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SOUTH AFRICAN SOCIAL SECURITY AGENCY

TERMS OF REFERENCE FOR THE PROVISION OF CLEANING AND SANITATION SERVICES FOR SASSA HEAD OFFICE FOR A PERIOD OF THREE (03) YEARS

Bidders Initials

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1. ACRONYMS

Acronym	Description
HO	Head Office
SASSA	South African Social Security Agency
SBD	Standard Bidding Document
SCM	Supply Chain Management
SA	Services Agreement (Contract)
SLA	Service Level Agreement
HVAC	Heating, Ventilation and Air Conditioning
OHS	Occupational Health and Safety
BBBEE	Broad Based Black Economic Employment
CSD	Central Supplier Database
COIDA	Compensation of Injuries and Diseases Act
CV	Curriculum Vitae
CIPC	Companies and Intellectual Property Commission
EME	Exempted Micro Enterprise
M2	Square Meters
NCCA	National Contract Cleaners Association
SABS	South African Bureaus of Standards
SANAS	South African National Accreditation System
TOR	Terms of Reference
UIF	Unemployed Insurance Fund
QSE	Qualifying Small Enterprise

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2. GLOSSARY OF TERMS

Terms	Definitions
Bid	means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of services or goods
Bidders	means any enterprise, consortium or person, partnership, company, close corporation, firm or any other form of enterprise or person, legal or natural, which has been invited by SASSA to submit a bid in response to this bid invitation
Disability	means, in respect of a person, a permanent impairment of a physical, intellectual, or sensory function, which results in restricted, or lack of, ability to perform an activity in the manner, or within the range, considered normal for a human being
Service Provider	In this document reference to Service Provider also means Bidder and vice versa
Response Template	Templates provided by SASSA to all Bidders to complete (e.g. Annexures and SBD forms)
Office Space	Office Park building/office complex and multiple office buildings
Stripping	the process of completely removing an existing protective coating, like wax or sealant, from a surface, usually a floor, using a harsh chemical solution to expose the bare surface underneath, allowing for a fresh layer of finish to be applied
Deep Cleaning	Deep cleaning is the process of thoroughly cleaning a space, removing dirt, mould, grime, and bacteria

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3. OBJECTIVE OF THE BID

The main objective is to procure the cleaning and sanitation services for SASSA Head Office for a period of three (3) years. Details on the square meters and floor plan will vary from floor to floor. The total area to be serviced is 10 000 m².

4. BACKGROUND

- 4.1. SASSA was established in terms of the South African Social Security Agency Act, 2004 (Act no. 9 of 2004) to administer social security grants in terms of the Social Assistance Act, 2004 (Act no. 13 of 2004). The Agency is mandated to ensure effective and efficient delivery of services of high quality with regard to the management and administration of social grants such that the entire payment process and system from application to receipt of social grants by a beneficiary, is done in a manner that is sensitive, caring and restores the dignity of the beneficiaries as well the integrity of the whole system.
- 4.2. According to Section 8 (1) of the Occupational Health and Safety Act, Act, 1993 (Act no. 85 of 1993), as amended, the Agency is required to provide as far as reasonably practicable, a working environment that is safe and without risk to the health of its employees and their customers.
- 4.3. It is for this cause that these terms of reference were set and approved to be used in SASSA universally.

5. SCOPE OF WORK ON CLEANING AND SANITATION SERVICES

5.1. PART A – Office Cleaning Services Requirements

STANDARD CLEANING ACTIVITIES

FLOOR MAINTENANCE:

RESILIENT FLOORS:

- | | |
|--------------------|-------------------------|
| ○ Sweep. | Daily and when required |
| ○ Damp mop | Daily and when required |
| ○ Machine burnish. | When required |

STONE FLOORS (CERAMIC TILES):

- | | |
|------------------|-------------------------|
| ○ Sweep. | Daily and when required |
| ○ Damp Mop. | Daily and when required |
| ○ Machine Buff. | When required |
| ○ Machine scrub. | When required |

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FLOORS WITH INTERLOCKING RUBBER TILES

- Sweep. Daily and when required
- Damp Mop. Daily and when required
- Polish Daily and when required
- Machine Buff. When required
- Machine scrub. When required

RUGS AND CARPETING:

- Vacuum clean thoroughly: Daily and when required
- Heavy traffic areas. Daily and when required
- Medium traffic areas. Daily and when required
- Light traffic areas. Daily and when required

DUSTING:

- Dust all surface (low level). Daily and when required
- Dust all high ledges and fittings. Weekly and when required
- Dust all surfaces (wall, cabinet, etc.) Daily and when required
- Dust all window ledges. Daily and when required
- Dust telephones. Daily and when required
- Clean and disinfect telephones. Daily and when required

WASTE DISPOSAL:

- Provide refuse bags for the bins Daily and when required
- Empty and clean all waste receptacles. Twice a day and when required
- Remove all waste to specified areas. Daily and when required
- Remove all waste papers. Daily and when required
- Wipe clean the waste bins under the workstations Daily and when required
- Wipe clean the waste bins in kitchens Daily and when required
- Wipe clean the waste bind in pause areas Daily and when required

WALLS AND PAINTWORK:

- Spot clean all low surface, i.e. glass, walls, doors and light switches. Daily and when required

GLASS AND METAL WORK:

- Spot clean glass doors. Daily and when required

ENTRANCE AND RECEPTION:

- Damp Mop. 4 X Daily and when required

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- Sweep entrance steps and entrance. Daily and when required
- Clean doormats and wells. Daily and when required
- Wash steps. Daily and when required
- Clean Front and Back Courtyards Daily and when required
- Cleaning of forecourt around the Building Daily and when required

TOILETS AND REST ROOMS:

Normal usage toilets and rest rooms

- Provide toilet brushes for all toilets Once off and when required
- Provide Anti-splash urinal screen (slash guards) for male urinals Monthly
- Maintain floors according to types. Daily and when required
- Deep clean normal usage toilets Quarterly
- Damp mop floors with disinfectant. Four (04) X a day
- Empty and clean all waste receptacles. Daily and when required
- Empty and clean sanitary bins. Weekly
- Empty and clean nappy bins Weekly
- Deep Clean urinals Weekly
- Clean and sanitize all bowls, basins, urinals, showers and baths (where applicable). Four (04) X a day
- Clean all mirrors. Daily and when required
- Clean all metal fittings. Daily and when required
- Spot clean walls, doors, partitions and lockers (where applicable). Daily and when required
- Replenish consumables i.e. (toilets papers, Soap, seat sanitizers and towel cabinets (where applicable). Daily and as and when required
- Clean Beneficiary toilets Hourly

