



**Request for Proposals for the Provision of Cleaning & Hygiene Services for a Period of Five (5) Years at Airports Company South Africa - King Shaka International Airport**

**Bid Number:** : KSIA7166/2023/RFP

**Issue Date** : 28<sup>th</sup> July 2023

**Query Closing Date** : 14<sup>th</sup> August 2023 close of business

**Compulsory Briefing Session** : 07<sup>th</sup> August 2023 (10H00am)

**Bid Closing Date and Time** : **28<sup>th</sup> August 2023 (10H00am)**

## SECTION 1: INSTRUCTIONS TO BIDDERS

### 1.1. Access to RFB/P/I documents

Tenders are available on [www.etenders.gov.za](http://www.etenders.gov.za). Kindly print and complete.

#### Submission of bid documents

The envelopes containing bid documents must have on the outside, the bidder's return address, the full description of the bid, bid number and the details of the Supply Chain Management department where the bid will close. The documents must be signed and completed by a person who has been given authority to act on behalf of the bidder. The bottom of each page of the bid documents must be **signed or stamped** with the bidder's stamp as proof that the bidder has read the bid documents. Bid documents must be submitted on or before **10H00(AM)** on **28<sup>th</sup> of August 2023** using the following method(s):

Hand delivery:

The bid document must be delivered to the address below and must be addressed as follows:

#### Physical Tender Submission and Closing Date

- Tender Closing Date: **28<sup>th</sup> August 2023**
- Tender Closing Time: **10H00 AM (South African Standard Time)**
- Tender Box Location: **King Shaka International Airport, Multi Storey Offices (MSO), Reception Area**

1.1.1. Proposals must both be in printed format (**an original and a copy**) together with an electronic copy of the bid documents using a USB flash drive or an accessible link. The original will be legal and binding, in the event of discrepancies between any of the submitted documents; the original will take precedence.

### 1.2. Late Bids

Bids which are submitted after the closing date and time will not be accepted.

### 1.3. Clarification and Communication

Name:	Motlhabane Molamu
Designation:	Specialist Category Management
Tel:	011 409 3999
Email:	Motlhabane.molamu@airports.co.za

- 1.3.1. Request for clarity or information on the bid may only be requested until 07th of August 2023. Any responses to queries or for clarity sought by a bidder will also be sent to all the other entities which have responded to the Request for Proposal/Bid /Information invitation.
- 1.3.2. Bidders may not contact any ACSA employee on this bid other than those listed above. Contact will only be allowed between the successful bidder and ACSA Business Unit representatives after the acceptance of the letter of award bid. Contact will also only be permissible in the case of pre-existing commercial relations which do not pertain to the subject of this bid.

#### 1.4. **Compulsory Briefing Session**

Compulsory briefing session will be held on **07<sup>th</sup> of August 2023 at 10H00 (AM)**. The session will be held at the following location:

**Ebukhosini Boardroom (next to Mugg and Bean Restaurant), King Shaka International Airport**

#### 1.5. **Bid Responses**

Bid responses must be strictly prepared and returned in accordance with this bid document. Bidders may be disqualified where they have not materially complied with any of ACSA's requirements in terms of this bid document. Changes to the bidder's submission will NOT be allowed after the closing date of the bid. All bid responses will be regarded as offers unless the bidder indicates otherwise. No bidder or any of its consortium/joint venture members may have an interest in any of the other bidder/joint venture/consortium participating in this bid.

#### 1.6. **Disclaimers**

It must be noted that ACSA reserves its right to:

- 1.6.1. Award the whole or a part of this bid;
- 1.6.2. Split the award of this bid;
- 1.6.3. Negotiate with all or some of the shortlisted bidders;
- 1.6.4. Award the bid to a bidder other than the highest scoring bidder where objective criteria allows;
- 1.6.5. To reject the lowest acceptable bid received; and/or
- 1.6.6. Cancel this bid.

#### 1.7. **Validity Period**

- 1.7.1. ACSA requires a validity period of hundred and twenty (120) business/working days for this bid. During the validity period the prices which have been quoted by the bidder must remain firm and valid. It is only in exceptional circumstances where ACSA would accommodate a proposal to change the price.

## 1.8. Confidentiality of Information

- 1.8.1. ACSA will not disclose any information disclosed to ACSA through this bid process to a third party or any other bidder without any written approval from the bidder whose information is sought. Furthermore,
- 1.8.2. ACSA will not disclose the names of bidders until the bid process has been finalised.
- 1.8.3. Bidders may not disclose any information given to the bidders as part of this bid process to any third party without the written approval from ACSA. In the event that the bidder requires to consult with third parties on the bid, such third parties must complete confidentiality agreements, which should also be returned to ACSA with the bid.

## 1.9. Hot – Line

ACSA subscribes to fair and just administrative processes. ACSA therefore urges its clients, suppliers and the general public to report any fraud or corruption to:

Airports Company South Africa TIP-OFFS ANONYMOUS

Free Call: 0800 00 80 80 or 086 726 1681

Email: [office@thehotline.co.za](mailto:office@thehotline.co.za)

## SECTION 2: BACKGROUND, PURPOSE, AND SCOPE OF WORK

### 2.1 Background and/or Purpose of this Bid

As a world-class airport and a National Key Point, KSIA has many accolades and continues to accumulate accolades which illustrate the commitment to maintaining the high standards of a world-class airport facility. Airport cleanliness is a key contributor to the provision of world-class facilities as it has a direct impact on the experience we create for our passengers at our airports.

The airport serves as the front-end interface with passengers coming into the province/country, therefore it is important that we make a good first impression at all times to ensure that passengers continue to visit South Africa well into the future.

Running clean airports is of paramount importance to ACSA, therefore, it should come as no surprise that cleaning services are regarded as critical services to the operations of any airport. Cleaning staff are regarded as ambassadors of the airport as they are on the ground interacting with passengers while executing their services to ensure that the facilities are kept clean at all times. Airports Company South Africa has a benchmarking programme measuring passengers' satisfaction whilst they are travelling through an airport. Airport cleanliness is regarded a key driver of this benchmark, therefore, maintaining a high rating is of great importance to KSIA.

## Purpose of the tender

The purpose of this tender is to request proposals for the provision of cleaning and hygiene services at King Shaka International Airport for a period of 5 years.

The successful bidder is to ensure that the designated areas are clean at all times as well as ensure that business continues while the designated areas are being serviced.

## 2.2 Scope of Work

### Overview of Requirements

The successful bidder will provide cleaning services in relation to the following sub-categories:

- a. General cleaning < 2.5M height;
- b. Specialised cleaning
  - i. Auto scrubbing;
  - ii. Deep cleaning of carpet;
  - iii. Deep cleaning of ablutions
  - iv. Deep cleaning / High pressure cleaning
  - v. High access cleaning > 2.5M height;
    - a. Rope access cleaning/abseiling;
    - b. High-level façade cleaning (window / cladding cleaning)
    - c. Ad-hoc cleaning where needed
- c. Hygiene services;
- d. Cleaning consumables and materials; and
- e. Cleaning machinery and equipment

In general, the scope of work should cover, inter alia; all internal and external, general, specialized and routine cleaning of common areas. Including; floors, tiles, walls, suspended ceilings, lighting, furniture, window cleaning, deep cleaning of sanitary conveniences, washing facilities, kitchens and dining areas, consumables, feminine hygiene facilities as well as cleaning of telephones, IT equipment, carpet cleaning, external cleaning, litter picking, and removal of chewing gum and graffiti, cleaning of furniture, cleaning of signage and other periodic cleaning as required.

