

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE ROBBEN-ISLAND MUSEUM					
BID NUMBER:	RIM-RFP04/2026/27	CLOSING DATE:	13/10/2026	CLOSING TIME:	11H00
DESCRIPTION	ROBBEN ISLAND MUSEUM INVITES ALL INTERESTED PROSPECTIVE QUALIFIED SERVICE PROVIDERS TO SUBMIT PROPOSALS TO RENDER A COMPREHENSIVE HYGIENE AND CLEANING SERVICES FOR ROBBEN ISLAND MUSEUM FOR A PERIOD OF THIRTY-SIX (36) MONTHS				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
THE ONLINE E-TENDER PUBLICATION PORTAL LINK: https://www.etenders.gov.za/ TUTORIAL LINK: https://youtu.be/B7pNseNJYHM					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	MR. M MacheLa		CONTACT PERSON	Ms. S Dutywa	
TELEPHONE NUMBER	021 413 4246		TELEPHONE NUMBER	021 413 4200	
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	molefim@robben-island.org.za		E-MAIL ADDRESS	seithatid@robben-island.org.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:

.....

CHECKLIST

TENDER NUMBER: RIM-RFP04/2026/27

TENDER DESCRIPTION:

ROBBEN ISLAND MUSEUM INVITES ALL INTERESTED PROSPECTIVE QUALIFIED SERVICE PROVIDERS TO SUBMIT PROPOSALS TO RENDER A COMPREHENSIVE HYGIENE AND CLEANING SERVICES FOR ROBBEN ISLAND MUSEUM FOR A PERIOD OF THIRTY-SIX (36) MONTHS

DATE ADVERTISED: 14 SEPTEMBER 2026

CLOSING DATE: 13 OCTOBER 2026

Description	YES	NO
SBD 1 – Invitation to Bid		
Bidders Instructions		
Terms of Reference (TOR)		
SBD 4 – Bidders Disclosure and Declaration		
SBD 6.1 – Preference Points Claim Form		
SBD 7.2 – Contract Form: Professional Services		
General Conditions of Contract (GCC)		

BIDDER'S SIGNATURE:.....

DATE:

INSTRUCTIONS TO BIDDERS

1. THE TENDER DOCUMENTS

Rules for Bidding

- 1.1. The Entity is not bound to accept any of the proposals submitted and reserves the right to call for presentations from short-listed bidders before final selection.
- 1.2. The Entity reserves the right to terminate this appointment or temporarily defer the work, or any part thereof, at any stage of completion should the Entity decide not to proceed with the tender.
- 1.3. The Entity also reserves the right to appoint any other person to undertake any part of the tasks.
- 1.4. The service provider must be a single legal entity with all other necessary expertise secured via sub-contract, or under a joint venture or a consortium arrangement. The Entity will enter into a single contract with a single entity for the delivery of the work set out in these tender documents.
- 1.5. The bidding entity shall be the same entity that will execute the bid. Any bid found to be fronting for another entity or entities shall be disqualified immediately.
- 1.6. All South African firms submitting bids as part of a consortium or joint venture must submit valid tax compliance pin.
- 1.7. All bidders submitting bids as part of joint venture, consortium, must submit the following:
 - i. A Joint Venture, Consortium or Trust agreement signed by all companies forming a Joint Venture, Consortium or Trust.
 - ii. A valid tax clearance certificate or pin issued by South African Revenue Services (SARS) for all companies that form part of a Joint Venture, Consortium or Trust.
 - iii. A Central Supplier Database (CSD) Report for all companies that form part of a Joint Venture, Consortium or Trust.
 - iv. A consolidated SANAS B-BBEE certificate or a consolidated B-BBEE certificate issued by the Companies and Intellectual Property Commission (CIPC).
 - v. SBD 1, SBD 3, SBD 4, SBD 6, SBD 7 forms must be completed using the Joint Venture, Consortium or Trust information or the lead partner as indicated on the Joint Venture, Consortium or Trust agreement.

- 1.8. All firms providing proposals must become familiar with local conditions and laws and take them into account in preparing their proposals.
- 1.9. Firms may ask for clarification on these tender documents or any part thereof up to close of business 1 week before the deadline for the submission of the bids.
- 1.10. The Entity reserves the right to return late bid submissions unopened.
- 1.11. Firms may not contact the Entity on any matter pertaining to their bid from the time when the bids are submitted to the time the contract is awarded. Any effort by a bidder to influence bid evaluation, bid comparisons, or bid award decisions in any manner, may result in rejection of the bid concerned.

Conditions of the Tender

- 1.12. The General Conditions of contract will apply.
- 1.13. The Entity will become the owner of all information, documents, programmes, advice, and reports collected and compiled by the service provider in the execution of this tender.
- 1.14. The copyright of all documents, programmes, and reports compiled by the service provider will vest in the Entity and may not be reproduced or distributed, or made available in any other way without the written consent of the Entity.
- 1.15. All information, documents, programmes, and reports must be regarded as confidential and may not be made available to any unauthorised person or institution without the written consent of the Entity.
- 1.16. Bidders shall undertake to limit the number of copies of this document and destroy them in the event of their failure to secure the contract.
- 1.17. The service provider is entitled to general knowledge acquired in the execution of this agreement and may use it, provided that it shall not be to the detriment of the Entity.

Processing of the Bidder's Personal Information

- 1.18. All personal information of the Bidder, its employees, representatives, associates, and sub-contractors ("Bidder Personal Information") required under this bid is collected and processed to assess the strength and competitiveness of the proposal. The evaluation and award of the contract shall be conducted following applicable legislation, policies, and standards. The Bidder is advised that Bidder Personal Information may be passed on to third parties to whom RIM is compelled by law to provide such information. For example, where appropriate, RIM is compelled to submit information to the National Treasury's Database of Restricted Suppliers.
- 1.19. All Personal Information collected will be processed under Protection of Personal Information Act (POPIA).
- 1.20. The following persons will have access to the Personal Information that has been collected:
 - a) RIM personnel participating in procurement/award procedures; and

b) Members of the public: when the bid is awarded, some of the following information will have to be made available on the National Treasury's e-Tender portal and RIM website:

- Contract description and bid number
- Names of the successful bidder(s) and preference points claimed
- The contract price(s) (if possible)
- Contract period
- Names of directors; and
- Date of completion/award

1.21. In signing the bid document, the Bidder consents to the use of its Personal Information for the purposes as specified in the paragraphs above

Cost of Bidding

1.22. The Bidder shall bear all costs associated with the preparation and submission of its bid and the Entity, will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the tender process.

Content of Tender Documents

1.23. The services required, tender procedures and contract terms are prescribed in the tender documents, which include:

- i. Instruction to Bidders;
- ii. Terms of Reference;
- iii. Evaluation Criteria;
- iv. Financial Bid;

1.24. The Bidder is expected to examine all instructions, forms, terms, and specifications in the tender documents. Failure to furnish all information required by the tender documents or submission of a bid not responsive to the tender documents in every respect will be at the Bidder's risk and may result in the rejection of the bid.

Clarification of Tender Documents

1.25. The Entity will respond in email to any request for clarification of the tender documents which it receives no later than 1 week prior to the deadline for submission of bids prescribed by the Entity.

1.26. Briefing session.

Bidders are invited to a compulsory site briefing session that will be held as follows:

Date and time: Tuesday, 29 September 2026 at 09h00 to 12h00.

Amendment of Tender Documents

- 1.27. At any time prior to the deadline for submission of bids, the Entity may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the tender document by amendment.
- 1.28. All prospective bidders who have received the tender document will be notified of the amendment in writing or by email, and same will be binding on them.
- 1.29. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Entity, at their discretion, may extend the deadline for the submission of bids.

Documents Constituting the Bid

- 1.30. The bid prepared by the Bidder shall comprise the following components:
 - a) Completed Invitation to Bid RIM-RFP04/2026/27 document
 - b) Letter of Authority
 - The title, name, surname, and position of an authorised person to sign the bidding documents and communicate with the Entity on behalf of the bidding company.
 - The contact details of the authorised person including the telephone number or work cell number and the email address.
 - c) General Conditions of contract
 - d) CSD report
 - National Treasury SCM Instruction Note 4A of 2016-2017 Central Supplier Database.
 - All prospective suppliers interested in pursuing opportunities within South African Government are encouraged to self-register on the Central Supplier Database. (www.csd.gov.za). The CSD report must be attached to the bid document.
 - e) Company's profile
 - f) Response to TOR requirements
 - Mandatory requirements evaluation
 - Functionality requirements evaluation
 - g) SANAS B-BBEE Certificate/ Sworn Affidavit/ DTIC B-BBEE

Bid Prices

- 1.31 Prices indicated on the Price Schedule shall be the total price of services including, where applicable:
 - All duties and other taxes;
 - The price of transportation, insurance, and other costs incidental to the delivery of the services to their final destination;

- The price of any other incidental services required in terms of the tender deliverables;
- 1.32 Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to variation on any account and only adjusted by the prevailing CPI rate.
 - 1.33 A bid submitted with a variable price quotation will be treated as non-responsive and rejected.
 - 1.34 Prices shall be quoted in South African Rands.
 - 1.35 The Entity has limited resources and bids must be competitive, with market-related pricing, as this will be one of the deciding factors in the final award of the contract.

