



**sassa**

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

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

## TABLE OF CONTENTS

<u>Section</u>	<u>Page</u>
1. Acronyms	3
2. Glossary of Terms	4
3. Objective of the bid	5
4. Background	5
5. Scope of work on cleaning and sanitation services	5
5.1 Part A – Office Services Requirements	5
5.2 Part B – Sanitary Equipment & Consumables Requirements	11
5.3 Part C – General Cleaning Equipment Required	12
5.4 Specifications for the baby changing facilities	13
5.4.1 Changing Table	13
5.4.2 Nappy Bin	13
5.8 Every worker must have the following:	13
6. Responsibilities	14
6.1 Responsibilities of the Service Provider	14
6.2 SASSA's responsibilities	15
7. Evaluation Criteria	16
Stage one: Phase 01: Special Conditions	17
Stage one: Phase 02: Administrative Compliance	18
Stage one: Phase 03: Technical Proposal (Functionality)	18
Stage two: Phase 01: Price and specific goals points	20
8. Bid submission requirements	21
9. Bid Conditions	21
10. Project Co-Ordination Arrangements	22
11. Project Period	22
12. Information / non-compulsory virtual briefing session	22
13. <b>Annexure A</b> <u>Table of Experience</u>	23
14. <b>Annexure B</b> <u>Checklist for required documentation</u>	24
15. <b>Annexure C</b> <u>Price Structure Template</u>	26
16. <b>Annexure D</b> <u>Floor Plans of the Building</u>	34
17. <b>Annexure E</b> <u>Monitoring Tool</u> <b>(Separate Attachment)</b>	
18. <b>Annexure F</b> <u>Letter of Confirmation of bid requirements</u> <b>(Separate Attachment)</b>	

## 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. 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

## Bidders Initials

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

## 2. GLOSSARY OF TERMS

Terms	Definitions
<b>Bid</b>	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
<b>Bidders</b>	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
<b>Disability</b>	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
<b>Service Provider</b>	In this document reference to Service Provider also means Bidder and vice versa
<b>Response Template</b>	Templates provided by SASSA to all Bidders to complete (e.g. Annexures and SBD forms)
<b>Office Space</b>	Office Park building/office complex and multiple office buildings
<b>Stripping</b>	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
<b>Deep Cleaning</b>	Deep cleaning is the process of thoroughly cleaning a space, removing dirt, mould, grime, and bacteria

## Bidders Initials

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

### 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 m<sup>2</sup>.

### 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           |

## Bidders Initials

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

### 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: |                         |
| ○ 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 |
|-------------|-----------------------------|

## Bidders Initials

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

- |   |                         |
|---|-------------------------|
| ○ 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 |

## Bidders Initials

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

### 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 |



## Bidders Initials

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

- 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.

## Bidders Initials

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

- **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)**  
Deep cleaning of the staircase (stripping) using Slimline brushes Quarterly

**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,

## Bidders Initials

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

- 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)

#### **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)

## Bidders Initials

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

- 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;

## Bidders Initials

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

- 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.

## Bidders Initials

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

- 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.

## Bidders Initials

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

- 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



## 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 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 000m<sup>2</sup> 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 000m<sup>2</sup> 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 m<sup>2</sup>).

**\*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.

## Bidders Initials

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

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

## 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
<b>2. Project Implementation Plan.</b>	<b>(30)</b>
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
<b>3. Risk Assessment and Mitigation of the cleaning and sanitation activities</b>	<b>(15)</b>
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
<b>4. Quality Control and Monitoring</b>	<b>(10)</b>
4.1. Propose performance monitoring and evaluation framework; and	5
4.2. Proposal on ensuring staff understand quality control and performance standards.	5
<b>5. Communication and Stakeholder Management for the site</b>	<b>(8)</b>
5.1 Propose communication plan for stakeholders of (clients, staff, management);	4
5.2 Establish reporting protocols and procedures – Project Manager and supervisor;	4
<b>6 Contingency Plan during project execution.</b> Examples include, but not limited to absenteeism, how will cleaning be facilitated during industrial action, water shortages, power shortages.	<b>(7)</b>

**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
<b>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.</b>	

## **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](mailto: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.**

### **CURRENT AND PAST CONTRACTS (CLIENT BASE)**

A list of current and past contracts of cleaning and sanitation services provided in office space buildings which are 10 000m<sup>2</sup> 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.