### Detailed Scope of work

- i. The cleaning and hygiene services to be provided by the successful bidder will be for the entire airport. The areas to be covered in the scope of work in general are defined below:
- ii. Terminal Building:
  - a. Domestic Arrivals – Landside
    - i. Northern and Southern Ablutions;
    - ii. Common Areas (Shopping mall area, terminal entrance areas, service areas, pathways, lift lobby and staircases); and
    - iii. Food court
  - b. Departures Level – Landside
    - i. Northern and Southern Ablutions;
    - ii. Common areas (Check-In Counter Area, Terminal Entrance Areas, Service

- areas, Pathways, Lift Lobby, Stair Cases, Roadway Concourse through Drop Off, Screening Points); and
- iii. AMC/ TOC/ IT/ Airline Level & Common Areas (Includes walkways and restrooms)
- c. Domestic Departures – Airside
  - i. All Ablutions;
  - ii. Corridors, Airbridges and Bussing Gates; and
  - iii. Common areas (Shopping/Restaurant Common Area, Screening point (Airside), Seating Areas, Common Walk Ways & Corridors, Service Areas, Pathways, Lift Lobby, Stair Cases, Includes common areas outside airline lounges)
- d. International Departures – Airside
  - i. All Ablutions;
  - ii. Corridors, Airbridges and Bussing Gates; and
  - iii. Common areas (Shopping/Restaurant Common Area, Screening point (Airside), Seating Areas, Common Walk Ways & Corridors, Service Areas, Pathways, Lift Lobby, Stair Cases, includes common areas outside airline lounges)
- e. Domestic Arrivals – Airside
  - i. All Ablutions;
  - ii. Airbridges; and
  - iii. Common Areas (Corridor walkways at mezzanine level, Baggage reclaim hall, service areas, stair cases, passageways and checkpoints)
- f. International Arrivals – Airside
  - i. All Ablutions;
  - ii. Airbridges; and
  - iii. Common Areas (Shopping, Common Area, Screening point (Airside), Seating Areas, Common Walk Ways at mezzanine level, Service Areas, Pathways, Lift Lobby, Stair Cases, customs area, inadmissible facilities)
- g. Apron – Airside
  - i. Safety office;
  - ii. Common Toilets along apron;
  - iii. Common areas and toilets in Baggage Sorting area (passages);
  - iv. Level 3; and
  - v. Walkways and restricted areas in the baggage sorting area (open area).
- h. Basement
  - i. Delivery gate;
  - ii. Ablutions;
  - iii. Screening points; and
  - iv. Common areas, walls and roof slabs.
- iii. Multi Storey Office Block (MSO):
  - a. 4<sup>th</sup> Floor
    - i. Common areas (all floors, all offices, all boardrooms, all kitchen, walls, ceilings, blinds, windows, louvres, glass);
    - ii. Ablutions; and
    - iii. All staircases.
  - b. 3<sup>rd</sup> Floor
    - i. Common areas (all floors, all offices, all boardrooms, all kitchen, walls, ceilings, blinds, windows, louvres, glass);
    - ii. Ablutions; and
    - iii. All staircases.
  - c. 1<sup>st</sup> and 2<sup>nd</sup> Floor
    - i. Common areas;
    - ii. Ablutions; and
    - iii. All staircases.
  - d. Ground Floor
    - i. Common areas (all ACSA offices, all ACSA boardrooms, all kitchens);

- ii. Ablutions; and
  - iii. All staircases.
  - iv. Reception area and public entrances and exits
- e. External
  - i. Glazing & Surrounds; and
  - ii. Walls, Cladding & Louvres; and
  - iii. Canopies & Paving
- iv. Multi Story Parkade (MSP):
  - a. All Ablutions; and
  - b. Parkade
    - i. Parking bays level -1, level 0 and level 1;
    - ii. Stairs and fire escapes; and
    - iii. Common areas
    - iv. Railings, roofs, signage etc
    - v. Columns, walls, railings
    - vi. Lifts, escalators
    - vii. Glazing; and
    - viii. Pay Stations
    - ix. Booms
- v. Aircraft Rescue and Fire and Fighting Building (ARFF):
  - a. Fire Station;
    - i. Main Building
    - ii. Machine Bay; and
    - iii. Silos
- vi. Entrance gates/Guard houses:
  - i. Guard houses at North Gate Checkpoint; and
  - ii. North Gate Staff Parking
  - iii. Guard houses at Cargo Terminal entrance and exit points
  - iv. Guard houses at South Gate Checkpoint
  - v. South Staff Parking
  - vi. Bus Rank
- vii. Maintenance Buildings:
  - i. Internal and External common areas(all offices, all boardrooms, all kitchen, walls, ceilings, blinds, windows, louvres, glass and courtyard, storerooms as directed);
  - ii. Ablutions; and
  - iii. Ad Hoc work as required
- viii. Cooling Tower Building
  - i. Permit Office
  - ii. External Areas
  - iii. Bus staging Area
  - iv. Louvres; and
  - v. Ad Hoc work as required
- ix. Staff Processing.
  - i. All Ablutions
  - ii. Internal and External common areas
  - iii. All areas as directed by ACSA
- x. Landside External Areas
  - i. Piaaza Area

- ii. Car rental kiosk corridors
  - iii. Externals to car rental kiosks
  - iv. Externals to retail building
  - v. Pick up zone
  - vi. Tunnel and Canopy to shaded parking
  - vii. Paved area to shaded parking
  - viii. Shaded parking
  - ix. Long stay parking
  - x. Car rental parking
  - xi. All areas as directed.
- xi. KSIA Precinct
  - i. All areas within the KSIA boundaries which requires cleaning as directed by ACSA as and when needed.



## i. Area of coverage

**Detailed breakdown of site by Airport Section, Area of work/Surface Type and square meterage (Approximate Areas):**

Note: The areas reflected in the schedule below is not exhaustive but is intended to guide bidders on the extent of the works.

<b>KSIA</b>	<b>Approximate Square Meterage (m2)</b>										
<b>Airport Section</b>	<b>Floor/Ground Surface Type</b>			<b>Total Area Size</b>	<b>Ablution Facilities</b>			<b>Other Areas of Work</b>			
	<b>Marble/Terrazo/ Ceramic etc</b>	<b>External concrete/ paved/ tarred</b>	<b>Carpets</b>		<b>Female</b>	<b>Male</b>	<b>Unisex</b>	<b>High rise Window cleaning</b>	<b>Lifts/Lift cages</b>	<b>Escalators</b>	<b>High Rise walls, paintwork, cladding etc</b>
<b>Maintenance Buildings</b>	883	6000	529	<b>7412</b>	180	180	5	0	0	0	0
<b>Multi Story Office Block (MSO)</b>	466	0	2124	<b>2590</b>	100	100	25	990	20	0	990
<b>Multi Story Parkade (MSP)</b>	1399	45109	0	<b>46508</b>	36	36	10	200	20	50	2000
<b>Entrance Gates/Guard houses</b>	575	575	0	<b>1150</b>	0	0	50	0	0	0	0
<b>Fire &amp; Rescue</b>	835	0	713	<b>1548</b>	80	80	20	300	20	0	300
<b>Terminal building</b>	67104	8000	7500	<b>82604</b>	1900	1900	400	16000	250	300	11000
<b>Permit Office</b>	67	0	0	<b>67</b>	6	6	0	0	0	0	0
<b>Staff Processing</b>	153	0	0	<b>153</b>	30	30	0	0	0	0	0
<b>Land Side Paved Areas</b>	0	25000	0	<b>25000</b>	0	0	0	0	0	0	0
<b>Car Parks</b>	0	83000	0	<b>83000</b>	0	0	0	0	0	0	0
<b>Total square meterage</b>	<b>71482</b>	<b>167684</b>	<b>10866</b>	<b>250032</b>	<b>2332</b>	<b>2332</b>	<b>510</b>	<b>17490</b>	<b>310</b>	<b>350</b>	<b>14290</b>

ii. Ablution Facilities

Note: The areas reflected in the schedule below is not exhaustive but is intended to guide bidders on the extent of the works.

