARS income tax number and VAT number (where vendors are VAT registered)

SPECIAL CONDITIONS OF CONTRACT

RENDERING OF CLEANING SERVICES TO DEPARTMENT OF WATER AND SANITATION:
WESTERN CAPE REGIONAL OFFICE: BELLVILLE: SIGMA AND SPECTRUM BUILDINGS
FOR A PERIOD OF THIRTY SIX (36) MONTHS.

2.6 Original invoice must be submitted /delivered to:

Western Cape Central Email system: WC-invoices@dws.gov.za

OR

Department of Water and Sanitation
Western Cape Regional Office
Financial Management
2nd Floor
Sigma Building
3 Blanckenberg Rd
Bellville
7532

3. PRO-RATA DECREASED PAYMENT

3.1 If at any time services is not rendered in accordance with the conditions of contract or terms of reference (i.e. number of cleaners is incomplete), the DEPARTMENT has the right to adjust payment pro-rata.

4. UNSPECIFIED SERVICES

4.1 If any unspecified service required by the DEPARTMENT and payment must be made for such services, authorisation in the form of an official order form must be obtained in advance.

5. LIABILITIES AND INDEMNITY

5.1 SERVICE PROVIDER indemnifies the DEPARTMENT against any claim from a third party and all costs or legal expenses in regard to such a claim for loss or damage resulting from the death, injuries or ailment of any person or damage or property of the bidder or any other person that may result from or be related to the execution of this contract.

5.2 The DEPARTMENT is indemnified from and not liable for any claim/s, injury, loss, omission by or to any of the SERVICE PROVIDER personnel, whether direct, indirect, consequential or otherwise that may have resulted directly or indirectly through any negligent or wrongful act, omission, error of any kind or nature on the DEPARTMENT part, its employees or agent.

5.3 The SERVICE PROVIDER must obtain public liability and professional indemnity insurance cover to the value of R1 000 000,00 each, to cover any losses that may occur while this contract is in force. The SERVICE PROVIDER must submit an insurance cover certificate to the DEPARTMENT with bid document.

5.4 The SERVICE PROVIDER will be held responsible for any damage or thefts that may be caused to the premises or content by him or his workers or be due to their neglect whether in the normal execution of their duties or otherwise and a claim for indemnification can accordingly be imposed by the DEPARTMENT against the SERVICE PROVIDER.

SPECIAL CONDITIONS OF CONTRACT

RENDERING OF CLEANING SERVICES TO DEPARTMENT OF WATER AND SANITATION: WESTERN CAPE REGIONAL OFFICE: BELLVILLE: SIGMA AND SPECTRUM BUILDINGS FOR A PERIOD OF THIRTY SIX (36) MONTHS.

- 5.5 In the case of damages to carpets, furniture, equipment, etc. resulting from the rendering of the service, SERVICE PROVIDER undertakes to rectify the damages immediately to the satisfaction of the DEPARTMENT.
- 5.6 If the SERVICE PROVIDER fails to act immediately after notification, the DEPARTMENT will rectify the damage at will and the costs thereof will be recovered from any payments outstanding.
- 6. UNDERPERFORMANCE/NON-COMPLIANCE**
- 6.1 The DEPARTMENT may have progress reviews with the SERVICE PROVIDER and should the DEPARTMENT be dissatisfied with the service rendered, corrective action will be proposed which shall be undertaken by the SERVICE PROVIDER within the agreed specified period.
- 6.2 Should the DEPARTMENT not be satisfied with the services from the SERVICE PROVIDER, the complaint will be given to the contractor in writing. After the third non-compliance, the DEPARTMENT can make a decision to terminate the contract.

7. TRANSFER/BREACH OF CONTRACT

- 7.1 SERVICE PROVIDER shall not abandon, transfer, assign or sublet a contract or part of thereof without the written permission of the DEPARTMENT. The DEPARTMENT will only do this action on the approval of the request.
- 7.2 If the service is interrupted or temporarily suspended as a result of Labour disputes, civil revolt, a local or national disaster or any other cause above the control of the SERVICE PROVIDER, the parties must mutually agree on the method to continue with essential services.