Period of Validity of Bids

- 1.36 Bids shall remain valid for 90 days after the closing date of the bid prescribed by the Entity. A bid valid for a shorter period shall be rejected by the Entity as non-responsive.
- 1.37 In exceptional circumstances, the Entity may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. A Bidder may refuse the request. A Bidder granting the request will not be required nor permitted to modify its bid.

Format and Signing of Bid

- 1.38 The Bidder shall prepare one copy of the Technical Bid and Financial Bid separately, clearly marking each "Original Technical Bid" and "Original Financial Bid", as appropriate.
- 1.39 The original bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. All pages of the bid shall be initialed by the person or persons signing the bid.
- 1.40 Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the bid.
- 1.41 Faxed or emailed submissions will not be accepted. Bid response documents must be submitted online on the eTender portal.
THE ONLINE E-TENDER PUBLICATION PORTAL LINK:
<https://www.etenders.gov.za/>
TUTORIAL LINK: <https://youtu.be/B7pNseNJYHM>
- 1.42 **Non-compliance with the above WILL invalidate the bidder's response.**

Closing Date of Bids

- 1.43 The Entity may, at its discretion, extend this deadline for submission of bids by amending the bid documents in which case all rights and obligations of the Entity and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

Late Bids

- 1.44 No bids will be received after the deadline for submission of bids.

Modification of Bids

- 1.45 No bid may be modified subsequent to the deadline for submission of bids.

2. EVALUATION OF BIDS

Clarification of Bids

- 2.1. During evaluation of bids, the Entity may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing.

Preliminary Examination

- 2.2. The Entity will examine the bids to determine whether they are complete, whether they meet all the conditions of the Contract and Technical Specifications and whether any computational errors have been made, whether the documents have been properly signed, and whether the bids are generally in order.
- 2.3. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words shall prevail. If the supplier does not accept the correction of errors, its bid may be rejected.
- 2.4. If a bid is not responsive and not fulfilling all the conditions of the Contract and not meeting Technical Specifications, it will be rejected by the Entity and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

Evaluation and Comparison of Bids

- 2.5. The Entity will evaluate and compare the financial bids only of those Bidders whose Technical Bid has been accepted by the Entity.
- 2.6. The Entity's evaluation of a financial bid will take into account information to be provided on the SBD 3 and/ or pricing schedule/ fee structure where applicable.

Contacting the Entity

- 2.7. Subject to clause 3.1 above, no Bidder shall contact the Entity on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded. If the bidder wishes to bring additional information to the notice of the Entity, it should do so in writing.
- 2.8. Any effort by a Bidder to influence the Entity in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid.

3. AWARD OF CONTRACT

Post qualification

- 3.1. The Entity will determine to its satisfaction whether the Bidder/s that is/are selected as having submitted the highest evaluated responsive bid meets the criteria specified in these documents, and is qualified to perform the contract satisfactorily.
- 3.2. The determination will take into account the Bidder's financial, technical and production capabilities. It will be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the bidder, as well as such other information as the Entity deems necessary and appropriate.
- 3.3. An affirmative determination will be a prerequisite for award of the Contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event the Entity will proceed to the next highest evaluated bid to make a similar determination of that Bidder's capabilities to perform the contract satisfactorily.

Entity's right to vary Quantities at Time of Award

- 3.4. The Entity reserves the right at the time of Contract award to increase or decrease the quantity of the services originally specified in the Terms of Reference without any change in unit price or other terms and conditions.

Entity's right to accept or reject any or all Bids

- 3.5. The Entity reserves the right to:
 - Accept or reject all or individual items of this bid;
 - Accept one or more bids submissions reject individual items;
 - Request clarification or further information regarding any item in the Proposal;
 - Request further information from any bidder after the closing date;
 - Accept a bid that may not reflect the lowest pricing;
 - Consider any bid that may not conform to any aspect of this bid;
 - Annul the tender process and reject all bids at any time prior to contract award;
 - Consider such alternate services, terms or conditions that may be offered, whether such offer is contained in a Proposal or otherwise;
 - Award the contract or any part thereof to one or more bidders; without thereby incurring any liability to the affected Bidder or bidders.

Notification of Award

- 3.6. Prior to the expiration of the period of bid validity, the Entity will notify the successful bidder in writing that its bid has been accepted.

- 3.7. The notification of award will constitute the formation of the Contract.

Signing of Contract

- 3.8. At the same time as the Entity notifies the successful bidder that its bid has been accepted, the Entity will send the bidder the Contract Form provided in the tender documents, incorporating all agreements between the parties.
- 3.9. Within 3 days of receipt of the Contract Form, the successful bidder shall sign and date the Contract Form and return it to the Entity.

Termination of Service

- 3.10. In case of any failure to comply with any of the conditions of the contract or unsatisfactory rendering of service, the stipulation of the General Conditions of Contract and the Special Conditions of Contract, shall be applicable.
- 3.11. Should the Entity, after a reasonable period of notice, of not less than seven days, in writing, depending upon the circumstances, call upon the service provider to comply with any of the conditions and should he/she fail to do so, the Entity shall, without prejudice to any of its rights be entitled to cancel the contract, and to claim from the service provider any damage or loss that might have been suffered, including any additional expense incurred by it having either to invite fresh bids or to accept any less favourable bid.

Unsatisfactory Performance

- 3.12. Failure to comply with the conditions of the contract, the Entity shall be entitled, without prejudice to its other rights, to cancel the contract in terms of the General Conditions of Contract. Delays beyond time limits and timeframes agreed upon between the parties. Failure to meet the performance standards indicated in the contract

Assignment

- 3.13. The contractor shall not, without prior written authority of the Entity, cede, assign or transfer its rights or obligations in respect of this contract or any part thereof or any share of interests herein, directly or indirectly, to any person, firm or organization whatsoever.



TERMS OF REFERENCE

BID REFERENCE NUMBER: RIM-RFP04/2026/27

DESCRIPTION:

ROBBEN ISLAND MUSEUM INVITES ALL INTERESTED PROSPECTIVE QUALIFIED SERVICE PROVIDERS TO SUBMIT PROPOSALS TO RENDER A COMPREHENSIVE HYGIENE AND CLEANING SERVICES FOR ROBBEN ISLAND MUSEUM FOR A PERIOD OF THIRTY-SIX (36) MONTHS

CLOSING DATE: 13 OCTOBER 2026

VALIDITY PERIOD: 90 DAYS

1. DURATION AND CONDITIONS OF THE TENDER

1.1 BACKGROUND

Robben Island Museum (RIM) is a public entity responsible for managing, maintaining, presenting, developing, and marketing Robben Island as a National Estate and World Heritage Site. It is also a living museum that aims to promote its unique universal symbolism.

1.2 SERVICE REQUIREMENT

Robben Island Museum seeks to appoint an experienced Service Provider to render a comprehensive hygiene and cleaning service for thirty-six (36) months. The successful service provider is expected to provide the services within the specified period.

1.2.1 Robben Island Museum is divided into the following sites for this tender:

- Quay 501
- Jetty 1
- Clock Tower Building
- Nelson Mandela Gateway (NMG); and
- Robben Island (RI)

1.2.2 Scope of work

- The prospective service provider is expected to undertake Comprehensive Hygiene and Cleaning Services within the Robben Island buildings.
- Deep cleaning to be undertaken at all sites per the schedule provided.
- Laundry service to be provided to clean all bedding, tablecloths etc.
- High window cleaning at Nelson Mandela Gateway and on Robben Island.

1.3 OPERATIONAL CONDITIONS

1.3.1 Service required

- a) The rendering of a professional Comprehensive Hygiene and Cleaning Service for a period of Thirty-six (36) months to Robben Island Museum premises from a supply, control, housekeeping, and maintenance perspective.
- b) The successful bidder shall submit proof of Public Liability insurance for Twenty million Rand (R20 000 000) against accident, injury, and death.
- c) Carry out frequent routine visits to inspect all sites, reporting, and quality control.
- d) The successful bidder must have a comprehensive hygiene and cleaning program, applying and using environmentally friendly controls.
- e) The successful bidder must supply on a rental basis all the required hygiene equipment at all RIM sites. The hygiene equipment must be installed immediately after the previous company removes their equipment. This should be done after hours after the last tour boat has left the Island. Robben Island's Infrastructure and Facilities manager must be informed and give guidance with the installation of the new hand dryers.
- f) The successful bidder must implement a continuous improvement plan for services rendered to Robben Island Museum. Pass any possible cost reductions resulting from the program.
- g) The successful bidder will be expected to keep refilling stock on Robben Island Museum's premises to ensure there is no interruption in service.
- h) The successful bidder must deploy personnel with relevant Hygiene services experience together with trained and competent operations personnel.