NO	Airport Section	Female Toilet Set	Male Toilet Set	Disabled Toilet Set	Baby Change Facility Set	Unisex Toilets Set	Combined Baby Change Facility Set	TOTAL NO. OF ABLUTIONS SETS
1	Multi Story Office - MSO	5	5	5	0	0	0	15
2	Multi Story Parkade	2	2	2	0	0	0	6
3	ARFF Building & Guard Houses	4	4	2	0	0	0	10
4	Maintenance Buildings	3	3	3	0	1	0	10
5	Terminal Building	25	25	22	8	6	0	86
6	Parkings	0	0	0	0	0	0	0
7	Staff Processing	0	0	0	0	2	0	2
8	Guard Houses	0	0	0	0	5	0	5
9	Permit Office	1	1	0	0	0	0	2
	<b>Total</b>	<b>40</b>	<b>40</b>	<b>34</b>	<b>8</b>	<b>14</b>	<b>0</b>	<b>136</b>

The successful bidder must ensure that the following is observed in respect of ablution facilities at all times:

- i. All toilets must have toilet registers which need to be signed by Supervisors/Manager when doing periodic inspections during each shift.
- ii. **Registers to be mounted on a suitable wall entering each facility, the contractor must make provision for the register , register holder and its installation in this regard.**
- iii. Time and attendance system must be used to ensure that staff are at their stations at all times.
- iv. Toilets in the public areas to be manned at all times until the last flight. Thereafter, deep cleaning activities may commence. Deep cleaning activities must be completed by 03h30 each morning where after the toilets must be manned again from 04h00 every morning.
- v. All toilets must be kept in a clean and hygienic state following cleaning activities during nights.
- vi. All equipment to be stored in designated storerooms/slucie rooms at all times and not in toilets, public areas, in view of public and unauthorised areas.



## Human Resource Requirements

### a. Shift/Operational Hours

#### Daily shifts for all cleaning staff at admin/satellite buildings:

1. (Monday to Friday) 06h00 - 15h00 (8 hours)
2. (Monday to Friday) 07h00 – 16h00 (8 hours)
3. (Monday to Friday) 08h00 – 17h00 (8 hours)

#### Saturday shift for cleaning staff at the following admin/satellite buildings:

4. Fire station & Maintenance Buildings 07h00 – 14h00
5. MSO 06h00 – 15h00
6. Other satellite areas - 08h00 – 15h00 (8 hours)

#### Sunday shift for staff at the following admin/satellite buildings:

7. Fire station and Maintenance Building 07h00 – 12h00
8. MSO 06h00 -15h00
9. Other satellite areas - 08h00 – 15h00 (8 hours)

#### All other operational areas shifts:

10. Morning shift 06h00 – 18h00
11. Night shift 18h00 – 06h00

### b. Manpower

- i. ACSA has determined the optimal number of resources to be deployed to the contract, these numbers can be seen in the summary tables below. The successful bidder is required to determine the adequate number of relievers required in order to provide the cleaning services at the required standard.
- ii. **It is important that bidders note that airports are seasonal operations by nature. Therefore, this means that there will be a fluctuation in resource requirements whenever peak and off-peak periods are experienced. Additional resources will be required during peak seasons and resources will be cut back during off-peak season. Should the size of the airport change through an expansion or reduction, the same principal will apply. Bidders are required to provide ACSA with a rate per resource type in the Activity Pricing Schedule provided for application when seasonal changes/operational changes take effect.**
- iii. The successful bidder must provide for a Time and Attendance management system which will be used to ensure that all resources are where they are supposed to be and performing the required services at all times. The time and attendance management system must not be a manual process as this is open to manipulation, such system must be electronically based with unique resource identification and ACSA must be able to verify the records when required.
- iv. Late coming will not be allowed. The contractor will be expected to take disciplinary action against staff members who repeatedly report for duty late.
- v. Staff must always be at their designated work area at the time their shift starts as per the scope of works. The contractor must make provision for staff clocking's, shift parades, handovers etc as may be necessary for a change of shift. This shall have no impact to operations.
- vi. Designated posts must be manned according to the specification provided. Any staff member found to be deviating from this requirement must be disciplined accordingly.
- vii. Time wasting practices will not be permitted, any staff member found intentionally/ deliberately wasting time while on duty must be disciplined accordingly.

1. Staff congregating and engaging in private conversations while on duty is not permitted and is regarded as a time wasting practise.
2. Staff should not be in possession of their personal cell phones or other personal media devices while on duty.

## viii. Headcount

**Summary of headcount by station per shift – General cleaning staff**

NO	DESCRIPTION	6am - 3:00pm Mon - Fri	7am - 4pm Mon - Fri	8am - 5pm Mon - Fri	6am - 6pm Mon - Sun	6pm - 6am Mon - Sun	6am - 3pm Sat & Sun	7am - 2pm Sat	7am - 12pm Sun	6pm - 6am Mon - Fri
	<b>General Cleaning</b>									
1	Multi Story Office – MSO etc	1	2	2			1			
2	Multi Story Parkade				3	3				
3	ARFF Building		2					1	1	
4	Satellite Buildings		1				1			
5	Maintenance Buildings		2					1	1	
6	Terminal Building				35	31				4
	<b>Total</b>	<b>1</b>	<b>7</b>	<b>2</b>	<b>38</b>	<b>34</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>4</b>

**Summary of headcount by station per shift – Management & Supervisory staff**

NO	DESCRIPTION	7:30am - 4:30pm Mon - Fri	6pm – 6am Mon - Fri	6am - 6pm Mon - Sun	6pm - 6am Mon - Sun
	<b>Supervision for Cleaning Services</b>				
1	Supervisors	1		2	2
2	Senior Supervisor			1	1
3	Contract Manager / Operations Manager	1			
4	Assistant Manager		1		
5	Administrator / Stores Controller	1			
	<b>Total</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>3</b>

**Summary of headcount by station per shift – Specialised cleaning staff**

NO	DESCRIPTION	6pm – 6am Mon – Fri	6pm - 6am Mon - Sun
	<b>Specialized Cleaning</b>		
1	Auto Scrubber		2
2	Carpet Cleaner	2	
3	Carpet Cleaner Assistant – General Cleaner	2	
4	High Pressure Cleaner – Operator & Driver	1	
5	High Pressure Cleaning Assistant - General Cleaner	1	
	<b>Specialized Cleaning Total</b>	<b>6</b>	<b>2</b>



## Cleaning Chemicals and Consumables/Materials

### ii Chemicals

- i. ACSA would like to ensure that cleaning standards are not lowered in the execution of the contract to be signed for the provision of the services mentioned herein. Therefore, a start-up list of approved chemicals has been developed for bidders to use in the preparing of their bid.
- ii. ACSA reserves the right to change or replace any of the below listed chemicals with equivalent specification chemicals.
- iii. The successful bidder is encouraged to offer ACSA continuous improvement efforts which are aimed at enhancing cleaning efficiency and cleaning standards at the best price at all times.
- iv. All chemicals must be SABS and/or SANS approved and must not be harmful to the environment.
- v. List provided below is not exhaustive and the service provider will be requested to provide other chemicals if needed.