LIFTS AND LIFT FOYERS:

- Completely clean interior of all lifts including indicator boards. Daily and when required
- Clean lift door tracks. Daily and when required
- Sanitize lift button panel (inside and outside) Four (04) X a day

STAIRCASES:

- Dust and sanitize handrails and fittings. Daily and when required
- Maintain landings, treads and risers according to finish. Daily and when required
- Clean fire escape (Staircase) Daily and when required

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WINDOW CLEANING:

- Clean interior and faces of all accessible windows. Quarterly (only on weekends)
- External Windows in the ground floor Quarterly (only on weekends)
- Open and Close the blinds when cleaning windows Quarterly
- Clean partition glass. Weekly

BLINDS:

- Dust. Twice a week
- Ensure that blinds are in place. Daily and when required
- Wipe Using the blind cleaner Weekly

NB: The service provider shall be held accountable for the blinds damaged by the cleaners

STOREROOMS:

- Scrub the floor. Twice a month and when required
- Dust all areas Twice a month and when required
- Remove all unwanted papers and other items. Twice a month and when required

WALKWAY/BUILDING SURROUNDINGS:

- Pick up litter and remove to agreed area. Daily and when required
- Sweep. Weekly
- Clean and sweep the courtyard area in front of Building As and when required

REFUSE AREA:

- Maintain compactor / refuse area in a clean and hygienic condition. When required (If applicable)
- Sweep and keep the refuse area tidy (maintain refuse area in a clean hygienic condition) Daily and when required

DINING / PAUSE AREA:

- Maintain and clean floors according to type. Daily and when required
- Dust all vertical and horizontal surfaces to a height of 2.5m. Daily and when required
- Damp wipe furniture. Two (02) X a day and when required

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- Empty and clean receptacles. Twice a day and when required

KITCHENS:

- Maintain and clean floors (inside and outside). Daily and when required
- Kitchen cupboards Daily and when required
- Wash all the dishes in the kitchen including Lunch boxes in the kitchen. Four (04) X a day and when Required
- Disinfect microwaves, Water coolers, Fridge door Handles, kettles and Kitchen taps. Four (04) X a day and when Required
- Clean the fridges. Fortnightly and when required
- Defrost and Deep Clean fridges Quarterly and when required
- Clean the microwave ovens. Daily and when required
- Clean and re-fill Urns and kettles. Daily and when required

NB: Dishwashing material (Kitchen Detergents) **MUST NOT BE INCLUDED IN THE BID PROPOSAL** (dishwashing liquid, multi-surface cleaner, bleach, dishwashing cloths, scourers).

BOARDROOMS:

- Maintain and clean floors. Daily and when required
- Dust all boardroom tables and chairs. Daily and when required
- Collect and return dirty dishes and wash them in the kitchen As and when required

OFFICES

In addition to the standard cleaning activities for offices

- Collect and return dirty dishes and wash them in the kitchen As and when required
- Wash water jugs and glasses and re-fill water jugs Daily
- Wash and refill kettles Daily and when required

WATER COOLERS:

- Clean and re-fill water coolers Daily
- Clean the water cooler bottles. Fortnightly and when required
- Disinfect water coolers buttons. Four (04) X Daily

SERVICE TIMES:

- Day cleaning - Monday to Friday from **06h30 to 15h00**.
- Night cleaning is not allowed.

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- **A cleaning assistant who will be stationed at the Chief Executive Office/floor will be required to work flexible hours amounting to a total of 8 hours a day.**

MISCELLANEOUS:

- Polish/disinfect desks and office furniture. Daily
- Wash vinyl covered furniture. Monthly
- Vacuum cloth covered furniture. Monthly and when required
- Removal of empty boxes When required
- Dry cleaning of the bathroom towels (CEO's and Minister's Offices) When required
- Disinfection of specified areas When Required

QUARTERLY CLEANING EXERCISES

- Carpet cleaning (deep cleaning) Quarterly (only on weekends)
For the beneficiaries waiting area Monthly (only on weekends)
- Clean interior part of windows Quarterly (only on weekends)
- Clean exterior part of windows on ground floor Quarterly (only on weekends)
- Deep Cleaning of Couches (80) Six monthly (only on weekends)
- Deep Cleaning of Couches in the beneficiaries Waiting area (15) Monthly (only on weekends)
- (Numbers may increase or decrease)
- Pest & Rodent Control Quarterly (only on weekends)
(Follow up exercises after 6 weeks of each exercise)
- Deep cleaning of chairs (1312) Six monthly (only on weekends)
(Number may increase or decrease)
- Deep toilet, foyer, kitchen floors, pause area floors cleaning (stripping) Quarterly (only on weekends)
(Clean, wash and machine scrub)
- **Pressure cleaning courtyards (Front and back)** Quarterly
Deep cleaning of the staircase (stripping) using Slimline brushes

NB. Quarterly Deep Cleaning exercises are conducted on weekends. Therefore, it will be facilitated in line with the Basic Conditions of Employment Act. The service provider must ensure that the employees work (08) eight hours on Saturday and (08) eight hours on Sunday and must also ensure compliance to the section 10 of the Basic Conditions of Employment Act.

DISINFECTION OF COMMON AREAS

- Disinfection of common areas Four (04) X a day
(i.e. Microwaves, fridges, water coolers, bathroom doors, entrance doors,

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- kitchen door handles).
- Buttons and handles for kitchen equipment Four (04) X a day

EXCLUDED AREAS:

- Electrical and mechanical plant rooms.

5.2. **PART B – SANITARY EQUIPMENT & CONSUMABLES REQUIREMENTS**

5.2.1. **The service provider shall be required to install new equipment and will be responsible for the maintenance of sanitary equipment and consumables.**

5.2.2. **The required equipment is as follows:**

- Toilet Paper Holders and Refills;
Toilet Paper Quality must comply with SANS 1887 Part 2
- Sensor & Battery Operated Hand Towels and Refills
Hand Towel Quality must comply with SANS 1887 Part 2
- Sensor and battery operated Seat Sanitizer Dispensers (Foam) and Refills;
- Sanitizer Drip Master for Urinals;
- Sanitizer Drip Master for Female Toilets (**Annexure D - floor plan**);
- Sensor & Battery operated Sanitary Waste Bins and Removal Service (weekly);
- Sensor & Battery Operated Hand Soap Dispenser (Foam) and Refills;
- Hand Towel Waste Bins and Removal Service;
- Auto Flush Units for Urinals (Battery Operated);
- Air Freshener Dispensers (Digital & Battery Operated) and Refills.
- Baby changing Facilities (Changing table, sanitizing wipes (lockable sanitizing wipes dispenser and nappy bin) – maintenance, refills and removal service, **female beneficiary bathrooms** only.
- Automated Hand Sanitizer dispensers (**X 60 hand sanitizer dispensers**) for liquids and Refills (Battery Operated).
- Ensure adequate supply of hand sanitizers.
 - All entrance doors;
 - Boardrooms entrances;
 - Beneficiary waiting area.
 - **Quantity (X 60 hand sanitizer dispensers)**
- **Hygiene Services (servicing the she bins) should be sub-contracted to professional Hygiene Service providers**