- i) All the chemicals, detergents, and other related materials to be used must be compliant to South African Bureau of Standards and meet the Occupational Safety and Health Administration (OSHA) requirements.
- j) All the cleaning and hygiene services are to be undertaken in compliance with the occupational Health and Safety Act 85 of 1993
- k) The service provider to provide a laundry service. Robben Island Museum does not have a laundry facility, and the laundry must be done on the mainland. The service provider is responsible for washing all bedding of the Guesthouse, Multi-Purpose Learning Centre (MPLC) and Clinic after every use. There are 15 beds in the Guesthouse, 110 beds in the Multi-Purpose Learning Centre and 6 beds at the clinic.
- l) The service provider to provide a high window cleaning service at Nelson Mandela Gateway and on Robben Island.
- m) The services to meet the Hazard Analysis and Critical Control Point (HACCP) PRINCIPLES / ISO 2200 requirements.
- n) Upon request by RIM, the service provider shall furnish all necessary documentation to demonstrate its compliance with relevant laws and regulations.
- o) Product price to be fixed for a year upon appointment. Price escalations on each anniversary day to be in accordance with statutory price pronouncements (per Labour Law Gazettes).
- p) Mandatory monthly meetings between the service provider staff representatives and RIM.
- q) The service provider must comply in all material respects with all laws and regulations to which it is subject, including but not limited to Taxation laws, Labour laws, and anti-corruption laws.
- r) RIM may, from time to time request a reduction or increase in the number of cleaning personnel.
- s) The service provider will be subjected to quarterly performance evaluations by RIM
- t) The prospective service provider is required to have one diesel vehicle on the Island to transport the cleaning equipment. The vehicle must display the company's logo. RIM will make available a cargo vessel to transport the vehicle to and from the island at no cost. The cleaning supervisor on the Island must be in possession of a valid driver's license.

- u) The labour cost for cleaning staff must not be below the approved sectoral wage determination as determined by the Department of Labour.
- v) The service provider must provide Robben Island Museum with relevant documentation confirming its compliance with statutory obligations set out in the Pension Funds Act No. 24 of 1996 and Unemployment Insurance Contributions Act No 4 of 2002 (submit proof of compliance and registration - status document)

1.3.2 Description of services

1.3.2.1 Cleaning Services

- a) Cleaning windows, (high windows included)
- b) Cleaning carpets
- c) General cleaning – exterior
- d) General cleaning of all surfaces in accordance with all infectious diseases
- e) General cleaning – interior
- f) Special cleaning – ablutions
- g) Special cleaning – kitchens
- h) Refreshment and coordination
- i) Washing/laundry services
- j) Vehicle and bus cleaning
- k) Cleaning of ferries – interior (Krotoa and Sikhululekile)

- l) Special cleaning – Exhibitions and Artifacts

1.3.2.2 **Hygiene Services**

- a) Supply (on rental) basis and maintenance of the hygiene equipment.
- b) Refill/maintain all hand sanitizers (foot operated and wall mounted dispensers)
- c) Supply and refill service consumables
- d) Removal of sanitary bins (as per legislated regulations) and proper disposal thereof.

1.3.2.3 **Deep Cleaning**

- a) Clean and disinfect toilets, urinals, hand wash basins, sluices and sinks
- b) Clean and disinfect wall tiles daily
- c) Clean and disinfect all desks surfaces daily with 70% alcohol basis disinfectants.
- d) Remove bacteria and uric incrustation from all areas also basins and sinks
- e) Clean and disinfect taps and plugs

1.3.3 **Minimum Quality Standards**

1.3.3.1 **Sweeping**

A properly swept floor shall not have dust streaks or show marks where dirt was picked up with a dustpan. Dirt shall not be left in the corners, behind doors, under carpets, or furniture. Equipment and furniture moved during sweeping shall be replaced in their original position. The facility shall be always kept orderly and clean.

1.3.3.2 **Mopping**

The floor must always be swept before mopping, except in wet areas where all debris must be collected. Water shall contain cleaning and sanitizing agents that are SABS-approved, environmentally friendly, and compatible with the surfaces being cleaned, and shall be changed frequently. After cleaning, rinse with water and mop dry the floor, and eliminate any streak marks.

1.3.3.3 **Dusting**

Surfaces must be dust-free. There should be no oily streaks on surfaces or stains on walls from contact with oily dusters. Dusters shall be removed, not left scattered around the facility.

1.3.3.4 **Window, Perspex, and Signage Cleaning**

Window glass shall contain no streaks or unwashed areas inside or outside. The service provider will be responsible for the cleaning of all high windows at the NMG (Nelson Mandela Gateway and Robben Island and all safety regulations should be followed. Water shall not be spilled on sills, floors or furnishing. Shades and blinds shall be readjusted to their original position. The service provider must exercise all care to ensure that no liquids are spilled onto blinds and any other surfaces.

1.3.3.5 **Toilet Areas**

Toilet areas shall be scrubbed, mopped, and disinfected, with SABS-approved chemical, Toilet bowls and seats shall be cleaned inside and outside, using a SABS-approved sanitizing agent, and then wiped dry with a cloth. Mirrors shall be kept clean, and free from fingerprints and other marks.

1.3.3.6 **Cleaning of horizontal surfaces (Other than floors)**

All horizontal surfaces must be cleaned to ensure that such surfaces are free from dust, dirt, stains, smears, marks, spots and spillages (E.g. tables, desks etc.)

1.3.3.7 **Cleaning of internal walls**

Walls, doors, and woodwork up to a height of 2 meters are to be cleaned of washable marks and smudges using a soft cloth, chemicals and clear water and wiped dry ensuring that no streak marks are visible. Special care should be taken to ensure the walls' colours are not bleached as a result of harsh cleaning chemical solutions. Water shall not be permitted to run on carpeted floors or fixtures. Pictures, furniture, and other fixtures shall be replaced after cleaning.

1.3.3.8 **Cleaning of hard floors**

All hard floors must be swept, damp mopped, wet mopped, dry buffed, spray buffed, stripped, scrubbed, sealed, waxed as necessary, or cleaned in any other manner as specified by the manufacturer to ensure that such floors:

- Are free from dirt, debris, scuff marks, heel marks, stains, build-up, and other foreign matter.
- Have a non-skid surface.

1.3.3.9 **Waxing**

A properly waxed floor shall have a thin, even coating. Floors should also be clean in corners and under furniture as well as in all other areas. Wax shall not be allowed to build up in corners and along the walls.

1.3.3.10 **Cleaning of carpeted floors**

All carpeted floor areas and rugs should be vacuumed to ensure that such areas are free from loose debris, dirt, and other foreign matter.

Carpets and rugs shall be spot cleaned in accordance with the manufacturer's specifications. After spot cleaning the carpets should be free from any stains or discoloration.

1.3.3.11 **General Spot Cleaning**

General spot cleaning should be performed to ensure that all washable surfaces of walls, partitions, vents, grills, doors, guards, door handles, push bars, kick plates, light switches, etc. are free from smudges, fingerprints, marks, streaks, spills, and other marks.

All bright metal fixtures, door handles, door push plates, and other hardware shall be kept in a clean condition.

1.3.3.12 **Staircases and Landings**

All staircases and landings should be free from dirt, smears, grease, footprints, splashes, debris, and free from buildup.

1.3.3.13 **Hospitality Service**

Event, Conferencing and meeting set up for RIM council, management and visitors at various venues at NMG and on the island. Tea and water station set up for meetings, applicable to Executive Management, the RIM Council, and their visitors. Professional housekeeping services for accommodation facilities on the island. Special training must be given to staff regarding bed servicing. The bedding will be washed and ironed immediately after use and stored.

1.3.3.14 **Cleaning of buses, Vehicles, and ferries.**

All buses and passenger vehicles should be swept, vacuumed, and wiped on the inside. The exterior of the vehicles must be washed with a SABS-approved agent and then wiped dry.

After the RIM ferries have docked in the afternoons the insides must be cleaned. The inside of the ferries must be vacuumed, swept and surfaces must be wiped. The inside windows must be cleaned. The toilets inside RIM ferries must be cleaned during the day whenever the boat docks at the NMG in-between tours.

1.3.3.15 **Cleaning of elevators**

All metal fixtures and other hardware shall be kept in a clean and shiny condition. Special care is to be taken when cleaning the equipment to prevent the ingress of water and dirt and the subsequent damage to electrical equipment.

Mirrors shall be kept clean and shiny, free from fingerprints and other marks.

The Interior shall contain no streaks or unwashed areas inside or outside.