No	DESCRIPTION		
	<b>List of chemicals</b>		
1	Prosan per 20 lt	12	Window cleaner, degreaser, detergent
2	Prostrip 20 lt	13	Spotter per 20 lt
3	Proflex 20 lt	14	Liquid soap (Sunlight or similar approved)
4	Profinish 20lt	15	3M stainless steel polish
5	Probio per 20 lt	16	Furniture polish (no oil furniture polish)
6	Proscrub scrubber per 20 lt	17	Elfspray per 20 lt (Mondo floor cleaner where applicable)
7	Procal Urinal cleaner per 20lt	18	Degreaser
8	Germgel 25 lt	19	Traffic Lane or similar approved carpet care cleaners
9	Geosolve 25lt	20	Sodium Hypochlorite
10	Supercon 20 lt	21	Indumat per 20lt
11	Baking soda 10Kg (alternative urinal cleaner)	22	Sintol Sachets

iii Consumables/Materials

- i. ACSA would like to ensure that cleaning standards are not lowered in the execution of the contract for the provision of the services mentioned herein. Therefore, a start-up list of approved consumables/materials along with quantities, which can be found in the Activity Schedule, has been developed for bidders to use in the preparing of their bid;
- ii. ACSA reserves the right to change, replace or revise the items and/or quantities in the below listed consumables/materials with equivalent specification items;
- iii. The successful bidder is encouraged to offer ACSA continuous improvement efforts which are aimed at enhancing cleaning efficiency and cleaning standards at the best price at all times.

No	DESCRIPTION
	<b>Consumables/Materials</b>
<b>1</b>	<b>Hand Soaps - 5 Litre (Premium Quality)</b>
<b>2</b>	<b>Toilet paper per Bale - 1 Ply virgin</b>
	48 Rolls per Pack.
	500 Sheet per Roll as per SABS or SANS Regulations. – SABS 648:1980
	Sheet Size: 100mm x 110mm
	20gsm Paper.
	Single ply Toilet paper
<b>3</b>	<b>Refuse Bags (Clear)</b>
	Large
	Medium
	Small
<b>4</b>	<b>Maslin Cloth</b>
<b>5</b>	<b>400g Roll mutton cloth</b>
<b>6</b>	<b>Microfibre Cloths</b>
	Green - Basins
	Blue - Mirrors
	Red - Bathrooms
<b>7</b>	<b>Microfibre Sleeves</b>
<b>8</b>	Vacuum Bags
<b>9</b>	Gloves (General purpose)
<b>10</b>	Dust Masks
<b>11</b>	Scrubbing Pads (Machines)
<b>12</b>	Urinal Matts
<b>13</b>	Scourers



iii. Cleaning machinery and equipment

i Machinery

- i. All the machinery being provided on the contract must still be within its serviceable life.
- ii. The successful bidder will be responsible for the service and maintenance costs of all machinery on the contract.
- iii. The successful bidder must ensure that all staff operators of machinery have received the proper training for the usage of the machinery prior to the commencement of the contract.
- iv. Service Level Agreement pertaining to the provision and use of the machinery on the contract can be found under service level agreements for machinery.
- v. **The successful bidder is to submit a Machinery and Equipment deployment schedule which will clearly show the number of items and the areas in which they will be deployed on a daily basis. ACSA reserves the right to make changes to the equipment deployment in accordance with a change in requirements or operations.**
- vi. Please consider the following when obtaining machinery to be used in the provision of the services herein:
  - a. Monodisc single brush machines – used for grooves on tiles, floor and walls, toilets, stairs, edges, lifts, used by deep cleaning team at night.
  - b. Industrial top loading washing machine and dryer – to wash pads, mops and cloth etc. This must be done in accordance with the colour-coding system used by the successful bidder.
  - c. Floor machines – high speed- used for buffing floors – required to be available on site at all times.
  - d. Walk Behind Auto Scrubber – Tennant T2 (or equivalent) – one to be available on site – used for scrubbing and mopping at the same time.
  - e. Ride on Auto Scrubber – Tennant T12 (or equivalent) – two to be available on site – used for scrubbing and mopping.
  - f. Kranzle (or equivalent) high pressure machine – used for outside / walkway areas – to be available on site at all times. Must include trailer mounted tank of a suitable capacity to ensure consistent flow when in use. Trailer mounted tank is expected to be moved with the site based vehicle to all areas of the facility.

**Pressure washing will be done at night, therefore suitable temporary lighting must be included.**

  - g. Tennant 1610 Dual Technology wet extraction carpet cleaning or suitable equipment that can be used for carpets – to have two on site at all times. Wet Extraction Carpet machines must, as a minimum obtain dryness of 80% – in the event of spillage / flooding.

No	DESCRIPTION
	<b>General Cleaning Machinery</b>
1	Ride on Auto Scrubbers – Tennant T12 Battery Powered Scrubber or equal approved
2	Walk behind scrubber – Tennant T2 Battery Powered Scrubber or equal approved
3	Professional Range - Upright Industrial Vacuum Cleaners (Bidders must provide proof vacuum cleaners are of an industrial grade)

4	Professional Range - Wet & Dry Industrial Vacuum Cleaners (40lt) (Bidders must provide proof vacuum cleaners are of an industrial grade)
5	Walk Behind Push Sweeper – Must include side brushes and waste tank / waste bags
6	Dual Speed Rotary Single Disk Machines – Nilfisk or equal approved
7	Kranzle or equal approved Industrial High Pressure Cleaner – Output of 240 – 300 bar includes temporary lighting for cleaning at night. Bidder to ensure output is sufficient to carry out cleaning activities without damaging infrastructure.
8	Water tank mounted to trailer – Primarily used for high pressure cleaning. Trailer to be towed/transported by on site vehicle (Vehicle elsewhere measured). Bidders are to determine optimal size of tank to efficiently perform cleaning.
9	Tennant 1610 Dual Technology wet extraction carpet cleaning machines (used in accordance with carpet cleaning frequencies and requirements)
10	Orbot Rotary carpet cleaning machine – or equal approved
11	Carpet Hot Air Blowers
12	Industrial Top Loading Washing Machine – (Must be industrial / commercial grade)
13	Spray and Steam extraction cleaner for upholstery and carpets (Commercial/industrial grade)

**\*Detailed quantities for machinery and equipment included in the Activity Schedule**

ii Equipment

- i. All the equipment being provided on the contract must still be new at start of contract.
- ii. The successful bidder will be responsible for the service and maintenance costs of all equipment on the contract.
- iii. The successful bidder must ensure that all staff operators of equipment have received the proper training for the usage of the equipment prior to the commencement of the contract.
- iv. Service Level Agreement pertaining to the provision and use of the equipment on the contract can be found under Section for service level agreement for machinery and equipment

No	DESCRIPTION
	<b>Equipment</b>
1	10 Step/ approximately 3m high Mount Ladder
2	Colour coded split twin bucket trolley with buckets for clean and dirty water and wringer + caddy for spray bottles + storage for cloths + additional storage area for small tools, small equipment and consumables
3	Microfibre Mops – With suitable cloths that will be suitable for ceramic tiled floors
4	Maslin Tools – With suitable cloths that will be suitable for ceramic tiled floors

No	DESCRIPTION
	<b>Equipment</b>
5	Aluminium long handle jumbo mops (long hair)
6	Medium sized Janitorial Trolleys (twin bucket) + caddy for spray bottles + waste bag + mop holder + storage area for small tools, small equipment and consumables
7	30m Extension cords
8	50m Extension cords
9	Long Handle Dust Pans including whisk brooms
10	Big outdoor brooms hard and soft bristles
11	Metal Scrapers
12	Toilet Brushes – Brush only & brush with holders
13	Scrubbing Brushes
14	Wet Floor Signs including extra large wet floor signs
15	Long Flick Dusters
16	Short Feather Dusters
17	Spray Bottles 750ml
18	Pulse Mops
19	100m Hose Pipes

## iv. Schedule of works

- i. Details of cleaning works and procedures have been provided in the table below. The frequencies will serve as the minimum required cleaning frequencies for all areas of work.