8. TERMINATION OF SERVICES

- 8.1 In cases of any failure to comply with any of the conditions of the contract or where an unsatisfactory rendering of services, the stipulations of the General Conditions of Contract shall apply. Any amendment or waiving of the stipulations of the contract must occur in writing by mutual consent with the DEPARTMENT.
- 8.2 The DEPARTMENT reserves the right to withdraw any part(s) of the premises as a whole from the service, with three months written notification to the SERVICE PROVIDER. Should a part of the premises be withdrawn the contract amount will be adjusted pro rata from the date of withdrawal. The SERVICE PROVIDER will be entitled to payment up to the date of withdrawal but will not be entitled to any compensation or damages as a result of the withdrawal or termination.
- 8.3 Should the premises or part(s) of the premises where the service is rendered be damaged or destroyed by force majeure (viz major) the DEPARTMENT will, in its discretion determine which part(s) of the premises cannot or should not be put to further use for the original utilisation and in respect of the unusable part(s) of the premises will no longer be bound by the stipulations of this agreement and no claim for indemnification in the favour of the one party against the other shall result therefrom.

SPECIAL CONDITIONS OF CONTRACT

**RENDERING OF CLEANING SERVICES TO DEPARTMENT OF WATER AND SANITATION:
WESTERN CAPE REGIONAL OFFICE: BELLVILLE: SIGMA AND SPECTRUM BUILDINGS
FOR A PERIOD OF THIRTY SIX (36) MONTHS.**

8.4 In respect of the remaining part(s) of the premises which will still be used, the stipulations of this agreement will remain in force, but the contract amount will be reduced with a relevant sum as mutually agreed to, as of the date of such change. If the damaged premises are repaired the DEPARTMENT can request the SERVICE PROVIDER to resume rendering of services by one month written notification in which case the stipulations of the contract in respect of the rendering of the service and the contract price will be applicable.

8.5 In cases where the SERVICE PROVIDER alienates his/her rights and liabilities in terms of this contract, he must notify the DEPARTMENT'S Supply Chain Management (Contract Management Unit) immediately and in writing so that the necessary stops for the cession of the contract can be taken.

9. COMPLIANCE TO ACTS AND REGULATIONS

9.1 The contract shall be governed in accordance with the General Conditions of Contract and interpreted in accordance with the South African laws.

9.2 All statutory requirements applicable, governing and affecting contract cleaning services industry and Occupational Health and Safety must be strictly adhered to by the SERVICE PROVIDER.

9.3 No equipment, utensils or agents that may damage the buildings, fittings, person or contents shall be used, The DEPARTMENT reserves the right to request pre-observation of such equipment, utensils or agents and reject those that are not deemed safety to use.

9.4 SERVICE PROVIDER and his workers shall under no circumstances make use of fire hose reels or fire extinguishers on the site in the activities attached to the rendering of cleaning and hygienic services.

10. NOTICES AND CORRESPONDENCE

10.1 For purposes of efficient communication and management of the contract, the SERVICE PROVIDER is expected to provide the name, physical address, e-mail, contact and/or telephone numbers of their offices and person in authority.

11. CONTRACT ADMINISTRATION

11.1 The SERVICE PROVIDER shall advise the DEPARTMENT when unforeseen circumstances will adversely affect the execution of the contract. Full particulars of such circumstances as well as the period of delays must be furnished to the Department in writing.

11.2 Corporate Services within Western Cape Regional Office: Spectrum and Sigma buildings, Bellville shall be responsible for the co-ordination of the services and the physical address is as follows:

Department of Water and Sanitation: Western Cape Region Office
4th Floor
Sigma Building
3 Blanckenberg Rd
Bellville
7532

Rendering of cleaning services to Western Cape Regional Offices : Bellville :
Spectrum and Sigma buildings |



EVALUATION CRITERIA

RENDERING OF CLEANING SERVICES TO THE DEPARTMENT OF WATER AND
SANITATION: WESTERN CAPE PROVINCIAL OPERATIONS REGIONAL OFFICES:
BELLVILLE: SIGMA AND SPECTRUM BUILDINGS FOR A PERIOD OF THIRTY-SIX (36)
MONTHS