5.2.3 **OTHER AIR FRESHENERS**

- Air Fresheners (Digital) for Reception area;
- Air Fresheners (Digital) for corridor– Customer Care (beneficiary waiting area)

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5.2.4. BATTERY SPECIFICATIONS

Extended-life Alkaline batteries

N.B: The service provider shall be expected to properly monitor the usage of the above mentioned and ensure that **THERE IS NO SHORTAGE OF BATTERIES AT ALL TIMES**. Extra box of batteries must always be kept in the storeroom for emergencies.

5.3. PART C - GENERAL CLEANING EQUIPMENT REQUIRED

- 5.3.1. Industrial Heavy duty carpet cleaner (wet and dry);
- 5.3.2. Industrial vacuum cleaners (less noise);
- 5.3.3. Specifications for the Industrial Vacuum Cleaners
 - Wet and dry vacuum cleaner with max power – 2400(w);
 - Sound level - very low;
 - Wet and dry nozzle – 360mm.

NB: The number of vacuum machines allocated must enable cleaners to vacuum in line with the requirements in PART A – Office Cleaning Services Requirements. **THERE MUST BE NO SHORTAGE OF VACUUM CLEANERS** and must be functional at all times.

5.4. Equipment for the deep cleaning exercises:

- Eight (08) Disc stripping machine or Rotaries (For deep cleaning exercises);
- Eight (08) Carpet blowers for drying the carpet during the carpet cleaning exercise;
- Eight (08) Carpet suction machines;
- Mop trolleys;
- Extendable brooms;
- Adjustable 5 meter step ladders
- 30 meter extension cord;
- 30 meter hose pipe;
- Tap connector;
- Industrial Water Pressure Cleaner Machine;
- And all other necessary equipment.
- Machines to be serviced quarterly and service records will be requested quarterly.

5.5. Number of cleaners during deep cleaning activities should be in line with number of cleaners on a daily basis (**i.e. 22 in total**). All cleaners should be able to operate both rotary and suction machines.

5.6. Additional Chemicals and Resources

- Carpet perfume (liquid)
- Carpet freshener (powder)

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- First Aid kit contents for the Service Provider's personnel to be refilled at all times (no expired items)
- 8 LED portable lights
- Fogging spray and Paste for Pest Control.

5.7. Specifications for the Baby Changing Facilities

5.7.1 Changing Table

- Wall mounted horizontally;
- Foldable design and compliant with safety standards;
- Large deep bed with adjustable safety belt;
- Dimensions when open (86.2 X 55.7 48.3cm);
- Dimensions when closed (86.2 X 12.0 X 55.7cm);
- Weight 11 kg;
- Sanitizing wipes to be replenished as and when required;
- Lockable baby wipe dispenser.

5.7.2 Nappy Bin

- 16 Litre Capacity;
- Bin lid;
- White colour;
- Plastic;
- Dimensions 23 X 23 X 49.5cm;
- Weight 2.01 kg;
- Refill packs.

5.8 Every worker must have the following:

- Latex gloves with thermal liner;
- Broom;
- Mop trolley including wringer and bucket functions;
- Scrubbing brushes;
- Buckets;
- Steel wool;
- Buffing machine;
- Furniture polish;
- Multipurpose cleaner;
- Toilet cleaner;
- Disinfectant soap;
- Bleach;
- Floor Polish;
- Dusters;
- Scourers;
- Micro fibre blind cleaner that can clean long blinds;
- Surface sanitizer;

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- And all other necessary cleaning material;
- Face masks
- Goggles

5.9 Every worker must be clothed in full uniform and name tags depicting the name of the cleaner.

5.10 Strict adherence to the Colour Coding Guide in the provision of Cleaning and Sanitation Services in SASSA Head Office as follows:

- **RED** - most often used in high-sanitary (high risk of spreading infection) applications or in restroom cleaning, such as with toilets and urinals;
- **YELLOW** - for sinks, counters and washroom surfaces; also used for speciality cleaning (such as service counters, mirrors, and metal works);
- **BLUE** - in lower risk areas of a building, such as desktops, ledges, walls & tiles, window cleaning and high and low dusting;
- **GREEN** - used in food processing and food serving areas, such as kitchens & canteens, pause areas.

6 RESPONSIBILITIES

6.1. Responsibilities of the Service Provider:

The Service Provider shall:

- 6.1.1** Conduct business in a courteous and professional manner.
- 6.1.2** Comply with all relevant employment legislation and applicable bargaining council agreement, including UIF, etc. SASSA shall monitor compliance for the duration of the contract and implement penalties for non-compliance, e.g. payment of cleaners in line with the relevant Sectoral Determination including payment for overtime work.
- 6.1.3** Manage the internal disputes among his/her staff such that SASSA is not affected by those disputes.
- 6.1.4** Ensure that at least 60% of cleaning staff compliment to have 1 (one) year of cleaning experience in an office environment and 40% of staff may not have experience in an office environment, however they should be trained accordingly prior to inception of the contract to ensure that they are competent.
- 6.1.5** Comply with all SASSA policies, procedures and regulations.
- 6.1.6** Not make use of fire hose reels or other fire extinguishers in offices for the purpose of executing project activities.