	Area of work	Cleaning procedure standard/instruction	Performance Measure	Frequency		Special Notes
				High Traffic	Low Traffic	
1	Ceiling area (2.5m and below) which includes: Ceilings, canopies and fixtures and fittings	1.Remove all spots, graffiti and fingerprints on walls, painted surfaces, electric switches, etc. 2. Remove cobwebs from the ceiling and all other fixtures and fittings 3. Wet wipe and dry washable surfaces	No appearance of dirt and fingerprint marks streaks/walls shiny and clean at all times Walls and doors including all wall cladding and cladding to lifts and miscellaneous cladding: No graffiti, no stains of all types, No marks, dust-free and no watermarks.	Weekly	Monthly	
2	Light fittings, reflectors and diffusers <i>Excluding areas within the 2.5m height threshold that are a safety risk and cannot be performed by a general cleaner</i>	Light fittings, reflectors and diffusers should be cleaned appropriately (surface clean with a special mop for cleaning diffusers) to ensure protection. The process should ensure that the units are free from ingrained dirt, dust and debris and void of all stains and markings	No appearance of dirt, stains, marks and dust-free, shiny and clean at all times	Weekly	Monthly	
3	Floors (Porcelain, ceramic, marble, Mondo, terrazzo, slate/stone and vinyl)	Sweep, scrub. Mop, polish and buff, to maintain high grade and quality of tidiness. All floors to be maintained to manufacturer's requirements and standard.  High Gloss Marble polishing to be done continuously.  Concrete floors and pavers High pressure cleaning Hard brush cleaning	Floors to be visibly clean and shiny at all times with no bubble-gum, no stains, no oil marks, no spillages, no dust, no litter, strip and sealed – enhanced consistent visibility of a polished effect, no watermarks and streak marks	Daily	Daily	Floors are to be preferably cleaned by sweeping with a soft broom  Floors must be washed with a light duty detergent with an auto-scrubber.  Excessive amounts of cleaning solution should be avoided as it may seep between the tiles affecting both the adhesive and the tile. The clean-solution and the nylon pad should be changed at frequent intervals.

	Area of work	Cleaning procedure standard/instruction	Performance Measure	Frequency		Special Notes
				High Traffic	Low Traffic	
		with single disk machine				All marble and porcelain floors are to be polished to ensure that a constant sheen remains.
4	Internal and External concrete/Grano	Sweep, remove litter, remove bubble-gum and cigarette butts, constantly scan the area to check for litter, wipe bins and barriers, wipe pay stations and booms to minimise dust	Surfaces to be visibly clean and shiny at all times with no bubble-gum, no stains, no oil marks, no spillages, no dust, no litter, strip and sealed – enhanced consistent visibility of a polished effect, no watermarks and streak marks	Daily	Daily	
5	Tar/Pavement	Sweep, remove litter, remove bubble-gum and cigarette butts, constantly scan the area to check for litter, wipe bins and barriers, wipe pay stations and booms to minimise dust	Surfaces to be visibly clean and shiny at all times with no bubble-gum, no stains, no oil marks, no spillages, no dust, no litter, strip and sealed – enhanced consistent visibility of a polished effect, no watermarks and streak marks	Daily	Daily	
6	Carpets/Loose and entry mats/Rugs	Vacuum and spot clean - high traffic and low traffic areas. Remove spots, stains and spillages using emergency kit, interim clean, restorative clean and steam clean. Regularly change rain mats (loose carpet to entrance of terminals), remove litter during intervals when no boarding is taking place.	Maintain the carpets as per manufacturer's guide. Carpets to be clean and stain free at all times.	Daily	Daily	

	Area of work	Cleaning procedure standard/instruction	Performance Measure	Frequency		Special Notes
				High Traffic	Low Traffic	
		Pile lifting of dirt  Deep cleaning by wet extraction.  Steam cleaning of carpets  Maintain to manufacturer's requirements and standards		1 per week  1 to 2 per week  1 to 2 per week	1 per week  1 to 2 per week  1 to 2 per week	
7	Stairs	Sweep with dust control mops, wash and mop all floors, burnish with floor machine, deep cleaning, manage spillage & remove stains	No appearance of dirt streaks with surface clean at all times. Hand rails shiny and clean at all times	Daily – Maintained continuously	Daily – Maintained continuously	
8	Glass, mirrors	Wet wipe with damp cloth and dry with dry cloth in toilets/washrooms  Use glass cleaner on ornamental mirror surfaces	No appearance of streak marks, no watermarks, dust free and no hand/fingerprints Maintain high gloss/shiny finish at all times	High density areas must receive constant attention. 2-3-hour intervals daily	Daily	
9	Chrome and Brass works	Dust and polish with approved polisher	No appearance of stains and streak marks, dust free with no fingerprints	Weekly	Monthly	
10	Linen (includes Blinds, curtains, linings and drapes)  Bed linen will be cleaned weekly when not in use or will be cleaned after every use.	All linen to be washed/dry cleaned, fragranced and ironed. Removal of curtains, linings and drapes and returned to original position after wash.	No appearance of stains, marks, dust free, crease free at all times.	Monthly	Monthly	

	Area of work	Cleaning procedure standard/instruction	Performance Measure	Frequency		Special Notes
				High Traffic	Low Traffic	
11	Furniture (internal and underside) and counters, notice boards, ACSA security desks Furniture includes, but not limited to: Desks, tables, chairs, upholstery/soft furnishing seating and radiators, aircons, shelving, books cases, cupboard interiors and glass displays.	Wipe daily with damp cloth Polish top of tables, desks and check-in counters with an approved furniture polish. Use Cloth or soft nylon brush. No abrasive scrapers or blades to glass & aluminium Feather dust all glass before washing Use Soft mutton cloth or micro fibre cloth M3 stainless steel polish only	All furniture shall be cleaned appropriately and sanitised to ensure protection and cleanliness. No appearance of dust, ingrained dirt, bubble-gum deposits, grease stains, streak marks, smears and heavy build-up of dirt in corners at all times.  Follow manufacturer's instructions carefully where necessary.	Daily - 1 per day but maintained continuously	Daily 1 per day but maintained continuously	
12	Blinds	Remove dust and damp wipe with cloth.  Dust and steam clean in position	No appearance of dust and stains at all times	Twice per month	Month	
13	Telephones (Public and office)	Dust and wipe with damp cloth using disinfectant	No appearance of dust and stains at all times	Daily - 1 per day	Daily - 1 per day	
14	Lifts, Travellators and Escalators	Cleaning of the following: Balustrades, Landing plate, External stainless-steel escalator housing, lift floors and lift cages Dust, pick up litter, wipe control panels, detail cleaning of elevator floors, clean hand rails and balustrades, clean glass surfaces of escalators and steps. Step cleaning: General cleaning; and Deep cleaning (removal of steps) Note: Chemicals and cleaning equipment to be approved by equipment manufacturers.	No appearance of dust, stains, spillages, marks, fingerprints and grime build-up at all times	Daily - 1 per day but maintained continuously	Daily 1 per day but maintained continuously	