1.3.3.16 **Kitchen Cleaning**

All kitchen equipment will be cleaned and left in a grease-free condition after use. Floors will be swept and degreased and will be left in a non-slippery condition and will be cleaned as 8.8

1.3.4 **Cleaning Services**

AREA	SERVICE SPECIFICATION	TASK FREQUENCY	PERFORMANCE STANDARD
Murrays Bay Harbour - Quay area - Offices - Toilets - Exhibitions areas - Outside area	• Sweep, mop, buff, dust, wet wipe, clean, remove litter, disinfect, clean windows. • Replenish supplies in toilets on a regular basis • Specialised cleaning of exhibitions for which RIM will provide training • Cleaning staff are trained to use the correct cleaning method and chemicals. • Sweep quayside • Pick up litter and cigarette butts on the quayside • Report maintenance problems to the Public Services Manager. • Sanitary service	• Clean daily and special clean once a week. • Disinfect daily: before, during and after tours. • Toilets cleaned daily and before, during, and after tours. Replenish consumables • Deep cleaning once a month • Clean windows once a month and as and when required • Sanitary service as specified in terms and reference document	• Toilets are kept spotless and germ/virus-free • Floors are clean, shiny but not slippery • Concrete surfaces are kept clean and litter-free • The windows are clean • Waste bins are uncluttered and clean • Office surfaces are clean, dust free and polished • Consumables available in all dispensers • Sanitary equipment is serviced and in working order
Visitors Centre - Cells - Passageways - Foyers - Toilets - Outside areas - Exhibitions	• Sweep, mop, buff, dust, wet wipe, clean, remove litter, disinfect, clean windows. • Replenish supplies in toilets basis regularly	• Clean and disinfect daily • Clean toilets as and when required • Deep cleaning once a month • Clean windows once a month and as and when required	• Toilets are kept spotless and germ/free virus-free • Floors are clean, shiny but not slippery • Concrete surfaces are cleaned • Waste bins are uncluttered, and the area is generally litter-free • Consumables available in all dispensers • Sanitary equipment is serviced and in working order

	• Specialised cleaning of exhibitions for which RIM will provide training • Cleaning staff are trained to use the correct cleaning methods • Report maintenance problems to the Public Services Manager. • Sanitary service	• Special cleaning once a week • Sanitary service as specified in terms and reference document	
Maximum Prison Complex - Sections A, B, C, D, E, F, G - Hospital section - inside and outside toilets - All the Cells and the passages within the various sections - Open spaces - Exhibitions - Tours office block - Dining hall - Kitchen	• Sweep, mop, polish, buff, dust, remove litter, wet wipe, disinfect, clean windows. • Replenish supplies in toilets • Specialised cleaning of the exhibition for which RIM will provide training • Cleaning staff are expected to report maintenance problems relating to all the buildings to the Public Services Manager. • Sanitary service	• Clean and disinfect daily and special clean once a week • Toilets are to be cleaned on as and when required • Regular toilet, hand liquid, and other supply checks and replenishment • Deep clean toilets once a week • Clean windows once a month and as and when required • Sanitary service as specified in terms and reference document	• Floors are clean, shiny but not slippery • The windows are always clean • Waste bins are uncluttered • All areas are germ/virus-free. • Office surfaces are clean, dust free and polished • Toilets are kept spotless and disinfected. • Sanitary equipment is serviced and in working order.

Robert Sobukwe house and surrounding buildings and toilets	• Sweep, mop, Polish, buff, dust, remove litter, wet wipe. • Clean windows • Sanitary service • Specialised cleaning of exhibitions, RIM will provide training.	• Clean and disinfect daily • Special cleaning once a week. • Cleaning of toilets as and when required • Sanitary service as specified in terms and reference document	• Ensure that space is always clean and germ/virus free • Ensure that toilets are spotless • Consumables available in all dispensers • Sanitary equipment is serviced and in working order
Medium complex/ (Multi-Purpose Learning Centre) Also known as MPLC	• Sweep, mop, polish, buff, dust, remove litter, wet wipe and clean windows • Clean lecture rooms and teaching facilities • Clean accommodation and ablution facilities • Clean offices. • Clean two small kitchens and one fully equipped kitchen. • Keep courtyards and open spaces clean • Sanitary service	• Cleaning and disinfect daily • Special cleaning once a week or before and after visiting groups. • Deep cleaning once a month • Sanitary service as specified in terms and reference document	• Cleaning up to Bed and breakfast standard or hostel accommodation • Sanitary equipment is serviced and in working order • All areas are spotless and germ/virus free

1. VILLAGE PRECINCT

1.1 OFFICE ACCOMMODATION AND WORK AREAS

AREAS	WHAT IS REQUIRED	TASK FREQUENCY	PERFORMANCE STANDARD
Administrative offices, Kitchen and Toilets	• Sweep, mop, polish, buff, dust, remove litter, wet wipe, disinfect, and clean windows. • Deodorise and disinfect offices • Clean carpets and floor rugs • Ensure that the environment is litter-free • Sanitary service	• Clean and disinfect facilities daily • Deep clean once a month • Vacuum carpets daily and deep clean once a month. • Kitchen must be cleaned as and when required • Toilets to be cleaned as and when required. • Sanitary service as specified in terms and reference document	• Floors are clean, shiny but non-slip • The windows are always clean • Carpets are clean and free from dust and sand • Waste bins are emptied • Office surfaces are dust free & polished • Blinds are always clean & free of dust • Surfaces, pictures, windows and sills, walls, chairs, telephone, waste bins, and shelves are spotlessly clean and dusted thoroughly. • Rooms are deodorized and disinfected. • Toilets and kitchen must be spotless, and germ/virus free. • Sanitary equipment serviced and in working order.
Transport (Office space, quart yard, workshop, 8 x big buses, 2 x minibusses, 1 x 5 ton truck, and the following 7 vehicles) a) 2x Quantum's	• Sweep, mop, Polish, buff, dust, remove litter, wet wipe, disinfect. • Clean office accommodation, workshop, and windows • Wash, vacuum, and general cleaning of buses and vehicles using car cleaning products.	• Clean and disinfect buses (inside and outside) daily and after every tour • Clean vehicles as and when required • Clean office accommodation and workshop daily • Toilets cleaned regularly • Toilets deep cleaned once a month	• Buses that are clean, disinfected and smell good to enhance the quality of our tours • Sanitary equipment is serviced and in working order. • Offices and toilets are clean and germ-free

b) 1 x Sprinter c) 1 x Bakkie d) 1x Ambulance e) 1 x VW Combi	- Sweep and clean the quart yard. - Sanitary service	- Deep clean buses and vehicles once a month - Sanitary service as specified in terms and reference document	
Clinic (medical facilities and office)	- Sweep, mop, Polish, buff, dust, remove litter, wet wipe, disinfect. - Clean office, accommodation, workshop, and windows - Sanitary service	- Clean and disinfect facility and offices daily - Deep clean once a month - Monthly window cleaning - Sanitary service as specified in terms and reference document	- Toilets are kept spotless and germ/virus-free - Floors clean and shiny - Windows are clean - Sanitary equipment is serviced and in working order.
Primary school	Sweep, mop, Polish, buff, dust, remove litter, wet wipe disinfect, clean windows	Clean Quarterly (building not in use)	- Floors are clean - The windows are cleaned as necessary.
Heritage Department	- Sweep, mop, Polish, buff, dust, vacuum, remove litter, wet wipe, disinfect, clean windows - Deodorise and disinfect - Clean carpets and floor rugs. - Outside neat and clean - Sanitary service	- Clean and disinfect facilities daily - Deep clean once a month - Vacuum carpets daily and deep clean once a month - Sanitary service as specified in terms and reference document.	- Floors must be clean and shiny but non-slip. - Window must be clean - Carpets must be vacuumed - Waste bins, uncluttered and clean - Offices must be dust-free, disinfected, and deodorized. - Sanitary equipment is serviced and in working order

1.2 OVERNIGHT ACCOMMODATION AND CONFERENCE FACILITIES

AREAS	WHAT IS REQUIRED	TASK FREQUENCY	PERFORMANCE INDICATORS
Guesthouse conference facility and bedrooms	• Vacuum, dust, sweep, mop, polish, buff, remove litter, and wet wipe, and clean windows to include furniture and fittings • Clean all carpets, upholstery curtains and drapes and ensure that they are stain free • Remove and wash linen, blankets and other bedding • Clean and shine mirrors • Deodorise rooms and ensure that they are fresh, clean • Mattresses, beds, and protectors to be aired and cleaned • Ensure that bathrooms are cleaned including but not limited to fixtures, fittings, towels, mats, doors, door frames • Sanitary service	• Clean and disinfect once a week and as and when required • Deep clean once a month • Vacuum once a week and as and when required • Clean toilets as and when required and when the guesthouse is in use • Deep clean toilets once a month • The stoep must be cleaned weekly and as and when required • Vacuum and air the mattresses on a monthly basis • Sanitary service as specified in terms and reference document	• All rooms must be dust and pest free • All rooms must be disinfected to ensure it is germ/virus free • Beds must be mite free • Outside stoep clean • Sanitary equipment must be serviced and in working order.
C & D-block and female asylum	Sweep, mop, polish, buff, dust and remove litter	• Clean and disinfect toilets, showers, and passages daily	• Toilets and showers must be Spotless and germ/virus free • Passage floors must be swept mopped and buffed.
Bus stop behind the Guesthouse and opposite the Administration building	Dust, sweep, and clean windows	• Clean once a week	• Floors must be clean • Windowsills must be dust-free
John Craig Hall	• Sweep, mop, Polish, buff, dust, remove litter, wet wipe	• Clean once a week, inside and outside	• Floors must be swept, mopped and buffed.