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- 6.1.7 Not use equipment, utensils or chemicals that may damage fittings, persons or any other contents in offices. SASSA has a right to reject any such equipment, utensils or chemicals that are detrimental to its property and staff.
- 6.1.8 Not use any poisonous or highly inflammable substances without the written consent of SASSA.
- 6.1.9 Ensure that all work performed and all equipment used on site are in compliance with the Occupational Health and Safety Act, 1993 (Act no. 85 of 1993) and any regulations promulgated in terms of this Act and Terms of Reference.
- 6.1.10 Maintain cleaning equipment in good order so as to comply with the SASSA's Occupational Health and Safety Standards (a copy will be available on request).
- 6.1.11 Re-fill, empty, and clean machines and equipment only at such places as indicated/designated.
- 6.1.12 Ensure that SASSA is informed of any removal and replacement of staff.
- 6.1.13 For security reasons, SASSA reserves the right to screen all persons working under this contract.
- 6.1.14 The project manager of the appointed cleaning company must attend the following meetings organized by SASSA:
 - Occupational Health and Safety (OHS) meetings;
 - Ad-hoc meetings organized as and when necessary;
 - Progress review meetings to be held on a quarterly basis;
 - Site service and compliance monitoring on a weekly basis;
 - Attend any other emergency meetings.
- 6.1.15 The supervisor must draw up timetables and work schedules on a daily basis and will be expected to rotate staff allocations between the bathrooms and floors accordingly.
- 6.1.16 **Disaster Management, Urgent Services & Emergencies:** In the event of flooding or any other incident which may occur requiring cleaning and sanitation services which are not specified in this bid document, the cleaning and sanitation service must be undertaken by the appointed service provider, in line with the applicable SCM Procedures as and when required.

6.2 SASSA's responsibilities

SASSA shall:

- 6.2.1 Manage the contract in a professional manner.

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- 6.2.2 Monitor the service provider if he/she pays the cleaners in line with the Sectoral Determination 1: Contract Cleaning Sector and take steps against the service provider if there is non-compliance. This will be done through inspections conducted by the Department of Labour.
- 6.2.3 Require the service provider to warrant that the remuneration (costs of labour) structure on its financial proposal for its employees is the actual remuneration that it will pay to its employees during the subsistence of the services subject to the necessary and other applicable annual adjustments.
- 6.2.4 Provide appropriate information as and when required and only in situations where it is required by the service provider to fulfill their duties.
- 6.2.5 Not accept any responsibility for accounts/expenses incurred by the service provider that was not agreed upon by the contracting parties.
- 6.2.6 Provide a storage facility for equipment and materials where possible.
- 6.2.7 If necessary request the withdrawal of a staff member/cleaner if he/she poses a threat or anything to SASSA employees or because of continuous poor performance.
- 6.2.8 SASSA will not be held liable for any injuries or death incurred by the Service Provider staff whilst on duty on the SASSA premises.

7 EVALUATION CRITERIA

7.1 The proposals will be evaluated in terms of 80/20 preferential point scoring system. The proposals will be evaluated in **two** stages as follows:

7.1.1 First Stage:

- i.Phase 1: Special Conditions
- ii.Phase 2: Administrative Compliance
- iii.Phase 3: Functionality Evaluation Criteria

7.1.2 Second Stage:

- i. Phase 1: Price and Specific Goals Points

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Stage 1: Phase 1: Special Conditions

The **bidder's** requirements:

- a) The bidder is required to have a minimum of three (3) years' experience of providing cleaning and sanitation services with a minimum capacity of **10 000m²** office space (**i.e. office park building/office complex and multiple office buildings**).
- b) A minimum of One (1) Reference letter from the bidder(s)' clients confirming the square meters for office space building of 10 000m² and above that they have previously cleaned, and nature of services provided in an office park building/office complex and multiple office buildings. The reference letter must be in the letterhead of the client indicating the following:
 - Dated and signed letter(s) from the bidder's clients (Date of signature of the Contract Manager/Delegated Official must not be older than three (**03 years**) with the following information:
 - Name of the client/organisation;
 - Contract period;
 - Name and contact details of Cleaning and Sanitation contactable reference/Contract Manager/Delegated Official (**which includes emails and phone numbers**);
 - Specify services provided (Cleaning and Sanitation, etc.);
 - Square meters of office space building (10 000 m²).

***NB. If the above stated information is not included in the letter, bidders shall be disqualified.**

Stage 1: Phase 2: Administrative Compliance

- a) A letter of confirmation from the Service Provider to provide for the following (**Refer to Annexure F**):
 - i. A **Project Manager** is required to have a minimum of 3 (three) years' Project Management experience/skills in the cleaning and sanitation services industry.
 - ii. A **Supervisor** is required to have a minimum of 3 (three) years' supervisory experience/skills in the cleaning and sanitation services industry. Any replacement must be of the same experience.
 - iii. **60% of cleaning staff compliment** to have 1 (one) year of cleaning experience in an office environment and 40% of staff may not have experience in an office environment, however they should be trained accordingly prior to inception of the contract to ensure that they are competent.

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- iv. Only SABS approved cleaning and sanitation equipment, and materials shall be used to clean the building (**Refer to Part A, B and C**).
- v. Provide valid Public Liability Insurance confirmation (**R 5 000 000.00 minimum**).
- vi. Comply with Emergency Response Procedures:
 - Service Providers Internal Occupational Health & Safety Plan (Must include but not limited to the following)
 - At least (2) two cleaners to be trained as First Aiders (Certificates)
 - Transportation for cleaners to hospital in – Injury on Duty (IOD) emergencies
 - Contact person when the cleaners are injured
 - Provide First Aid Box on the premises for the personnel.

b) The bidder must submit the following:

- i. SARS Tax Compliance Status Pin;
- ii. Fully completed and signed standard bidding documents (SBD's);
- iii. Annexure A – Table of Experience;
- iv. Registration with the National Contract Cleaners Association/any other relevant contract cleaner's association;
- v. COIDA letter of good standing;

***NB:** Failure to comply with the above-mentioned Administrative Compliance requirements may invalidate your proposal.

Stage 1: Phase 3: Technical Proposal (Functionality Evaluation)

EVALUATION CRITERIA for functionality are listed below:

Values: 1 = Poor, 2 = Average, 3 = Good, 4 = Very Good, 5 = Excellent

Stage one: Phase three – Functionality Criteria	Weight 100
1. Activities during Pre-Project Implementation Phase:	(30)
1.1 Define project scope and objectives;	10
1.2 Identify stakeholders and their requirements;	2
1.3 Create a detailed project timeline and schedule;	5
1.4 Proposed Plan for the following:	
1.4.1 Sourcing of necessary, sufficient cleaning equipment and consumables;	5

Bidders Initials

TERMS OF REFERENCE FOR THE PROVISION OF CLEANING AND SANITATION SERVICES FOR SASSA HEAD OFFICE FOR A PERIOD OF THREE (03) YEARS