	Area of work	Cleaning procedure standard/instruction	Performance Measure	Frequency		Special Notes
				High Traffic	Low Traffic	
15	Fire escapes	Sweep/mop as necessary Damp wipe hand rails Remove litter, bird nests and bird droppings Disinfect fire escapes	No appearance of dirt, litter, marks and bird nests and bird droppings at all times	Weekly	Weekly	
16	Garbage Bins	Empty and clean/wipe spillages with disinfectant once every shift or when the bin is $\frac{3}{4}$ full. Deep cleaning of terminal bins (clean inside and outside, including the base) by washing, disinfecting, drying and polishing with stainless steel polish. Hosing of auto-bins (clean inside and outside, including the wheels) by disinfecting and high-pressure cleaning. Cleaning of Concrete bins in line with abovementioned standards	No appearance of litter around the bin, no spillages, no build-up of grime, no odour coming from the bin at all times	Weekly deep cleaning of terminal bins Daily hosing of auto-bins Daily cleaning of concrete bins (once per shift)		
17	Baggage processing equipment area	Sweep tunnels, under and around the equipment, litter picking and apply prescribed standard for relevant surface	No appearance of dirt and litter around the equipment. Floors to maintain performance measure of relevant floor surface.	Daily - 1 per day but maintained continuously		
18	Public areas, lobbies	Sweep, vacuum and clean glass/Perspex surfaces. Remove waste at security and information counters, pavements, podiums, waiting areas, in order to maintain a high state of cleanliness	Surfaces to be visibly clean and shiny at all times with no bubble-gum, no stains, no oil marks, no spillages, no dust, no litter, strip and sealed – enhanced consistent visibility of a polished effect where applicable, no watermarks and streak marks	Daily - 1 per day but maintained		



	Area of work	Cleaning procedure standard/instruction	Performance Measure	Frequency		Special Notes
				High Traffic	Low Traffic	
19	Cleaning of toilets/ablutions, seats and covers, urinal and wash basins, taps, tiles and windows	Clean with disinfectant on a continuous basis. High dust tops of doors, partitions and advertising boards, wipe hygiene equipment, clean doors, partitions and walls, remove stickers/bubble-gum, detail clean edges, corners and skirting. The public toilets must be manned by a cleaner of the same sex; Colour-coded micro-fibre cloths and marked/colour-coded spray bottles to be used for separately cleaning basins, urinal & tiles. Deo blocks/urinal mats or equivalent consumables to be provided to address "smell/odour" issues. Empty bins, clean floors, wash and mop all floors. Concentrate on minimising water residue from floors, basins and mirrors, check cubicles and flush, wipe doors, clean bowls, seat covers, basins and taps, clean mirror, check toilets and flush and wipe flush master, change water as it becomes dirty.	Minimal appearance of water residue/water on the floor, clean bowls, no water on basins, clean at all times, at least 2 toilet rolls in toilet roll holder at all times, at least half level of soap in soap dispenser Used papers are all in the bins	Daily - Continuously	Daily - Continuously	No abrasive brushes to be used to clean toilet bowls and basins. Taps to be cleaned with SABS approved products to prevent scratching/rusting and dirt build-up Toilets to be deep cleaned after airport operational hours using SABS approved products Urinals to be cleaned thoroughly and cleanliness must be maintained at all times. No handy andy or other ammonia based products to be used on urinals
20	Deep cleaning toilets/ablutions	Deep clean bowls and urinals using undiluted chemical as per instruction, apply floor chemical, stronger dilution to floor, using single disc machine for stripping floors where necessary. Pre-soak basin/toilet/urinal with chemical as per dilution requirements, use brush, flush, wipe flush master, detail clean all limescale around taps and	Bowls, urinals and taps to have no limescale, must not be discoloured, no stickers on floors or doors, no dust on top of partitions and doors, edges to have no residue, cleaner trolley to be clean, refill toilet rolls and soap to full	Daily	Weekly	

	Area of work	Cleaning procedure standard/instruction	Performance Measure	Frequency		Special Notes
				High Traffic	Low Traffic	
		mirrors clean limescale under hygiene equipment, clean behind bowls, wash/disinfect/wipe all sanitary bins, high dusting (tops of doors, advertising, partitions) where necessary, clean edges, corners and sluice room and trolley, wipe hygiene equipment, wipe doors, partitions and walls, ceilings, remove stickers/gum, detail clean edges, corners and skirting, wipe seat covers, basins and taps, clean mirror. Disinfect waste bins. Include cleaning of disabled toilet and baby room - include baby room chair and changing station. Wash all walls from ceiling to floor including dusting and wiping of ceilings	levels in preparation for morning			
21	Pillars/Poles and columns	Dust and wipe with damp cloth using disinfectant	No appearance of dust and stains at all times	Weekly – But maintained continuously	2 per month – but maintained continuously	

## v. High access cleaning works

All equipment and supplies used must be capable of performing all operations in accordance with specifications.

**Requirements**

High access cleaning will be performed through a combination of resources, equipment and methodologies.

**Bidders will be provided with activity schedules for the various high access activities to be executed. Bidders must assess the works and fully complete the schedule.**

**High Level Cleaners**

A total of 3 high level cleaners will be provided and will attend to cleaning of facades, glazing, cladding signage etc.

High level window cleaners will clean surfaces from the ground level up.

All high-level window cleaners must be trained for working at height as they will be required to work from ladders, scaffolds, cherry pickers and other access platforms.

**Rope Access**

A total of 2 rope access Technicians will be required. The team will comprise suitably experienced Level 2 and Level 1 technicians.

The rope access team will be required to work on anchor points, life lines, access scaffolding as well as access equipment such as cherry pickers, scissor lifts etc.

**Note: Should level 3 supervision or any other form of high access supervision be required in starting up the service and continually monitoring the service, then this must be provisioned in the safety costs.**

**The safety costs must include provisions for fall arrest requirements needed for the service as well as provisions for necessary inspections all in compliance with regulation and legislation applicable to high access work.**

**Anchor Points**

The contractor will be required to supply, install and maintain anchor points for use for the duration of the contract.

Where anchor points already exist, the contractor will be required to test, repair/refurbish and maintain anchor points for the duration of the contract.

The service provider will be required to comply with all applicable regulation and legislation in respect of anchor points, rope access work, cherry picker work and high access cleaning in general.

**Quality of Work**

Windows shall be washed clean and free of streaks, smears and visible soap residue. Accumulated dirt specs, or other foreign debris must be scraped from windows. Frames shall be scrubbed to remove all dried dirt, insects, debris and other materials so as to be considered clean by the building representative. Window sills shall be wash clean and all drippings wiped dry.

Cladding, soffits, ceilings, walls, facades, structures, canopies and all other areas considered high access areas shall be visibly clean at all times.

### Summary of headcount for High Access Cleaning

NO	DESCRIPTION	6pm – 6am Mon – Fri	07:30am – 16:30pm Mon - Fri
	<b>High Access Cleaning</b>		
1	Window Cleaners – Day Shift		2
2	Window Cleaners – Night Shift	1	
3	Rope access technicians / abseilers – Level 2		1
4	Rope access technicians / abseilers – Level 1		1
5	High Access Cleaner & Cherry Picker Operator	1	
6	High Access Cleaners	2	
	<b>Specialized Cleaning Total</b>	<b>4</b>	<b>4</b>

### High Access Equipment

A baseline schedule of equipment has been provided in the price schedule. Bidders must assess the work that is to be done and complete the schedule accordingly. Bidders may change add items as deemed necessary. The bidder is required to provide a complete price schedule that is broken down by line item together with corresponding quantities, rates and totals.