1. The Evaluation Committee will be following a three (3) phase approach as follows:

- 1.1 Phase 1: Administrative Compliance
- 1.2 Phase 2: Functionality Compliance
- 1.3 Phase 3: Price and Preference Points

1.1 Phase 1: Administrative Compliance:		Bidders are required to accurately complete and submit all documents which should form part of the bid submitted by closing date.		No.	COMPULSORY FORMS TO BE COMPLETED BY THE BIDDER AT CLOSING TIME OF BID	Indicate either "Yes" OR "No"
a	Invitation of BID (SBD 1)	Comply				Yes
b	Pricing Schedule (SBD 3.1)	Comply				Yes
c	Declaration of Interest (SBD 4)	Comply				Yes
d	Preference Points Claim Form (SBD 6.1)	Comply				Yes
e	Valid Certificate of Compliance with Labour (Unemployment Fund) or letter of Good Standing with Labour (UIF)	Comply				Yes
f	Letter of Intent of Public Liability Insurance and Professional Indemnity Insurance to the minimum value of 1million rand each	Comply				Yes
g	Letter of Good Standing with the Compensation Commissioner in terms of the Compensation for Occupational Injuries and Diseases Act No 130 of 1993: COIDA: COIDA registration for building cleaning sector	Comply				Yes
h	Copy of detailed Company Profile and CVs of key people	Comply				Yes
i	Proof of registration/membership in accordance with relevant cleaning industry/professional bodies (if there is any)	Comply				Yes
j	Compliance to minimum wages in terms of Sectoral Determination for Contract Cleaning Industry. Financial	Comply				Yes
NOTE: Omission to complete and/or submit the listed documents will render you bid non responsive and the bid will not be considered for Phase 2 Evaluation.		NOTE: Briefing sessions are compulsory				

EVALUATION CRITERIA

Rendering of cleaning services to Western Cape Regional Offices : Bellville :
Spectrum and Sigma buildings |

**RENDERING OF CLEANING SERVICES TO THE DEPARTMENT OF WATER AND
SANITATION: WESTERN CAPE PROVINCIAL OPERATION'S REGIONAL OFFICES:
BELLVILLE: SIGMA AND SPECTRUM BUILDINGS FOR A PERIOD OF THIRTY-SIX (36)**

1.2 Phase 2: Functionality Compliance:

Take Note	<p>The applicable values that will be utilized when scoring each criterion will be values ranging as follows</p> <p>1 - Poor, 2 - Average, 3 - Good, 4 - Very good and 5 - Excellent</p> <p>Bidders must score a minimum qualifying score of 60% on functionality to qualify for further evaluation.</p>	
	POINTS	METHOD OF MEASURE
EXPERIENCE, SKILLS, KNOWLEDGE, SCHEDULE OF SIMILAR WORK DONE, REFERENCE LETTERS OF COMPLETED WORK IN THE FIELD MUST BE ATTACHED	30	<p>A total of three (3) reference letters for completed works (from previous or current clients) is required; the letters should be signed by an official at managerial level and above.</p> <ul style="list-style-type: none"> 6 months to 3 years = 1 More than 3 years to 5 years = 3 More than 5 years to 6 and above = 5
LIST OF TYPES OF CHEMICALS AND EQUIPMENTS	25	<p>List of types of chemicals, machinery and equipment to be used during the project execution and rendering of services. (Specify the general cleaning chemicals and equipment, etc)</p>
CAPABILITY TO CLEAN SIZE OF THE BUILDING	15	<p>Square meters of bidders' past/current projects site/s to be assessed. (To be completed on Annexure A² and returned with the bid document). Square meters of bidders' current/past projects shall be allocated values as follows:</p> <ul style="list-style-type: none"> Less than 1 000 m² = 1 1 000 to 2 000m² = 3 2 001m² & above = 5
PROFILE OF KEY PEOPLE (PROJECT MANAGER)	10	<p>Qualifications:</p> <ul style="list-style-type: none"> No qualification = 1 Certificate in Project Management = 3 Tertiary Hygiene qualification = 5 <p>Experience:</p> <ul style="list-style-type: none"> 6 months to 3 years = 1 More than 3 years to 5 years = 3 More than 5 years to 6 and above = 5
PROJECT IMPLEMENTATION/TRADE PLAN	10	<ul style="list-style-type: none"> The Project Implementation / Trade Plan must include, but not limited to the following: The work method that will be followed for the execution of the contract services.
CONTINGENCY PLAN	5	<p>Measures to be implemented during industrial action, leave and absenteeism</p>
TRAINING PLAN	5	<p>Provide training strategy to be considered before and during rendering of service.</p>