1.4.2 Determining staffing requirements and schedules;	2
1.4.3 Recruiting cleaning staff; and	2
1.4.4 Providing training on cleaning procedures, equipment, and safety protocols.	4
2. Project Implementation Plan.	(30)
2.1 Proposed plan for the following:	
2.1.1 Ensuring equipment is always well-maintained and in good working condition;	5
2.1.2 Inventory management system for equipment and consumables;	5
2.1.3 How the services will be executed and what are the expected outputs	10
2.1.4 Time lines; and	5
2.1.5 Training plan.	5
3. Risk Assessment and Mitigation of the cleaning and sanitation activities	(15)
3.1. Identify potential hazards;	5
3.2. Provide mitigation factors for the identified hazards; and	5
3.3. Proposed plan on ensuring compliance with relevant cleaning regulations and standards.	5
4. Quality Control and Monitoring	(10)
4.1. Propose performance monitoring and evaluation framework; and	5
4.2. Proposal on ensuring staff understand quality control and performance standards.	5
5. Communication and Stakeholder Management for the site	(8)
5.1 Propose communication plan for stakeholders of (clients, staff, management);	4
5.2 Establish reporting protocols and procedures – Project Manager and supervisor;	4
6 Contingency Plan during project execution. Examples include, but not limited to absenteeism, how will cleaning be facilitated during industrial action, water shortages, power shortages.	(7)

NB: A total of 100 points is allocated for functionality, and bidders must score a minimum of 70 points on functionality. Bidders who score less than 70 points for functionality shall be disqualified and shall not be subjected to further evaluation.

Bidders Initials

TERMS OF REFERENCE FOR THE PROVISION OF CLEANING AND SANITATION SERVICES FOR SASSA HEAD OFFICE FOR A PERIOD OF THREE (03) YEARS

Stage 2: Phase 1: Price and Specific Goals

80 points will be for price and the 20 points will be for specific goals

Price

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where

P_s = Points scored for price of tender under consideration

P_t = Price of tender under consideration

P_{min} = Price of lowest acceptable tender

Specific Goals

Points will be awarded to a bidder for attaining the specific goals in accordance with the table below:

Specific Goals	Number of points (80/20)
B-BBEE Status Level 1 - 2 contributor with at least 51% black women ownership	20
B-BBEE Status Level 3 - 4 contributor with at least 51% women ownership	18
B-BBEE Status Level 1 - 2 contributor with at least 51% black youth or disabled ownership	16
B-BBEE Status Level 1 - 2 contributor	14
B-BBEE Status Level 3 - 8 contributor with at least 51% youth or disabled ownership	12
B-BBEE Status Level 3 - 4 contributor	8
B-BBEE Status Level 5 - 8 contributor	4
Others (Non-Compliant)	0
Note: In the event of a bidder claiming more than one specific goal category, SASSA will allocate points based on specific goal with the highest points.	

Bidders Initials

TERMS OF REFERENCE FOR THE PROVISION OF CLEANING AND SANITATION SERVICES FOR SASSA HEAD OFFICE FOR A PERIOD OF THREE (03) YEARS

8 BID SUBMISSION REQUIREMENTS

8.1 The bidders are required to submit their proposals using the two-envelope system. Each envelope must be marked correctly and sealed separately for ease of reference during the evaluation process as follows:

8.1.1 Envelope 1 – Technical Proposal;

8.1.2 Envelope 2 – SBD 3.1 and Pricing Proposal.

8.2 The proposal must be submitted in two copies. An original response should be accompanied by a hard copy and an electronic soft copy on a memory stick. All the contents of the copies should be in the exact same order as in the hard copy to make it easier to navigate and evaluate the bid response.

9 BID CONDITIONS

9.1 The Agency reserves the right to cancel or not to award the bid to any bidder.

9.2 The Agency will not be held liable for any expenses incurred by the bidder for preparing and submitting the proposal.

9.3 The appointment of the service provider will be subjected to positive Security Screening results by the State Security Agency (SSA).

9.4 The Agency reserves the right to negotiate price with the successful bidder.

9.5 Bidders must submit their bid proposals in line with the bid specifications and the attached annexures.

9.6 In order to evaluate and adjudicate bids effectively, it is imperative that bidders comply with all conditions pertaining to this bid and to complete all the mandatory response fields for the individual items specified.

9.7 The Agency reserves the right to cancel and/or terminate the bid process at any stage, including after the Closing Date and/or after presentations have been made, and/or after bids have been evaluated and/or after the preferred bidders have been notified of their status as such.

9.8 Bidder(s) shall be disqualified if found to have misrepresented information on the bid documents.

***NB: Non-compliance with the above-mentioned Bid Conditions may invalidate the bid for all the item(s) concerned.**

Bidders Initials

TERMS OF REFERENCE FOR THE PROVISION OF CLEANING AND SANITATION SERVICES FOR SASSA HEAD OFFICE FOR A PERIOD OF THREE (03) YEARS

10 PROJECT CO-ORDINATION ARRANGEMENTS

The General Support Services Unit, based at SASSA Head Office will be responsible for the coordination of this project. The physical address is as follows:

Head Office

501 Prodinsa Building
Pretorius Street
Arcadia
0183

11 PROJECT PERIOD

Commencement date will be outlined following contracting to be concluded after acceptance of award by the successful bidder. The service provider will be expected to provide cleaning and sanitation services for a period of three (03) years.

12 INFORMATION / NON-COMPULSORY VIRTUAL BRIEFING SESSION

12.1 A virtual non-compulsory briefing session will be conducted;

12.2 Bidders will be invited for a Non-Compulsory virtual briefing session;

12.3 Enquiries may be directed to CleaningBid2025@sassa.gov.za as directed in the Standard Bidding Document (SBD1) before the non-compulsory briefing session date and three working days after the briefing session date. SASSA will respond to the enquiries five working days after the briefing session date.

ANNEXURE A – TABLE OF EXPERIENCE

NB: SASSA has the right to confirm the details captured in this table. Any misrepresentation of information will result in disqualifying the bid proposal.

<u>CURRENT AND PAST CONTRACTS (CLIENT BASE)</u>					
<p>A list of current and past contracts of cleaning and sanitation services provided in office space buildings which are 10 000m² and above, which are relevant to the service required in the bid specifications must be attached to the bid proposal. The following template must be used and must be completed in full. Failure to complete the table correctly may invalidate the bid.</p> <p>Indicate all the current and past contracts in the table below executed in office space buildings of 10 000m² and above. ONLY those relevant to the cleaning and sanitation services required in the bid specifications. Only the relevant experience will be considered for bid evaluation purposes.</p>					
Name of client / organization where contract is being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2016 to 31 March 2019	Nature of services provided (cleaning, sanitation)	Project Manager and telephone numbers of your client	Square Meters of Project Site	Total Cost of the Contract