Note: Frequencies are provided as a guide. The service provider will be expected to maintain all areas on a continuous basis.

No	Area	Location	Cleaning Procedure Standard/Instruction	Frequency
1	<b>Multi Story Office - MSO</b>  <i>Note: Includes the permit office / cooling tower building</i>	Landside	Cleaning of all exterior facing glass facades, windows and other glazing including frames, cills and window surrounds	Monthly in high priority areas Quarterly in other areas
			Cleaning of all metal, plastic, cladding and any other materials built onto or fixed onto exterior facing walls	Quarterly
			Dust Control - Ensuring no visible build-up of dust on plastered and painted walls	Quarterly
			Cleaning of all exposed metal surfaces which includes columns, beams bracing etc	Quarterly
			Cleaning of all louvres	Quarterly
			Cleaning to the underside of all canopies, awnings, walkways etc	Quarterly
			Cleaning of exposed roof eaves	Quarterly
2	<b>Multi Story Parkade</b>	Landside	Cleaning to all glass facades both internally and externally including frames, cills and window surrounds	Monthly in high priority areas Quarterly in other areas
			Dust control to all exposed metal surfaces that form the underside of the roof	Quarterly
			Cleaning of all signage mounted in excess of 2.5m high both internally and externally	Quarterly
			Cleaning of all fixtures and fittings mounted in excess of 2.5m high	Quarterly
			Dust control to all wall, column and beam surfaces in excess of 2.5m high	Quarterly
			Cleaning of exposed roof eaves	Quarterly
3	<b>ARFF Building &amp; Security Access Gate</b>	Fire station	Cleaning of all exterior facing glass facades, windows and other glazing including frames, cills and window surrounds	Monthly in high priority areas Quarterly in other areas
			Cleaning of all metal, plastic, cladding and any other materials built onto or fixed onto exterior facing walls	Quarterly
			Dust Control - Ensuring no visible build-up of dust on plastered and painted walls	Quarterly
			Dust control to all exposed metal surfaces that form the underside of the roof	Quarterly
			Cleaning of all signage mounted in excess of 2.5m high both internally and externally	Quarterly
			Cleaning of all fixtures and fittings mounted in excess of 2.5m high	Quarterly
			Dust control to all wall surfaces in excess of 2.5m high	Quarterly
			Cleaning of exposed roof eaves	Quarterly
		Guard Houses	Cleaning of all exterior facing glass facades, windows and other glazing including frames, cills and window surrounds	Monthly in high priority areas Quarterly in other areas

			Dust control to all exposed metal surfaces that form the underside of the roof	Quarterly
			Cleaning of all signage mounted in excess of 2.5m high both internally and externally	Quarterly
			Cleaning of all fixtures and fittings mounted in excess of 2.5m high	Quarterly
			Dust control to all wall surfaces/ cladding / sheeting in excess of 2.5m high	Quarterly
			Cleaning of all exposed metal surfaces which includes columns, beams bracing etc	Quarterly
<b>4</b>	<b>Maintenance Buildings</b>		Cleaning of all exterior facing glass facades, windows and other glazing including frames, cills and window surrounds	Monthly in high priority areas Quarterly in other areas
			Dust control to all exposed metal surfaces that form the underside of the roof	Quarterly
			Cleaning of all signage mounted in excess of 2.5m high both internally and externally	Quarterly
			Cleaning of all fixtures and fittings mounted in excess of 2.5m high	Quarterly
			Dust control to all wall surfaces in excess of 2.5m high	Quarterly
			Cleaning of all exposed metal surfaces which includes columns, beams bracing etc	Quarterly
<b>5</b>	<b>Terminal Building</b>	Terminal Landside & Terminal Airside	Cleaning of all exterior facing glass facades, windows and other glazing including frames, cills and window surrounds	Monthly in high priority areas Quarterly in other areas
			Cleaning of all metal, plastic, cladding and any other materials built onto or fixed onto exterior facing walls	Quarterly
			Dust Control - Ensuring no visible build-up of dust on plastered and painted walls	Quarterly
			Cleaning of all exposed white structural steel members	Quarterly
			Cleaning of all exposed grey flashings/ cladding/ finishing to the edge of the roof	Quarterly
			Cleaning of all external ceilings/cladding located above the road concourse between drop off 1 to 4	Quarterly
			Cleaning of all louvres	Quarterly
			Cleaning of exposed roof eaves	Quarterly
			Cleaning of exposed ducting and piping	Quarterly
			Cleaning of all signage mounted in excess of 2.5m high both internally and externally	Quarterly
		Terminal Interior	Cleaning of all interior glass facades, windows and other glazing	Monthly in high priority areas Quarterly in other areas
			Cleaning of all metal, plastic, cladding and any other materials built onto or fixed onto exterior facing walls	Quarterly
			Dust Control - Ensuring no visible build-up of dust on plastered and painted walls	Quarterly

			Cleaning of all exposed white structural steel members	Quarterly
			Cleaning of exposed ducting and piping in high traffic areas - Public Passenger traffic areas	Quarterly
			Cleaning of all signage mounted in excess of 2.5m high both internally and externally	Quarterly
<b>6</b>	<b>Parking's &amp; Landside</b>		Dust control to all exposed surfaces that form the steel canopies	Quarterly
			Cleaning of all signage mounted in excess of 2.5m high both internally and externally	Quarterly
			Cleaning of all fixtures and fittings mounted in excess of 2.5m high	Quarterly
			Dust control to all wall surfaces in excess of 2.5m high	Quarterly
			Cleaning of all exposed metal surfaces which includes columns, beams bracing etc in excess of 2.5m high	Quarterly
			Cleaning to tarp canopies	Quarterly
<b>7</b>	<b>Staff Processing &amp; Bust staging</b>	Staff Processing	Cleaning of all exterior facing glass facades, windows and other glazing including frames, cills and window surrounds	Monthly in high priority areas Quarterly in other areas
			Cleaning of all signage mounted in excess of 2.5m high both internally and externally	Quarterly
			Cleaning of all fixtures and fittings mounted in excess of 2.5m high	Quarterly
			Dust control to all wall surfaces in excess of 2.5m high	Quarterly
			Cleaning of exposed roof eaves	Quarterly

## vi. Other services

## i Hygiene services:



- i. The successful bidder will be required to provide the following Hygiene services:
- Sanitary Bins – Servicing of Sanitary bins waste bins twice per week or more frequently where found to be full.  
Nappy waste bins shall be cleaned and serviced daily.  
Sanitary waste & nappy waste to be regarded as hazardous waste and to be disposed of per prescribed regulations and legislation – Proof of safe disposal to always be provided.
  - Air fresheners – Supply, Install, Service, Replenish & Maintain automated air fresheners for the duration of the contract.
  - Seat Spray Dispenser – Provision and replenishment of seat spray dispensers.
  - Hand Soap Dispenser – Supply, Install, Service, Replenish & Maintain hand soap dispenser for the duration of the contract.
  - Hand Dryers – Supply, install and maintain suitable electric hand dryers. **Superior quality units will be preferred.**

**Service Standards**

- The contractor is responsible for adequate storage of consumables as per the manufacturer's specifications and as per OH&S regulations.
- The contractor will ensure that the consumables are stored and managed in secured facilities to prevent theft and ensure adequate dispatching.
- Reporting general faults observed within the facilities.
- Polish and maintain hygiene equipment daily.
- Any additional services outside of this agreement will be deemed as ad-hoc services for which written approval will be issued to the service provider.
- The service provider shall provide ACSA with a full-service report monthly.
- All products and consumables will be SABS approved.
- Products to match the existing architecture/look and feel/ambiance and should aim to enhance the facility.
- Routine calls to be attended to within 1 hour
- The service provider shall comply with the health and safety act and environmental legislation for safe works execution and hazardous waste disposal.