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SITE INSPECTIONS: Site inspection will be conducted based on the provided references for past and/or current cleaning services projects. Bidders shall be disqualified if found to have misrepresented information on the bid documents.

TOTAL		100
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1.3 PHASE 3: Price and Preference points:

(a) Bidders are required to submit original and valid B-BBEE Status Level Verification Certificates or certified copies thereof together with their bids, to substantiate their B-BBEE rating claims. Bidders should note the points may be claimed for B-BBEE terms of the Preferential Procurement Regulation, 2017.

(b) Bidders who do not submit B-BBEE Status Level Verification Certificates or are non-compliant contributors to B-BBEE do not qualify for preference points for B-BBEE but should not be disqualified from the bidding process. They will score points out of 80 for price only and zero (0) points out of 20 for B-BBEE. A contractor is not allowed to sub-contract more than 25% of the contract value to another enterprise that does not have equal or higher B-BBEE status level, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.

(c) A trust, consortium or joint venture must submit a consolidated B-BBEE Status Level Verification Certificate.

(d) EMEs are allowed to submit a sworn affidavit obtainable from the Department of Trade and Industry website.

Points must be awarded to a bidder for attaining the B-BBEE status level of
Contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	16
4	12
5	8
6	6
7	4
8	2
Non-Compliant Contributor	0

Take Note

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11. The DEPARTMENT reserves the right to invite short-listed prospective bidders for presentations and/or cancel the bidding process at any given time.
 10. All prospective bidders will be expected to attend a compulsory site inspection / briefing meeting, failing to attend will automatically invalidate the acceptance of the bid document(s).
 9. The DEPARTMENT may request clarification or further information regarding any aspect of the bid. Prospective bidders should supply the requested information within 48 hours after the request have been made; otherwise the bidder may be disqualified.
 8. List of current and past cleaning services contracts must be completed / listed in attached **Annexure A₂**.
 7. Compliance to applicable legislative requirements and proof of documentation should be submitted.
 6. Certified copies must not be for a period older than three (3) months.
 5. The following are key supporting documents to the bid document:
 - i. Detailed company profile with copies of curriculum vitae of key people;
 - ii. List of current and completed cleaning contracts over the past cleaning period with contactable references and where possible;
 - iii. Membership/registration to relevant professional cleaning association or bodies;
 - iv. A detailed Price Breakdown sheet (**Annexure B**)
 - v. Detailed list of machinery, equipment and supplies to be utilized as per **Annexure C**
 - vi. Detailed trade and contingency plan in which amongst others, the following should be indicated: *the work method that will be followed for the execution of the contract services and the plan in case of emergency.*
 4. All pages to the Terms of Reference, Special Conditions of Contract and attached Annexures should be fully and accurately completed, initialed in each page and attached to bid documents.
 3. Prospective bidders should submit fully and accurately completed Standard Bid Documents (SBD) Forms in response to the requirements outlined in the tender document. Failure to do so will automatically be regarded as non-responsive and bid document will be disqualified.
 2. NOTICE OF PROSPECTIVE BIDDERS: The Department's Western Cape Provincial Operations, Bellville office, is accommodated in two (2) buildings, namely Spectrum and Sigma buildings; the total building square meters is 8426 m² and parking areas.
- RENDERING OF CLEANING SERVICES TO THE DEPARTMENT OF WATER AND SANITATION: WESTERN CAPE PROVINCIAL OPERATION'S REGIONAL OFFICES: BELLVILLE: SIGMA AND SPECTRUM BUILDINGS FOR A PERIOD OF THIRTY-SIX (36)**