	• Clean windows • Clean Kitchen • Clean the under-roof area at the back of the JC Hall • Sanitary service	• During conferences and workshops daily • Toilets cleaned frequently and deep cleaned once a quarter • Kitchen to be cleaned once a week and as and when required during the events • Windows must be cleaned quarterly • Sanitary service as specified in terms and reference document	• It must be shiny but not slippery. • Toilets must be spotless • Kitchen must be spotless • The under-roof area at the back of the JC Hall must be swept and neat • Windows must be clean • Sanitary equipment is serviced and in working order.
Houses 40, 47, and 48 (Breakaway houses), Houses 17, 26, 49, and 90, (Ferry crew) House 67 (HR) House 68 (Edu) House 70 (IT) House 71 (IT) House 74	• Dust, sweep, mop, polish, buff, remove litter, and wet wipe, clean windows.	• Must be cleaned and disinfected after it was used otherwise once a week • Windows to be cleaned once a quarter • The Ferry crew houses must be cleaned once a week. (every Friday)	• Floors must be polished but not Slippery. • Surfaces must be dust-free • Windows must be clean • Toilets must be spotless • Kitchens must be spotless
1.3 OTHER AMENITIES			

AREAS	WHAT IS REQUIRED	TASK FREQUENCY	PERFORMANCE STANDARDS
Swimming Pool Area	Sweep, mop, dust, remove litter, wet wipe, disinfect and clean windows	- Clean toilets daily when the swimming pool is in use - Clean windows quarterly - Outside area to be cleaned as and when required	- Toilets must be spotless - Windows must be clean - Outside area must be litter-free
Post Office (Security office) (building not in use)	Sweep, mop, Polish, buff, dust, remove litter, wet wipe, clean windows.	- Clean monthly - Clean windows quarterly (building not in use)	- Floors clean and shiny - Windows must be clean - Surfaces must be dust-free - Toilets must be spotless
Village Shop (not being used at the moment)	Sweep, mop, Polish, buff, dust, remove litter, wet wipe, disinfect, clean windows	- Clean quarterly: Toilets, Floors, and flat surfaces. - High windows must be cleaned quarterly (building not in use)	- Floors must be clean and buffed. - Windows must be clean - Surfaces must be clean and dust-free.
Alpha 1	- Sweep, mop, Polish, vacuum, buff, dust, remove litter, wet wipe, disinfect, clean windows. - Sanitary service	- General cleaning and disinfect daily - Toilet facilities inside and outside cleaned Constantly (high volume area) - Deep cleaned once a Month - Clean windows weekly - Carpets steam cleaned once a quarter - Sanitary service as specified in terms and reference document.	- Carpets must be vacuumed and free from dust and sand. - Carpets steam cleaned - Windows must be clean - Toilets must be spotless - Floors must be dust-free and Clean ➤ Consumables available in all Dispensers ➤ Sanitary equipment is serviced and in working order.

Places of religion: Garrison church, Church of Good Sheppard and the Kramat	Sweep, mop, Polish, buff, dust, remove litter, wet wipe, clean windows.	- Clean the Kramat once a week - Clean the churches once a week and when required	- Floors are clean and shiny. - Windows are always clean - Toilets at the church of the Good Sheppard is spotless - All surfaces are clean and dust Free. ➤ Sensitivity to be observed in accordance with religion
RIM Owned Vessels Krotoa, Dias, and Sikhululekile)	- Sweep, mop, dust, remove litter, wet wipe surfaces, and clean inside windows. - Sanitary service	- Clean and disinfect RIM ferries every day after it has been parked in the presence of the RIM crew. - At NMG, clean RIM owned vessels' toilets when the boat stops at NMG in between tours - Sanitary service as specified in terms and reference document	- Toilets are spotless - Carpets are vacuumed - Chairs are vacuumed and wiped - The windows are clean on the inside - Surfaces are dust-free and clean - Sanitary equipment is serviced and in working order

2. MAINLAND PRECINCT: NELSON MANDELA GATEWAY, CLOCK TOWER OFFICES, QUAY 501 AND JETTY ONE

AREAS	WHAT IS REQUIRED	TASK FREQUENCY	PERFORMANCE INDICATORS
Offices, Meeting rooms, Auditorium, Reception areas, Ticket Sales, switchboard, Elevator, Foyers, Clock Tower and Docks area.	- Wipe, dust, clean, polish, brush down, sweep, buff, disinfect: Doors and door frames - Windowsills - Blinds - Desks - Chairs - Cupboards	<i>Meeting rooms and Auditorium:</i> <u>Daily</u> but to monitor every hour and immediately after use based on a booking schedule. Offices, Reception areas, Ticket Sales, Switchboard area, Elevator, Foyers, Clock Tower	- Floors are clean, shiny but non-slip - The windows are always clean - The glass doors have no finger marks - The mats are clean, in the correct position, and free from dust and sand

	Carpets & skirting's Telephones Dustbins Shredders	• <u>Daily</u> but to assess the status of cleanliness every hour. • Windows must be cleaned daily. • <u>Weekly</u>: Thorough cleaning and dusting in high areas • <u>Monthly</u>: Clean blinds, walls • High window cleaning monthly	• Waste bins are uncluttered • Office surfaces are dust free & polished • Blinds are always clean & free of dust • Surfaces, pictures, windows and sills, walls, chairs, telephone, waste bins, shelves must be spotlessly clean and dusted thoroughly. • Rooms are deodorized
All toilets	• Wipe, dust, polish, brush down, mop and disinfect: Washbasins Tile grouting Sealant Floors and tiles Skirtings Toilet inside and out Doors, doorframes Rubbish bin Mirrors Taps and fixtures Outlet plugs Light fixtures Baby changers Cleaning graffiti • Mop the floor at urinals with disinfectant and remove mineral deposits from the drain	• <u>Toilets to be kept clean and always disinfected</u> • Regular spot checks by the Supervisor • <u>Weekly</u>: Washing all windowsills and ledges. Damp wiping all tiled walls and surfaces, doors & partitions • <u>Monthly</u>: Washing all tiled walls Damp wiping high ledges & pipes • Sanitary service as specified in the terms and reference document	• Mirrors are always clean and free of marks • Hand-washing basins are always neat, tidy, and free of watermarks • To always be well-stocked • Toilets are always clean, disinfected, and free from marks • Taps are always clean, disinfected, and free of marks, hairs, etc. • Wash basins are clean, disinfected, and free of hair • Report if lights and appliances are not in working order • Bins are empty & uncluttered • Floors are clean, swept, and free of litter. • Sanitary equipment is serviced and in working order.

	• Ensure that soap, hand towels, and toilet paper are provided and replenished when necessary • Check drain outlets for hair, tissue paper, etc, and clean • Sanitary service		
Kitchens	• Wipe, dust, clean, mop, polish, brush down, buff, disinfect: Kitchen sinks Cupboards Microwave ovens Fridges Walls Windows and sills Tiles and grouting Skirtings Floors and tiles Tables and chairs Doors and door frames Rubbish bins Appliances • Make sure that the kitchen area is always neat and tidy • Clean all crockery and cutlery as required	• <u>Daily/hourly</u> Damp wiping and disinfect all surfaces Sweeping and washing the entire floor area. Clean the microwave daily. Wash up dishes Empty bins • <u>Weekly</u>: Thorough cleaning of walls, tiled surfaces • <u>Monthly</u>: Defrosting and cleaning fridge inside	• Clean and disinfect surfaces • Clean and disinfect appliances • Clean walls and floors • Clean swabs and cloths • Fridge & microwave free of odours • Bin always clean and no marks • Uncluttered sinks • Clean taps • Clean crockery & cutlery at all times
Exhibition spaces - Equipment	• As per instruction from the Heritage Department. Dedicated staff may need to be assigned here.	• <u>Daily</u>: Disinfect, wipe, dust & sweep • <u>Weekly</u>: Thorough wipe down & clean • <u>Monthly</u>: Clean with specified chemicals	• Exhibitions must be dust free • Benches free from dust and finger marks • Floors must be dust-free • Windows must be clean

Outside front entrance at NMG, Outside side area at Docks Restaurant, Service Passage area at Security and Floating Jetty	• Sweep, clean, dust, polish; disinfect Stairs right around the building. Doors and frames Mats Back entrance onto Jetty Courtyard • Pick up papers or objects that would spoil the image of the NMG and Clock Tower	• <u>Daily:</u> Removal of fingerprints on glass doors Sweeping steps and picking up papers, cigarette butts Dusting display units and indicator boards • <u>Weekly:</u> Vacuum mats/carpets Dusting handrails • <u>Monthly:</u> Washing, cleaning handrails	• Outside entrance must always be clean and presentable • Glass doors are <u>always</u> clean and free of marks • No litter or cigarette butts on the floor at any time ➤ Remove cigarette butts in pot plants outside.
Catering services: - Meeting Rooms - Auditorium	• Table items are clean and correctly laid • Stocks of service items, linen, and equipment are sufficient, clean, and ready for use • Furniture and conference equipment are clean, free from dust, and correctly positioned. • Tablecloths are checked and are clean free of tears or stains and in good repair • Crockery is checked for chips and removed from service.	• <u>Daily:</u> Prepare for tea, coffee, and rooms as requested Laying out of conference tables • <u>Weekly:</u> Do a weekly inventory of stock Advise timeously when laundry service is needed	• Cups, Saucers and cutlery always clean and free of marks • Cloths are always clean & free of marks • Trays are neatly arranged • No chipped cups • Hygiene standards should be adhered to when working with food and drinks • Tables are always laid out professionally with a clean table linen free from strains or marks.
Quay 501	• Disinfect, wipe, dust, clean, polish, sweep inside the containers. Sweep and clean the outside area. • Toilets must be hygienic and clean. • Sanitary service	• Cleaning and disinfecting twice a week • Sanitary service as specified in terms and reference document	• The containers must be clean inside. • Toilets must always be clean and fresh. • The outside area must be tidy and clean