ANNEXURE B: CHECKLIST FOR REQUIRED DOCUMENTATION

LIST OF ITEMS	TICK
<p>Project Manager available (Part Time Manager)</p>	
<p>Supervisor available (Full Time Supervisor)</p>	
<p>(22) Number of full-time cleaners offered for providing the service</p>	
<p>Training</p> <p>Indicated the training that will be provided as well as where and when training will be given</p> <ul style="list-style-type: none"> ○ On duty Training ○ Any other Training ○ Specify training courses / programmes 	
<p>Equipment</p> <p>List of equipment and chemicals to be used for cleaning services. Sanitary equipment and consumables listed according to the bid specifications.</p>	
<p>Project Implementation Plan attached</p>	
<p>Special Conditions</p> <p>A minimum of One (1) Reference letter from the bidder(s)' clients confirming the square meters for office space building of 10 000m² and above that they have previously cleaned and nature of services provided in a office park building/office complex and multiple office buildings</p>	
<p>Admin Compliance</p> <ul style="list-style-type: none"> ● SARS Tax Compliance Status Pin; ● Fully completed and signed standard bidding documents (SBD); ● Annexure A – Table of Experience; 	

Bidders Initials

TERMS OF REFERENCE FOR THE PROVISION OF CLEANING AND SANITATION SERVICES FOR SASSA HEAD OFFICE FOR A PERIOD OF THREE (03) YEARS

<ul style="list-style-type: none">• Annexure B - Checklist for required documentation• Registration with the National Contract Cleaners Association/any other relevant contract cleaner's association of the Contract Cleaning Sector;• COIDA letter of good standing;• Signed letter of commitment from the bidder (Annexure F).	
<ul style="list-style-type: none">• Price Structure Template – Annexure C	

ANNEXURE C: PRICE STRUCTURE TEMPLATE

N.B. ALL Bid Price Proposals must be completed in line with the following requirements:

- The Bid price proposal must be based on **ALL OF THE TERMS OF REFERENCE AND NOTHING MUST BE LEFT OUT.**
- A **Bid Price Proposal** excluding some of the required services (as outlined in the Terms of Reference) **shall not be accepted.**
- The Labour costs for the cleaning staff (Supervisor and cleaners) must not be below the approved Sectoral Wage Determination as determined by the Department of Labour, which is applicable at a time of submitting a Bid Proposal. Failure to adhere to the above will invalidate your bid.

ONLY PRICE PROPOSALS SUBMITTED IN LINE WITH THIS TEMPLATE SHALL BE ACCEPTED

LABOUR COSTS: All prices must include VAT	
Project Manager X 01 (Only part time costs)	Part Time
Basic Salary	R.....
Provident Fund	R.....
Sick leave	R.....
SDL	R.....
Leave	R.....
COIDA	R.....
UIF	R.....
CCA	R.....
Any Other Allowances	R.....
	Total monthly cost for the Project Manager
	R.....

<p>Supervisor (Only X 01 full time Supervisor required)</p> <p>Basic Salary</p> <p>Provident Fund</p> <p>Sick leave</p> <p>SDL</p> <p>Leave</p> <p>COIDA</p> <p>UIF</p> <p>CCA</p> <p>Bonus</p> <p>Any Other Allowances</p>	<p>Full Time</p> <p>R.....</p> <p>Total monthly cost for Supervisor</p> <p>R.....</p>
<p>Number of Cleaners (22)</p> <p>Basic Salary</p> <p>Provident Fund</p> <p>Sick leave</p> <p>SDL</p> <p>Leave</p> <p>COIDA</p> <p>UIF</p> <p>CCA</p>	<p>Full Time (Per Cleaner)</p> <p>R.....</p> <p>R.....</p> <p>R.....</p> <p>R.....</p> <p>R.....</p> <p>R.....</p> <p>R.....</p> <p>R.....</p> <p>R.....</p>

<p>Bonus</p> <p>Any Other Allowances</p>	<p>R.....</p> <p>Total monthly cost per Cleaner</p> <p>R.....</p> <p>Total cost for (22) Cleaners offered per month</p> <p>R.....</p>
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PROJECT MANAGER OVERTIME COSTS (In line with the Basic Conditions of Employment Act)	
<p><u>Saturday</u></p> <p>Quarterly Cleaning Activities (refer to Terms of Reference for overtime cleaning activities)</p> <p>.....</p> <p>Overtime x 1½</p> <p><u>Sunday</u></p> <p>Quarterly Cleaning Activities (refer to Terms of Reference for overtime cleaning activities)</p> <p>.....</p> <p>Overtime Double</p>	<p>Total cost for Project Manager per overtime session.</p> <p>R.....</p> <p>Overall cost for all Project Manager's Saturday overtime sessions (Per day).</p> <p>R.....</p> <p>Total cost for Project Manager per overtime session (Per day).</p> <p>.</p> <p>R.....</p> <p>Overall cost for all Project Manager's Sunday overtime sessions.</p> <p>R.....</p>

TOTAL COST FOR PROJECT MANAGER'S OVERTIME WORK (Aligned to the Terms of Reference)	
R.....	
SUPERVISOR OVERTIME COSTS (In line with the Basic Conditions of Employment Act)	
<u>Saturday</u> Quarterly Cleaning Activities (refer to Terms of Reference for overtime cleaning activities) Overtime x 1½	Cost for Supervisor per overtime session (Per day). R..... Total cost for all Supervisor's Saturday overtime sessions (Per day). R.....
<u>Sunday</u> Quarterly Cleaning Activities (refer to Terms of Reference for overtime cleaning activities) Overtime Double	Cost for Supervisor per overtime session Per day). R..... Total cost for all Supervisor's Sunday overtime sessions (Per day). R.....
OVERTIME COSTS FOR CLEANERS (In line with the Basic Conditions of Employment Act)	
<u>Saturday</u> Number of sessions (refer to Terms of Reference for overtime cleaning activities) 	Cost per cleaner per overtime session. R.....