Indicate all the current and past contracts in the table below executed in office space buildings of 10 000m<sup>2</sup> 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.

<b>Name of client / organization where contract is being executed/was executed</b>	<b>Contract period (indicate start and end dates) e.g. 1 April 2016 to 31 March 2019</b>	<b>Nature of services provided (cleaning, sanitation)</b>	<b>Project Manager and telephone numbers of your client</b>	<b>Square Meters of Project Site</b>	<b>Total Cost of the Contract</b>

## **ANNEXURE B: CHECKLIST FOR REQUIRED DOCUMENTATION**

<b>LIST OF ITEMS</b>	<b>TICK</b>
<b>Project Manager available</b> (Part Time Manager)	
<b>Supervisor available</b> (Full Time Supervisor)	
<b>(22) Number of full-time cleaners offered for providing the service</b>	
<b>Training</b>  Indicated the training that will be provided as well as where and when training will be given <ul style="list-style-type: none"> <li>○ On duty Training</li> <li>○ Any other Training</li> <li>○ Specify training courses / programmes</li> </ul>	
<b>Equipment</b>  List of equipment and chemicals to be used for cleaning services. Sanitary equipment and consumables listed according to the bid specifications.	
<b>Project Implementation Plan attached</b>	
<b>Special Conditions</b>  A minimum of <b>One (1) Reference letter</b> from the bidder(s)' clients confirming the square meters for office space building of <b>10 000m<sup>2</sup></b> and above that they have previously cleaned and nature of services provided in a <b>office park building/office complex and multiple office buildings</b>	
<b>Admin Compliance</b> <ul style="list-style-type: none"> <li>• SARS Tax Compliance Status Pin;</li> <li>• Fully completed and signed standard bidding documents (SBD);</li> <li>• <b>Annexure A</b> – Table of Experience;</li> </ul>	



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

## **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**

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

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

Bonus	R.....
Any Other Allowances	
	<b>Total monthly cost per Cleaner</b>
	R.....
	<b>Total cost for (22) Cleaners offered per month</b>
	R.....

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

**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)**

**Saturday**

**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.....

**Sunday**

**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)**

**Saturday**

**Number of sessions (refer to Terms of Reference for overtime cleaning activities)**

.....

Cost per cleaner per overtime session.

R.....



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

Deep Toilet & Foyer Cleaning	Cost p/quarter x floor R..... <b>X 4 quarters</b> R.....
Deep Cleaning of the Stairs	Cost per floor (stairs) area (300sqm) R..... <b>X 4 quarters</b> R.....
Overheads	<b>Total Cost p/month</b> R.....
<b>TOTAL COST</b>	R.....
<b>Total Bid Price (All Costs Included)</b> Total Bid Price p/month: R..... Total Bid Price for the 1 <sup>st</sup> Year: R.....	
<b>TOTAL BID PRICE FOR THE FIRST 12 MONTHS (1<sup>ST</sup> Year) – to be carried over to the SBD 3.1 Form</b>	
<b>DISASTER MANAGEMENT &amp; EMERGENCIES (AS PER Section 4.1.16)</b> <b>N.B.</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. <b>*Other types of emergencies – The service provider will submit a quotation. Specify the cost per service as requested below</b>	
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 <b>(300sqm)</b> 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 <sup>2</sup>
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 <sup>2</sup>
Registry:	1 x 50 m <sup>2</sup>
Store room	1x Shelves
Carpeted Area:	459 m <sup>2</sup>
Front Entrance Foyer	80 m <sup>2</sup>
Back Entrance Foyer	200 m <sup>2</sup>

---

**Total Square meters for the ground floor = 789 m<sup>2</sup>**

#### **b) FIRST FLOOR**

Offices:	7 x Offices
Open plan Workstations:	50 Workstations
Kitchens:	2x 3 m <sup>2</sup>
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 <sup>2</sup>