			Sanitary equipment serviced and in working order
Jetty 1	- Disinfect, wipe, dust, clean, polish, brush down, sweep Doors and door frames Windowsills and blinds Desks, chairs and cupboards Carpets and skirtings Ceilings Dustbins, wastepaper baskets, kitchen, Toilets and office ➤ Sanitary service - Outside Jetty 1 Keep the area clean and tidy - Clean exhibitions	<u>Daily:</u> make sure that the area is clean and disinfected daily <u>Weekly:</u> Thorough washing and cleaning <u>Monthly:</u> Cleaning & washing of blinds, curtains, windows - Sanitary service as specified in terms and reference document - Exhibitions cleaned daily, RIM will provide training	- A clean, disinfected and fresh building always - Clean toilets always free from marks and unblocked - Kitchen is always clean and no cluttered sinks - Bins are always clean and uncluttered - Clean around the building and the entrance - The Jetty must be kept clean. - Sanitary equipment is serviced and in working order. - Exhibitions are clean and dust-free

1.3.5 Service Level Specification and Penalties

- All services contemplated herein shall only be applied to the areas as reflected in the above Site List.
- Robben Island Museum shall provide the contractor with a minimum of 2 working days advanced warning on any related service changes requested.
- All service changes on any of the listed sites or areas that will require more than the stipulated/agreed time to resolve will be treated as a project.
- Performance Measurement process will be incorporated into the Service Level Agreement to be signed after the successful bidder has been appointed.
- The Service Providers Director holds meetings with Robben Island Museum quarterly and supervisors to have monthly meetings to discuss and resolve issues.
- Service Provider provide quarterly reports indicating the level of compliance with statutes.

- Team Leader to be equipped with office equipment/working tools (laptop, cell phone, etc.) to allow them to conduct building inspections and produce reports.

1.3.5.1 Service Levels			
Service Element	Performance Standards	Priority Level	Target
Provide a comprehensive Hygiene and Cleaning service, complying with all the relevant legislative requirements as well as all relevant National Treasury policies that buildings are kept occupationally safe, healthy and benefit a conducive working environment.	No failure to comply with legislation and Robben Island policies regarding providing a comprehensive service.	2	100%
Adhere to and review, if necessary, the schedule and operational methodology for the service that will be operated in line with industrial best practice	No failure to provide schedule and methodology	1	100%
Place on-site a management file containing amongst others, company details and other requirements in accordance with OHSWA regulations.	No failure to provide a detailed site management file	3	100%
Provide a comprehensive Hygiene and cleaning programme.	No failure to provide a comprehensive Hygiene and cleaning programme.	2	100%
Provide a rapid response to spillages and mechanisms of dealing with "body fluids" in any given situation.	No failure to provide rapid and comprehensive service to situations that include and are not limited to spillages and clearing of human body fluids within 30 minutes of notification.	2	100%
Manage all aspects of the provision of hygiene services and provide a constant supply of consumables within the toilet facilities.	No failure to replenish consumables within the toilet facilities in manner and frequency which always ensures that availability of consumables at the point of use.	1	100%
Manage the hygiene waste disposal to follow legislative requirements	No failure to provide hygiene waste disposal services	1	100%
Use only environmentally friendly chemicals that have no secondary effect on the environment.	No failure to use only environmentally friendly chemicals.	3	100%

1.3.5.2 Penalties	
Service Level	Consequence
95% to 100%	None (service levels met)
90% to 94.9%	None (service below par, subject to monthly review)
80% to 89.9%	1% total invoice reduction
70% to 79.9%	5% total invoice reduction
60% to 69.9%	20% total invoice reduction
50% to 59.9%	50% total reduction
Less than 50%	100% invoice reduction and breach of contract

1.4 NUMBER OF CLEANERS REQUIRED IN CAPE TOWN: ELEVEN (11)

1.4.1 JETTY 1 AND QUAY 501 IN CAPE TOWN

1.4.1.1 **ONE (1) cleaner** from 07:00 – 16:00 five (5) days a week (Monday to Friday).

1.4.2 NELSON MANDELA GATEWAY (NMG) AND CLOCK TOWER OFFICES

1.4.2.1 **ONE (1) supervisor with a minimum of two (2) years' experience** at NMG, Working from 07:00 – 16:00 five (5) days a week and every second weekend.

1.4.3 WEEKDAYS

1.4.3.1 **NINE (9) cleaners** at NMG. Seven (7) work from 07:00 – 16:00; and two (2) work from 09:00 – 18:00 covering the following areas:

1.4.3.1.1 Male public toilets at NMG, male toilets at Docks, Service passage

- and security control room: One (1) male cleaner from 07:00 - 16:00
- 1.4.3.1.2 Female public toilets at NMG, female toilets at Docks, toilets at offices, Switch board office and surrounding area: One (1) female cleaner from 07:00 – 16:00
- 1.4.3.1.3 Front entrance inside, Ticket sales booth, information desk, exhibition room, Docks ground floor, Docks lower ground floor and marketing office: One (1) female cleaner from 07:00 – 16:00
- 1.4.3.1.4 Windows, white railings and stairs between boarding area and Docks, elevator, relieve male toilet cleaner over lunch, male public toilets from 16:00 – 18:00: One (1) male cleaner from 09:00 – 18:00
- 1.4.3.1.5 Boarding area and ramp, staff waiting area, Ticket office, relieve toilet cleaner for lunch: One (1) female cleaner from 07:00 – 16:00
- 1.4.3.1.6 Exhibitions at 1st floor and 2nd floor and relieve female public toilets cleaner from 16:00 – 18:00: One (1) female cleaner from 09:00 – 18:00
- 1.4.3.1.7 Clock Tower offices: One (1) female cleaner from 07:00 – 16:00 (this cleaner will be transferred to the Island when the Clock Tower is no longer in use)
- 1.4.3.1.8 CEO office, boardrooms, Auditorium, Kitchen and IT Passage: One (1) female cleaner from 07:00 – 16:00
- 1.4.3.1.9 Five offices at staff kitchen, one office on ground floor and two offices on first floor: One (1) female cleaner from 07:00 – 16:00
- 1.4.3.1.10 Docks kitchen, cleaner's quarters, general spot cleaning, setting up for meetings at docks and Auditorium: Cleaners that are available and requested by the supervisor to clean the above areas.
- 1.4.3.1.11 Cleaning RIM ferries, floating jetty and outside areas around NMG: Cleaners that are available and requested by the supervisor to clean the above area.

1.4.4 WEEKENDS NMG

- 1.4.4.1 **Five (5) cleaners** at NMG Three (3) work from 07:00 – 16:00 and two (2) from 09:00 – 18:00 covering the following areas:
- 1.4.4.1.1 All male toilets at NMG, security control room, service passage:
One (1) male cleaner from 07:00 – 16:00

- 1.4.4.1.2 All female toilets at NMG, Switch board office and surrounding area:
One (1) female cleaner from 07:00 – 16:00
- 1.4.4.1.3 Clean boats in morning, outside stoep areas around the NMG building,
floors at 1st and 2nd floor, relieve cleaner teatime and lunch time at male toilet: One (1) male cleaner from 07:00 – 16:00
- 1.4.4.1.4 Ticket sales booth, ticket sales office, information area, relieve cleaner at teatime and lunch time at female toilet: One
(1) female cleaner from 09:00 – 18:00
- 1.4.4.1.5 Docks up and down stairs, kitchen at Docks, boarding area and offices: One (1) male cleaner from 09:00 – 18:00

1.5 NUMBER OF CLEANERS REQUIRED ON ROBBER ISLAND: FOURTEEN (14)

- 1.5.1 **One (1) Supervisor with a minimum of two (2) years' experience** (Sleeping on Robben Island) working five(5) days a week and every second weekend

1.5.2 WEEKDAYS ROBBER ISLAND

1.5.2.1 Thirteen (13) cleaners work during the week

- 1.5.2.1.1 Multipurpose Learning Centre, Houses 70 - 75, One (1) female cleaner from 07:30 – 16:30
- 1.5.2.1.2 Maximum security Prison, Kramat and die Ou Tronk: One (1) female cleaner from 07:30 – 16:30 & Maximum prison: Three
(2) male cleaners from 21:00 – 06:30.
- 1.5.2.1.3 Single Quarter passages and bathrooms, JC Hall, School, Swimming pool cloak room, House 40, stand in between 11:00-
15:00 at Murrays Bay harbour: One (1) female cleaner from 07:30 – 16:30
- 1.5.2.1.4 Heritage and Sobukwe complex: One (1) cleaner from 07:30 – 16:30 (relieve at harbour from 11:00 – 14:00)
- 1.5.2.1.5 Transport yard and Transport offices: Two (2) male cleaners 06:00 – 15:00 (one cleaner relieve at harbour from 11:00 – 15:00)