<p>Overtime x 1 ½</p> <p><u>Sunday</u></p> <p>Number of sessions (refer to Terms of Reference for overtime cleaning activities)</p> <p>.....</p> <p>Overtime Double</p>	<p>Total cost per cleaner for all Saturday overtime sessions (Per day).</p> <p>R.....</p> <p>Cost per cleaner per overtime session (Per day).</p> <p>R.....</p> <p>Total cost per cleaner for all Sunday overtime sessions.</p> <p>R.....</p>
<p>TOTAL COST FOR ALL CLEANERS OVERTIME WORK (Aligned to the Terms of Reference)</p> <p>R.....</p>	
<p>TOTAL COST FOR OVERTIME (COMBINED – Project Manager, Supervisor and Cleaners)</p> <p>R.....</p>	
<p>CLEANING MATERIAL AND SANITARY CONSUMABLES AND SANITARY EQUIPMENT (REFER TO PART A, B & C FOR SERVICES REQUIRED)</p>	
<p>Description of the cleaning chemicals/requisites <u>(Attach a table reflecting individual units to be utilized per month and the cost of each unit)</u></p>	<p>Total Cost of units to be utilized per month</p> <p>R.....</p> <p>Total Cost p/month</p> <p>R.....</p>
<p>Description of sanitary consumables to be used and sanitary equipment to be installed</p>	<p>Cost p/unit x number of units</p> <p>R.....</p> <p>Total Cost p/month</p> <p>R.....</p>

<p>Dry cleaning of bathroom towels (Office of the CEO & Minister) Face Towel Hand Towel Bath Towel</p> <p>(As and when required)</p>	<p>Cost p/unit x number of units R.....</p> <p>Total Cost p/item R.....</p>
<p>Pest Control & follow up exercise after 6 weeks</p>	<p>Cost p/quarter x square meters R.....</p> <p>x 4 quarters R.....</p>
<p>Deep Cleaning of Couches</p>	<p>Cost p/couch p/term x number of couches R.....</p> <p>x 2 terms (6 MONTHLY) R.....</p>
<p>Deep Cleaning of Chairs</p>	<p>Cost p/chair p/term x number of chairs R.....</p> <p>x 2 terms (6 MONTHLY) R.....</p>
<p>Deep Cleaning of Carpet</p>	<p>Cost p/quarter x square meters R.....</p> <p>X 4 quarters R.....</p>
<p>Deep Cleaning of Windows</p>	<p>Cost p/quarter x floor R.....</p> <p>X 4 quarters R.....</p>

Deep Toilet & Foyer Cleaning	Cost p/quarter x floor R..... X 4 quarters R.....
Deep Cleaning of the Stairs	Cost per floor (stairs) area (300sqm) R..... X 4 quarters R.....
Overheads	Total Cost p/month R.....
TOTAL COST	R.....
Total Bid Price (All Costs Included)	
Total Bid Price p/month: R.....	
Total Bid Price for the 1 st Year: R.....	
TOTAL BID PRICE FOR THE FIRST 12 MONTHS (1ST Year) – to be carried over to the SBD 3.1 Form	
DISASTER MANAGEMENT & EMERGENCIES (AS PER Section 4.1.16)	
<p>N.B. For the services listed below, the service provider must only claim for the work done. The invoice must reflect this accordingly. Proof of request for emergency services must be attached to the main invoice for the affected months.</p> <p>*Other types of emergencies – The service provider will submit a quotation. Specify the cost per service as requested below</p>	
Pest & Control	Cost p/square meter R.....
Deep Cleaning of Couches	Cost p/couch R.....

Deep Cleaning of Chairs	Cost p/chair R.....
Deep Cleaning of Carpet	Cost p/square meter R.....
Flooding	Cost p/square meter R.....
Deep Cleaning of Toilets	Cost p/square meter R.....
Deep Cleaning of Foyer	Cost p/square meter R.....
Washing of interior windows	Cost p/square meter R.....
Deep Cleaning of the Stairs	Cost per floor (stairs) area (300sqm) R.....
Disinfection after a Positive Covid-19 case	Cost p/square meter R.....

***NB: PRICE AND PRICE ADJUSTMENTS (ANNEXURE C)**

- All prices charged must be inclusive of VAT.
- The bid proposal must clearly indicate the total price for the first year of the contract.
- Price adjustments shall be done annually in line with the following:
 - Consumer Price Index promulgated by STATSSA after the anniversary of the contract, on the cost of services rendered;
 - Sectoral Determination as promulgated by the Department of Labour for the labour costs.

ANNEXURE D: FLOOR PLANS AND SQUARE METERS FOR THE SASSA HEAD OFFICE

MAIN BUILDING

a) GROUND FLOOR

Offices:	6 x Offices
Open plan Workstations:	48 Workstations
Kitchens:	1x 6 m ²
Ablution Facilities:	1x Male (2 water closets, 2 urinals and 2 hand wash basins) 1x Female (2 water closets, 2 hand wash basins)
Reception Area:	225 m ²
Registry:	1 x 50 m ²
Store room	1x Shelves
Carpeted Area:	459 m ²
Front Entrance Foyer	80 m ²
Back Entrance Foyer	200 m ²

Total Square meters for the ground floor = 789 m²

b) FIRST FLOOR

Offices:	7 x Offices
Open plan Workstations:	50 Workstations
Kitchens:	2x 3 m ²
Ablution Facilities:	1x Male (2 water closets, 2 urinals and 2 hand wash basins) 1x Female (3 water closets, 2 hand wash basins)
Boardrooms:	2 x Boardrooms
Pause Area:	1 x Pause area
Storerooms:	3 x Storerooms
Carpeted Area:	511 m ²

Total Square meters for the first floor = 564 m²

c) SECOND FLOOR

Offices:	9 x Offices
Open Plan Workstations:	39 Workstations
Kitchens:	2 x 3 m ²
Ablution Facilities:	1 x Male (2 water closets, 2 urinals and 2 hand wash basins) 1 x Female (3 water closets, 2 hand wash basins)
Boardrooms:	2 x Boardrooms
Pause Area:	1 x Pause area

Storerooms: 3 x Storerooms
Carpeted Area: 511^{m2}

Total Square meters for the second floor = 564 m²

d) THIRD FLOOR

Offices: 8 x Offices
Open Plan Workstations: 49 Workstations
Kitchens: 2 x 3^{m2}
Ablution Facilities: 1 x Male (2 water closets, 2 urinals and 2 hand wash basins)
1 x Female (3 water closets, 2 hand wash basins)
Boardrooms: 2 x Boardrooms
Pause Area: 1 x Pause area
Storerooms: 4 x Storerooms
Carpeted Area: 475^{m2}

Total Square meters for the third floor = 528 m²

e) FOURTH FLOOR

Offices: 10 x Offices
Open Plan Workstations: 55 Workstations
Kitchens: 2 x 3^{m2}
Bathrooms: 1 x Male (2 water closets, 2 urinals and 2 hand wash basins)
1 x Female (3 water closets, 2 hand wash basins)
Ablution Facilities: 2 x Boardrooms
Pause Area: 1 x Pause area
Storerooms: 3 x Storerooms
Carpeted Area: 511^{m2}

Total Square meters for the fourth floor = 564 m²

f) FIFTH FLOOR

Offices: 14 x Offices
Open Plan Workstations: 60 Workstations
Kitchens: 2 x 3^{m2}
Ablution Facilities: 1 x Male (2 water closets, 2 urinals and 2 hand wash basins)
1 x Female (3 water closets, 2 hand wash basins)
Boardrooms: 2 x Boardrooms (used as workstations)