---

**Total Square meters for the first floor = 564 m<sup>2</sup>**

#### **c) SECOND FLOOR**

Offices:	9 x Offices
Open Plan Workstations:	39 Workstations
Kitchens:	2 x 3 m <sup>2</sup>
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 <sup>m2</sup>

---

**Total Square meters for the second floor = 564<sup>m2</sup>**

**d) THIRD FLOOR**

Offices:	8 x Offices
Open Plan Workstations:	49 Workstations
Kitchens:	2 x 3 <sup>m2</sup>
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 <sup>m2</sup>

---

**Total Square meters for the third floor = 528<sup>m2</sup>**

**e) FOURTH FLOOR**

Offices:	10 x Offices
Open Plan Workstations:	55 Workstations
Kitchens:	2 x 3 <sup>m2</sup>
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 <sup>m2</sup>

---

**Total Square meters for the fourth floor = 564<sup>m2</sup>**

**f) FIFTH FLOOR**

Offices:	14 x Offices
Open Plan Workstations:	60 Workstations
Kitchens:	2 x 3 <sup>m2</sup>
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 <sup>m2</sup>

---

**Total Square meters for the fifth floor = 564<sup>m2</sup>**

**g) SIXTH FLOOR**

Offices:	11 x Offices
Open Plan Workstations:	52 Workstations
Kitchens:	2 x 3 <sup>m2</sup>
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 <sup>m2</sup>

---

**Total Square meters for the sixth floor = 564<sup>m2</sup>**

**h) SEVENTH FLOOR**

Offices:	10 x Offices
Open Plan Workstations:	40 Workstations
Kitchens:	2 x 3 <sup>m2</sup>
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 <sup>m2</sup>

---

**Total Square meters for the seventh floor = 586<sup>m2</sup>**

**i) EIGHTH FLOOR**

Offices	12 x Offices
Kitchens	2x3 <sup>m2</sup>
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 <sup>m2</sup>

---

**Total Square meters for the eighth floor = 542 <sup>m2</sup>**

**j) NINTH FLOOR**

Offices:	15 x Offices
Kitchens:	2 x 3 <sup>m2</sup>
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 <sup>m2</sup>

---

**Total Square meters for the ninth floor = 452 <sup>m2</sup>**

**PODIUM BUILDING**

The carpeted area in the whole of the Podium is: 880<sup>m2</sup>

**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 <sup>m2</sup>**

**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 <sup>m2</sup>**

## 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 <sup>2</sup>
Patio:	1

---

**Total Square meters for the second floor Podium = 150 m<sup>2</sup>**

## 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:	880 m <sup>2</sup>

---

**Total Square meters for Pencardia II third floor = 1242 m<sup>2</sup>**

### 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.

Carpeted Area: 531<sup>m2</sup>

---

***Total Square meters for Pencardia II fourth floor = 1163 m<sup>2</sup>***

## **BASEMENT**

### **FIRST BASEMENT**

Storeroom: 234<sup>m2</sup>

Archive Room: 234<sup>m2</sup>

Trash Room: 14.4<sup>m2</sup>

### **SECOND BASEMENT**

First Storeroom: 27<sup>m2</sup>

Second Storeroom: 42<sup>m2</sup>

### **THIRD BASEMENT**

Storeroom: 12<sup>m2</sup>

## **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 <sup>m2</sup>	+/- 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 <sup>2</sup>
	Front entrance foyer	80 <sup>m2</sup>
	Back entrance foyer	200 <sup>m2</sup>
1	Prodinsa - 1 <sup>st</sup> Floor	564m <sup>2</sup>
1	Prodinsa - 2 <sup>nd</sup> Floor	564m <sup>2</sup>
1	Prodinsa - 3 <sup>rd</sup> Floor	528m <sup>2</sup>
1	Prodinsa - 4 <sup>th</sup> Floor	564m <sup>2</sup>
1	Prodinsa - 5 <sup>th</sup> Floor	564m <sup>2</sup>
1	Prodinsa - 6 <sup>th</sup> Floor	511m <sup>2</sup>

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