- 1.5.2.1.6 Murrays Bay harbour and visitor centre: one (1) male from 07:00 – 11:00 and from 14:00 – 18:00 and one (1) female cleaner from 07:00 – 11:00 and from 14:00 -18:00
- 1.5.2.1.7 Guesthouse, Clinic, Bus stop, Club house, Garrison Church, House 17, 26, 49 and 90 (Ferries staff) on Fridays: One (1) cleaner from 07:30 – 16:30
- 1.5.2.1.8 Admin block, Leper church, Houses 47 and 48, Bus stop and: One (1) cleaner from 07:30 – 16:30
- 1.5.2.1.9 Alpha 1: One (1) cleaner from 07:30 – 16:30

1.5.3 WEEKENDS ROBBER ISLAND

- 1.5.3.1 **SIX (6) cleaners** work weekends on Robben Island.
(Weekends the first boat leaves Cape Town at 09:00 and the last boat leave Robben Island at 18:00)
- 1.5.3.1.1 Murrays Bay Harbour: One (1) male and one (1) female cleaner from 08:30 – 17:30
- 1.5.3.1.2 Prison: One (1) cleaners from 07:30 – 16:30
- 1.5.3.1.3 Alpha 1: One (1) cleaner from 09:30 – 18:30
- 1.5.3.1.4 Transport and buses: Two (2) cleaners from 06:30 – 15:30
(Weekends 1 Prison cleaner and 1 Transport cleaner relieve at harbour from 11:00 – 14:00)

1.6 CLEANING EQUIPMENT

Bidders must supply full particulars of the type of machines and equipment that will be used for the rendering of the cleaning services. **SABS certificates to be provided from the Supplier that will provide the equipment);**

NR	ITEM DESCRIPTION	SITE	QUANTITY
1.6.1	Vacuum cleaner	Nelson Mandela Gateway (NMG)	3
1.6.2	Vacuum cleaner	Robben Island	3
1.6.3	Buffing machine	NMG	1
1.6.4	Buffing machine	Robben island	1

1.6.5	Carpet cleaner	NMG	1
1.6.6	Pressure washers	NMG	1
1.6.7	Pressure washers	Robben Island	2

1.7 CLEANING MATERIALS AND CONSUMABLES

The contractor must supply all cleaning materials, consumables and equipment necessary for the carrying out of the contract at their own expense.

The following figures serve as a rough estimate of our current monthly consumable usage. Please note that these figures are approximate and subject to variation.

NR	ITEM DESCRIPTION	SITE	QUANTITY
1.7.1	Good quality Toilet paper	Nelson Mandela Gateway (NMG)	25 bales x 48
1.7.2	Good quality Toilet paper	Robben Island	25 bales x 48
1.7.3	Folded hand towels	NMG	10 boxes x 10
1.7.4	Folded hand towels	Robben Island	12 boxes x 10
1.7.5	Light duty black bags	NMG	6 packs of 100
1.7.6	Light duty black bags	Robben Island	6 packs of 100
1.7.7	Heavy duty transparent bags	NMG, toilets and offices	5 packs of 100
1.7.8	Heavy duty transparent bags	Robben Island, toilets and offices	5 packs of 100
1.7.9	Hand soap for dispensers	NMG	5 litres x 4
1.7.10	Hand soap for dispensers	Robben Island	7 litres x 4
1.7.11	Hand sanitizer	NMG	2 Boxes with 8 units
1.7.12	Hand sanitizer	Robben Island	2 Boxes with 8 units
1.7.13	Dish washing liquid	NMG	5 litres x 3
1.7.14	Dish washing liquid	Robben Island	5 litres x 3
1.7.15	Car shampoo	Robben Island	5 litres x 1

1.7.16	Bleach	NMG	5 litres x 4
1.7.17	Bleach	Robben Island	5 litres x 4
1.7.18	Pine	NMG	25 litres x 1
1.7.19	Pine	Robben Island	25 litres x 1
1.7.20	Pledge furniture polish	NMG	8 x 300ml cans
1.7.21	Pledge furniture polish	Robben Island	8 x 300ml cans

1.8 SANITARY AND HYGIENE EQUIPMENT FOR NMG AND ROBBEN ISLAND

NR	ITEM DESCRIPTION	SERVICE	QUANTITY
1.8.1	Electronic sanitary bins with removable bags	14-day service	70 Units
1.8.2	Urinal pee mats	14-day service	14 mats
1.8.3	Air fresheners with LED display panel	14-day service	20 Units
1.8.4	Auto Sanitizers with indicator light	28-day service	70 Units
1.8.5	Deep cleaning of toilets	quarterly	70 Units
1.8.6	Deep cleaning of showers and hand basins	annually	70 Units
1.8.7	Hand dryers and service	quarterly	25 Units
1.8.8	Seat sanitizers	daily	20 Units
1.8.9	Hand soap dispensers	daily	50 Units
1.8.10	Hand sanitiser dispensers	daily	20 Units

1.9 REQUIREMENTS FOR CLEANING STAFF

- 1.9.1 **All firms** providing proposals must become familiar with local conditions and laws and take them into account in preparing their proposals.
- 1.9.2 RIM holds the right to screen and interview the Cleaning and Hygiene Services Personnel supplied to render the service within seven (7) days after the commencement of the service and verbally request an immediate replacement should the personnel not meet the criteria or perform to the accepted standard
- 1.9.3 The bidder must submit a recent South African Police Service Criminal Record Centre record clearance certificate (at the bidder's own expense) to RIM, in respect of all personnel supplied to render the service, within fourteen (14) days after commencement of the service.
- 1.9.4 The service provider will be required to report on compliance with the above-mentioned requirements as and when requested by RIM, or every 6 months as part of progress reporting and performance audit.

1.10 SITE INSPECTIONS

A compulsory site inspection will be conducted by RIM for shortlisted bidders. The company must have a physical office/site to evaluate the infrastructure setup.

1.11 FEE STRUCTURE

- All- inclusive costs plus VAT for the period of thirty-six (36) months. The Annexure A pricing schedule must be completed in full for all the offices.
- The total price must be Firm for the provision of cleaning services and must include all-inclusive Labour cost, markup, provision for CPI increases and any other relevant costs for the 36 months' period. The only adjustment that will be allowed is the hourly rates for the workers as per the Sectoral Determination 1: Contract Cleaning Sector.
- For example, on items to be considered for all inclusive labour costs, please refer to Annexure C

- The total vat inclusive bid price to be indicated in the SBD3.3 form. The price offer must be for the three years' period and must include all cost drivers in arriving to the total VAT-inclusive price.
- Note: Failure to complete Annexure A in full will result in a disqualification.

2 REQUIRED DOCUMENTATION/COMPULSORY REQUIREMENTS

PLEASE ENSURE THAT THESE MANDATORY DOCUMENTS ARE PRESENTED IN THE ORDER AS MENTIONED BELOW (NUMBER DOCUMENTS ACCORDINGLY 9.1 a-f)

- 2.1 All prospective bidders MUST attach CERTIFIED COPIES of the following compulsory valid documents: FAILURE OF WHICH MAY DISQUALIFY THE BIDDER:
- a. Proof of registration with the Cleaning Body Association but not limited to the Cleaning Association of South Africa (CASA), National Contract Cleaners Association (NCAA), Black Economic Empowerment Cleaning Association (BEECA)
 - b. Submit a valid Letter of Good Standing for Compensation for Occupational Injuries and Diseases Act (COIDA) of 1993 (amended in 1997) from Department of Labour.
 - c. Submit proof of Public Liability Insurance for Twenty million R20,000,000.00 **(If Public Liability Insurance is not in place yet, please provide proof of intent / proof of quotation obtained).**
 - d. Submit audited financial statements for the past consecutive three years showing liquidity and solvency. The letter statement should not be older than six months of the financial year.
 - e. Submit a company profile indicating a minimum of Four (4) years' experience in commercial cleaning and hygiene services.

- f. The bidder must submit a minimum of three (3) written referrals from organizations and Robben Island Museum reserves the right to contact the companies.

The reference letters must indicate the following:

- Reference letter stating satisfactory commercial cleaning and hygiene services rendered.
- Contract value
- Contact details (name telephone nr.)

3 EVALUATION CRITERIA

This proposal will be evaluated in the following manner:

(a) Phase 1: Evaluation process – Submission of compulsory proposal requirements by bidders and compliance to specification

The first phase of evaluation is checking and verification of all the mandatory documents to be submitted by the bidders and compliance to specification.

- a. Submit Proof of registration with the Cleaning Body Association but not limited to the Cleaning Association of South Africa (CASA), National Contract Cleaners Association (NCAA), Black Economic Empowerment Cleaning Association (BEECA)
- b. Submit a valid Letter of Good Standing for Compensation for Occupational Injuries and Diseases Act (COIDA) of 1993 (amended in 1997) from Department of Labour.
- c. Submit proof of Public Liability Insurance for Twenty million R20,000,000.00 **(If Public Liability Insurance is not in place yet, please provide proof of intent / proof of quotation obtained).**

Bidders are required to comply by the bidder requirements mentioned above.

Certified copies or original documents will be accepted.

Companies that do not comply with the compulsory bid requirements will be regarded as non-responsive and will be disqualified.