Pause Area:	1 x Pause area
Storerooms:	3 x Storerooms
Carpeted Area:	511 ^{m2}

Total Square meters for the fifth floor = 564 m²

g) SIXTH FLOOR

Offices:	11 x Offices
Open Plan Workstations:	52 Workstations
Kitchens:	2 x 3 ^{m2}
Ablution Facilities:	1 x Male (2 water closets, 2 urinals and 2 hand wash basins) 1 x Female (3 water closets, 2 hand wash basins)
Boardrooms:	2 x Boardrooms (used as registry office)
Pause Area:	1 x Pause area
Storerooms:	3 x Storerooms
Board room	1x Office size
Carpeted Area:	511 ^{m2}

Total Square meters for the sixth floor = 564 m²

h) SEVENTH FLOOR

Offices:	10 x Offices
Open Plan Workstations:	40 Workstations
Kitchens:	2 x 3 ^{m2}
Ablution Facilities:	1 x Male (2 water closets, 2 urinals and 2 hand wash basins) 1 x Female (3 water closets, 2 hand wash basins)
Boardrooms:	2 x Boardrooms
Pause Area:	1 x Pause area
Storerooms:	3 x Storerooms
Carpeted Area:	533 ^{m2}

Total Square meters for the seventh floor = 586 m²

i) EIGHTH FLOOR

Offices	12 x Offices
Kitchens	2x3 ^{m2}
Ablution	1 x Male (2 water closets, 2 urinals and 2 hand wash basins) 1 x Female (3 water closets, 2 hand wash basins)
Store rooms	Not identified

Board rooms	1x Board room
Carpeted Area:	489 ^{m2}

Total Square meters for the eighth floor = 542 m²

j) NINTH FLOOR

Offices:	15 x Offices
Kitchens:	2 x 3 ^{m2}
Ablution Facilities:	1 x Male (2 water closets, 2 urinals and 2 hand wash basins) 1 x Female (3 water closets, 2 hand wash basins) Additional: (2 water closets, 2 hand wash basins, 2 showers)
Boardrooms:	2 x Boardrooms
Meeting room:	1 x Meeting room
Storerooms:	2 x Storerooms
Carpeted Area:	433 ^{m2}

Total Square meters for the ninth floor = 452 m²

PODIUM BUILDING

The carpeted area in the whole of the Podium is: 880^{m2}

GROUND FLOOR

Offices:	2 x Offices
Training Rooms	3 x Training rooms
Resource Centre:	1 x Resource centre
Ablution Facilities:	1 x Female (2 water closets, 2 hand wash basins) 1 x Male (1 water closets, 2 hand wash basins, 1 urinal) 1 x Unisex (2 water closets, 1 hand wash basin)
Patio:	1
Security Control Room:	1 Security control room

Total Square meters for the ground floor Podium = 449 m²

FIRST FLOOR

Offices:	6 x Offices
Open plan workstations:	18 Workstations
Bathroom:	1 x Female (2 water closets, 2 hand wash basins) 1 x Male (1 water closets, 2 hand wash basins)

Total Square meters for the first floor Podium = 449 m²

SECOND FLOOR

Recreational Area:	1
Bathroom:	1 x Female (1 water closet, 1 hand wash basin) 1 x Male (1 water closet, 1 hand wash basin)
Kitchen:	1 x 5 m ²
Patio:	1

Total Square meters for the second floor Podium = 150 m²

PENCARDIA II BUILDING

THIRD FLOOR

Training rooms	3 x Training rooms
Pause Area	1 x Pause Area
Offices	7 x Offices
Board room	1 x Board room
Kitchen	1 x Kitchen
Bathroom:	1 x Female (3 water closets/toilets, 2 hand wash basins, 1 Toilet for the disabled with a hand wash basin. 1 x Male (3 urinals, 3 water closets, 2 hand wash basins, 1 toilet for the disabled with a hand wash basin.
Carpeted Area:	880m ²

Total Square meters for Pencardia II third floor = 1242 m²

FOURTH FLOOR

Pause Area	2 x Pause Areas
Offices	2 x Offices
Board room	1 x Board room
Kitchen	1 x Kitchen
Reception area	1 x Open plan 1x reception counter
Call Centre Rooms	3x Open plan 22 Work stations
Waiting area	1x Open plan
Bathroom:	1 x Female (water closets/toilets 2 x Hand wash basins 1 x Toilet for the disables with a hand Wash basin 1 x Male (3 urinals, 3 water closets, 2 Hand wash basins)

1 x toilet for the disabled with a hand Wash basin.
531^{m2}

Carpeted Area:

Total Square meters for Pencardia II fourth floor = 1163 m²

BASEMENT

FIRST BASEMENT

Storeroom: 234 m²

Archive Room: 234 m²

Trash Room: 14.4 m²

SECOND BASEMENT

First Storeroom: 27 m²

Second Storeroom: 42 m²

THIRD BASEMENT

Storeroom: 12m²

TOTAL SQUARE METRES FOR HEAD OFFICE

Office	Overall Square Meters for all floors	Total Number of Staff	Total Number of walk-ins
SASSA Head Office	9756 m ²	+/- 408	+/- 30 people per day

***NB: Please note there is a possibility of scope variation and relocation of SASSA Head Office, within a 30KM radius from the current SASSA Head Office premises.**

The appointed service provider will be notified of the variations and relocation as and when they happen, to adjust the pricing accordingly.

Cleaners Floor Allocations

Cleaners	Floors	SQM
1	Prodinsa - Ground Floor	789m ²
	Front entrance foyer	80 m ²
	Back entrance foyer	200 m ²
1	Prodinsa - 1 st Floor	564m ²
1	Prodinsa - 2 nd Floor	564m ²
1	Prodinsa - 3 rd Floor	528m ²
1	Prodinsa - 4 th Floor	564m ²
1	Prodinsa - 5 th Floor	564m ²
1	Prodinsa - 6 th Floor	511m ²

1	Prodinsa - 7 th Floor	586m ²
1	Prodinsa - 8 th Floor	542m ²
1	Prodinsa - 9 th Floor	452m ²
1	Podium Ground Floor	449m ²
1	Podium 1 st Floor	599m ²
1	Pen-Cardia 2, 3 rd Floor	
1	Pen-Cardia 2, 3 rd Floor	1242m ²
1	Pen-Cardia 2, 4 th Floor	
1	Pen-Cardia 2, 4 th Floor	1163m ²
5	Bathrooms only (Prodinsa, Podium & PenCardia)	
	Staircase	300m ²