KEY ASPECTS OF THE BID



SCHEDULE OF SIMILAR WORK DONE

Name of Client	Contract Duration	Contact Person and Office Telephone	Total cost of the project (VAT incl.)	Reference letter attached (Y/N)

NB: Department of Water and Sanitation shall verify the contents of this list directly with the references and the bidders are required to complete this table in full as it shall be the ONLY ONE used to evaluate bidders experience and capability

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Page

1. Price structure	
1.1 Salaries (per month)	
(A) PER SUPERVISOR	(B) PER CLEANER
Basic Salary	R.....
UIF	R.....
Leave Pay	R.....
Sick Leave	R.....
Workman Compensation (COIDA)	R.....
Any other allowances/	R.....
Total monthly cost per staff	(A) R..... (B) R.....
1.1.1 Total cost for salaries per month (All cleaners & Supervisor)	R.....
1.1.2 Total cost for cleaning consumables per month	R.....
1.1.3 Total cost for overheads per month (including profit)	R.....
Total costs per month	R.....
TOTAL TENDER PRICE (All Inclusive) R.....	

SERVICE PROVIDER shall be expected to provide amongst others but not limited to the following machinery, equipment and consumables: The cleaning detergents must also comply with World Health Organisation cleaning application standards.

1. CLEANING MATERIALS – CONSUMABLES

- House brooms – soft bristles
- Mop head refills
- Mop handles
- Long Handled Dustpan and brush sets
- Feather dusters (long and short)
- Gloves
- Microfiber cloths
- Yellow dusters
- Dust masks
- Refuse bags
- Dish liquid soap
- Toilet cleaning detergents
- Floor cleaning detergents
- Surface disinfectants
- Multipurpose detergents
- Furniture polish

2. CLEANING MACHINERY EQUIPMENTS

- Industrial Vacuum Cleaners (less noise / silent)
- Disc stripping machines
- Scrubbing brushes
- Mop trolleys
- All necessary and relevant equipment

VERY IMPORTANT: Vacuum cleaners allocated must be enough to enable cleaners to vacuum in line with the requirements and total area to be cleaned.

3. SERVICE STANDARDS & NORMS

The Service Provider needs to take into account the following service standards and norms which needs to be applied during the course of the service:

Cleaning detergents	<ul style="list-style-type: none"> • Ammoniated liquid detergent shall comply with SABS 1225. • Acidic water bowl cleaner in powder or granule form shall comply with SABS 1256, and • Liquid acidic cleaner for sanitary ware shall comply with SABS 1257. • Only chemicals which are ozone-friendly and not harmful to human beings.
Disinfectants	<ul style="list-style-type: none"> • Disinfectant liquids of the coal tar type shall comply with SABS 47. • Disinfectants containing stabilised chlorine shall comply with SABS 643. • Detergent disinfectants based on stabilised inorganic

<ul style="list-style-type: none">• chlorine compound shall comply with SABS 1032.• Disinfectants used for automatic dispensers to toilets and urinals shall comply with SABS.• Only chemicals which are ozone-friendly and not harmful to human beings.	
<ul style="list-style-type: none">• Only polish approved by CF will be allowed on furniture desks and counters.	<p>Polish</p>
<ul style="list-style-type: none">• Vinyl tiles, flooring shall be cleaned in accordance with SABS 1224.• Floor sealer for vinyl flooring in accordance with SABS 1042 applied in accordance with the manufacturer's instructions.• Said ceramic tile (flooring) is to be stripped and sealed initially and on request of CF.• Ceramic tiles must be cleaned with Normal tile Cleaner Wipe and strip wooden wall finishes with approved detergent complying with SABS 525.• Tile surfaces are to be cleaned with approved detergent complying with SABS 525.• All cleaning and maintenance of floor shall be carried out in accordance with SABS Code of Practice 0170.• Screed floor tiles to be cleaned with approved detergent complying with SABS 525.• Laminated floor covering to be cleaned with approved detergent complying with SABS 525.	<p>Finishes (Walls and floors)</p>