(b) **Phase 2: Technical evaluation** Bidders will be required to submit documentation as per the technical evaluation criteria detailed below. Bidders must achieve a minimum of **85 points** to proceed to the next evaluation phase.

Item	Criteria	Description	Max Score (Points)
1	Experience in high traffic customer facing environment.	Evaluation of the bidder's experience in the successful execution of a cleaning service. Contracts of more or equivalent value, and reference letters (signed, on the bidder's letter head) The referrals should also indicate if the service was satisfactory and if the contractor would be recommended for future work. - 5 or more reference letters =35 Points - 2- 4 reference letters =15 Points - Less than 2 reference letters = 0 point	35
2	References provided to indicate	Evaluation of the experience, of the supervisors to be deployed to this contract and based on Robben Island	30

	experience supervisors	of	Please indicate the years of experience relevant to the scope of work. (Comprehensive and latest CV must be submitted.) <u>1st Supervisor</u> - 10 years and more = 15 Points - 7- 9 years = 10 Points - 4-6 years = 5 Points - 0-3 years = 0 Point <u>2nd Supervisor</u> - 10 years and more = 15 Points - 7- 9 years = 10 Points - 4-6 years = 5 Points - 0-3 years = 0 Point	
3	Methodology, Strategy Approach	and	The service provider should demonstrate adherence to the Terms of Reference (TOR) by elaborating on the services required and demonstrating whether their proposed process meets the requirements. How does the bidder envisage undertaking this service/contract? The methodology should include step by step approach, service delivery, risk management, quality assurance and evaluation. The bidder should set out a concise and clear plan of approach and method to be adopted for the project identifying possible challenges and methods on overcoming same, Excellent: 35 Good: 20 Average: 15 Poor: 0	35
Total Points				100

(c) Phase 3: Price and 80/20 Procurement Points System

The 80/20 preference points system will be applied (Please attach an updated B-BBEE certificate/affidavit, Companies and Intellectual property commission certificate (CK document) and Central supplier data base report (CSD)

The following breakdown and weighting will apply with regards to application of point for price and specific goals:

	BREAKDOWN	WEIGHT
(i)	Specific goals	20
(ii)	Points for Price	80
	Total Points	100

Designated groups	Number of Points (80/20)
▪ Points for Black People Equity (at minimum of 51% Black owned)	10
▪ 100% employment of local labour (labour with permanent residence within Cape Town) NB: Submit List of Staff (for this contract) with valid proof of addresses.	5

▪ Points for Local economy empowerment (Bidders domiciled in Western Cape) – only valid proof of address will be accepted.	5
No evidence submitted	0

“Black people” refers to Africans, Coloureds and Indians:

- (a) who are citizens of the Republic of South Africa by birth or descent; or
- (b) who became citizens of the Republic of South Africa by naturalisation
 - (i) before 27 April 1994; or
 - (ii) on or after 27 April 1994 and who would have been entitled to acquire citizenship by naturalisation prior to that date.

“Proof of address” may be in the form of, but not limited to:

- Municipal Account/Statement, not older than 3 months
- A valid lease agreement (signed by both parties, and in force)
- Homeowner’s Insurance Policy or Statement, not older 12 months.
- Municipal Letter or Confirmation of Address (A letter from a municipal office confirming a person’s residence).
- Bank Statements (A statement from a registered South African bank showing the individual’s residential address, not older 3 months).

4 COSTING

12.1 The price proposal must be based on ALL OF THE BID SPECIFICATIONS AND NOTHING MUST BE OMITTED.

12.2 Yearly salary increases from the second and third year will be implemented in line with the rates stipulated in the Government Gazette. The service provider submits rate adjustment request at least one month prior to implementation. RIM reviews and responds. Implementation: upon written approval from RIM

12.3 In the event RIM introduces new products, service providers shall provide additional cleaners on the standard labour rate.

ANNEXURE A.

LABOUR COSTS- include all costs	Number of staff	Full time
Supervisors (only full-time supervisors required)	2	
Basic Salary		R.....
Provident Fund		R.....
Sick Leave		R.....
SDL		R.....
Annual Leave		R.....
COIDA		R.....
UIF		R.....
NCCA/any other approved body- if applicable		R.....
Bonus		R.....
Any Other Allowances		R.....
		Total monthly costs per Supervisor
		R.....

		Total costs for number of Supervisors offered per month R.....
Cleaners (only full-time cleaners required)	29	
Basic Salary		R.....
Provident Fund		R.....
Sick Leave		R.....
SDL		R.....
Annual Leave		R.....
COIDA		R.....
UIF		R.....
NCCA/any other approved body- if applicable		R.....
Bonus		R.....
Any Other Allowances		R.....
		Total monthly costs per Cleaner R.....
		Total costs for number of Cleaners offered per month R.....
A. TOTAL LABOUR COSTS FOR THE FIRST YEAR (Combined: Supervisors and Cleaners)		R.....

B. TOTAL LABOUR COST FOR THE SECOND YEAR (Combined: Supervisors and Cleaners) (estimate)		R.....
C. TOTAL LABOUR COST FOR THE THIRD YEAR (Combined: Supervisors and Cleaners) (estimate)		R.....
D. TOTAL COSTS FOR CLEANING MATERIALS, EQUIPMENT, SANITARY CONSUMABLES AND SANITARY EQUIPMENT (SUPPLY, INSTALL AND MAINTAIN), HIGH AREA CLEANING AND LAUNDRY SERVICE FOR THE 36 MONTHS		R.....
E. PROFIT MARK-UP & OTHER COSTS		R.....
GRAND TOTAL (Add A – E)		R.....

12.4 The bid price must be the Grand Total price.

12.5 Price must include all applicable taxes and VAT and must be indicated in ZAR. Price must also include all costs as there will be no additional costs entertained.

13. COMPULSORY SITE-BRIEFING SESSION: 29 SEPTEMBER 2026

14. CLOSING DATE: 13/10/2026

17. CONTACT PERSON FOR ENQUIRIES: email: molefim@robber-island.org.za or at telephone number: 021 413 4200

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

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

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

2.2.1 If so, furnish particulars:

.....

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

2.3.1 If so, furnish particulars:

.....

3 DECLARATION

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

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 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.

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.

- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 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
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

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

1.2 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.

1.3 **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

1.4 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.

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

2. DEFINITIONS

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

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

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

80/20

$$Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right) \quad \text{Where}$$

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest 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.

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Points for Black People Equity (at minimum of 51% Black owned)	10	
100% employment of local labour (labour with permanent residence within Cape Town) NB: Submit List of Staff (for this contract) with valid proof of addresses.	5	
Points for Local economy empowerment (Bidders domiciled in Western Cape) – only valid proof of address will be accepted.	5	

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:	
	
	
	

CONTRACT FORM - RENDERING OF SERVICES

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

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

1. I hereby undertake to render services described in the attached bidding documents to **ROBBEN ISLAND MUSEUM** in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number..... at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid.

2. The following documents shall be deemed to form and be read and construed as part of this agreement:
 - (i) Bidding documents, viz
 - Invitation to bid;
 - Purchase order / Letter of Award or acceptance;
 - Tax clearance certificate;
 - Pricing schedule(s);
 - Filled in task directive/proposal;
 - Preference claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations 2017;
 - Declaration of interest;
 - Declaration of bidder's past SCM practices;
 - Certificate of Independent Bid Determination;
 - Special Conditions of Contract;
 - (ii) General Conditions of Contract; and
 - (iii) Other (specify)

3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.
5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
6. I confirm that I am duly authorised to sign this contract.

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

DATE

WITNESSES

1

2

DATE:

CONTRACT FORM - RENDERING OF SERVICES**PART 2 (TO BE FILLED IN BY THE PURCHASER)**

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

DESCRIPTION OF SERVICE	PRICE (ALL APPLICABLE TAXES INCLUDED)	COMPLETION DATE	B-BBEE STATUS LEVEL OF CONTRIBUTION	MINIMUM THRESHOLD FOR LOCAL PRODUCTION AND CONTENT (if applicable)

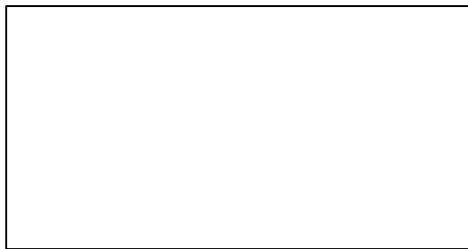
4. I confirm that I am duly authorised to sign this contract.

SIGNED ATON.....

NAME (PRINT)

SIGNATURE

OFFICIAL STAMP

A large, empty rectangular box intended for an official stamp or seal.

WITNESSES

1

2

DATE:

GOVERNMENT PROCUREMENT

GENERAL CONDITIONS OF CONTRACT

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.

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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.

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| 2. Application | <p>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.</p> <p>2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.</p> <p>2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.</p> |
| 3. General | <p>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.</p> <p>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</p> |
| 4. Standards | <p>4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.</p> |
| 5. Use of contract documents and information; inspection. | <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> |
| 6. Patent rights | <p>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.</p> |
| 7. Performance security | <p>7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.</p> |

- 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.