For all equipment that is to be supplied, the bidder shall provide proposals in line with the overall aesthetics and ambiance of the facility for acceptance by ACSA. ACSA reserves the right to reject any equipment that is misaligned. **No commitment is made to accept any equipment proposed by the contractor.** Superior quality equipment shall be preferred to ensure high levels of quality service with high levels of availability over the contract duration.



a. **Management of works/services**



**I. Overview**

- i The successful bidder will be required to effectively manage the provision of the cleaning services to ensure passenger and airport staff safety at all times such as the adequate supply and placement of wet floor signs, working at height safety measures etc.
- ii All work shall conform to all relevant SANS standards, OHS ACT regulations, Environmental regulations and all other legislation that might be relevant to the contract and the execution thereof.
- iii All work shall be carried out in accordance with prevailing industry norms and best practice and will at all times comply with OEM requirements.

**II. Planning and programming**

- i All cleaning work shall be scheduled in advance on a monthly basis. The roster must be submitted to the ACSA Service Manager at the end of the preceding month. Work shall be scheduled in a manner as not to interfere with any normal airport operations.
- ii Normal airport operational hours shall be 24 hours 7 days a week for every day of the year.
- iii As a minimum requirement, the successful bidder shall roster scheduled cleaning services and all related activities.
- iv All cleaning services shall be scheduled, at least, to the requirements of the annexures (The successful bidder must ensure that sufficient allowances for all these items are made with his/her pricing in the Activity Schedule.)
- v The successful bidder must plan the execution of the services and resources in accordance with the different levels of demand that terminals present, i.e. peak and off-peak periods. Under normal circumstances, the following would be the applicable peak and off-peak periods:
  - a. Peak periods: Easter period, Special event periods and the Festive Period which would start in November and end in January. Additional resources may be required in order to ensure that the airport is serviced to meet the increases in passenger traffic.
  - b. ACSA reserves the right to approve all additional requirements to the contract. Therefore, additional requirements will be subject to ACSA's approval.
  - c. Off-peak: All other periods outside of those stipulated under peak periods.
- vi The following buildings and premises are excluded:
  - a. The inside of buildings and premises leased and/ or rented out by ACSA on a lease basis to third parties who are responsible for the cleaning of the inside of the aforesaid buildings or premises;  
The inside of offices and/ or toilets leased and/ or rented out to third parties for their exclusive use. All outer building windows are not excluded and form part of the specialised cleaning scope of requirements.
  - b. Should the buildings and/or premises listed in **point a** be vacant at any point during the course of this contract, such buildings and/or premises will form part of the cleaning services scope to be performed by the successful bidder. ACSA reserves the right to request that the successful bidder attend to the vacant areas as part of their service provision.
- vii The Airport is continuously undergoing construction and improvement. Therefore, within reason and with prior arrangements with the successful bidder, ACSA may require the execution of the following services:
  - a. Re-scheduling of work in order to accommodate other contractors / other needs;
  - b. Allowing access to areas where cleaning services would be taking place and providing assistance to suppliers to correct defects/faults on equipment and/or systems;
  - c. Checking on other contractors to reduce risk;



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- d. Pointing out services to consultants or other contractors;
  - e. Providing access to other contractors;
  - f. Attending co-ordination and planning meetings;
  - g. Removing rubble and /or equipment from site;
  - h. Providing of system data to ACSA or its consultants;
  - i. Recommending improvement on maintenance procedures; and
  - j. Co-operation with ACSA Security relating to security initiatives.
- viii The above list is not exhaustive, therefore, there may be additional requirements not listed.
- ix All instructions in relation to the above requirements will be communicated to the person responsible within the successful bidder's management team. The onus is on the successful bidder to instruct his/her staff accordingly and implement measures to ensure that these procedures are strictly adhered to.
- x The successful bidder will be required to keep accurate daily records of staff attendance, cleaning work, safety inspections, exception reports etc. Records shall be kept on site and must be made available to ACSA on a daily basis for assessment by the Service Manager. All records shall be in a format as agreed with the Service Manager.
- xi Monthly reports
- a. The successful bidder shall ensure that all required reports for the corresponding month are attached to the monthly invoice. The report must be submitted not later than the 7th of each respective month indicating the following:
    - i. An indication and substantiation of consumable/ materials usage per month, included and attached also all delivery notes of consumables ordered and stock holding left per month including pricing.
    - ii. Resource allocation per respective facility per month including: Absenteeism, Discipline etc.
    - iii. Ad-hoc services provided with costing and description. All instructions for ad-hoc services will be issued through a Maintenance Work Order or Manual Work Order during emergencies.
    - iv. Actions on non-conformances forwarded by ACSA.
    - v. Planned maintenance completed for the month.
    - vi. Planned maintenance not completed for the month.
    - vii. Planned maintenance for the next month. A floor maintenance programme is to be submitted to ACSA which shall be adhered to and also monitored.
    - viii. Recommendations for improved service and facilities.
    - ix. Health and safety issues.
    - x. Completed inspections and findings, actions taken, actions completed, and actions not completed.
    - xi. Inspections will be completed on a weekly basis with ACSA staff. This will assist in decisions with regard to improvement initiatives. The successful bidder shall keep records of inspections.
    - xii. copies of all reports for the duration of the service. All reports shall be in a format as agreed with the Service Manager from time to time.

### **III. Quality plans and control**

- i All work must be executed in accordance with prevailing industry norms and standards relating to quality. In this regard, the successful bidder will be expected to continuously compile quality plans and quality improvement plans for the ACSA Service Manager.



Emphasis must be on improving services provisions and ensuring that rostered cleaning work is indeed performed in line with contractual requirements.

- ii The quality management system (QMS) will detail amongst others, but not limited to cleaning work methods, cleanliness and hygiene standards, measurement and monitoring of standards, corrective action procedure and enhancement procedures.
- iii Bidders are required to submit a QMS proposal. The quality management system will detail amongst others, but not limited to cleaning (general and special) and hygiene maintenance work methods, cleanliness and hygiene standards, measurement and monitoring of standards, corrective action procedures, enhancement procedures, etc.
- iv The QMS proposal should as a minimum, cover the following key areas:
  - b. Illustration of an understanding of requirements of this contract and the airport operation;
  - c. General audit system being applied;
  - d. Ablution facilities audit document;
  - e. Monthly reporting;
  - f. Human resources audit system (auditing head counts & ensuring that staff are allocated to the dedicated areas
  - g. Corrective/Preventative Actions;
  - h. Rectifying/correcting/communicating problems logged on the Helpdesk;
  - i. Consumables usage audit system;
  - j. Mechanised cleaning audit system;
  - k. Introduction of new technologies, new chemicals, new consumables, new machinery and equipment to improve overall service provision and quality during the contract;
  - l. Compliance Audit systems to applicable regulation and/or legislation;
  - m. Operational roll out plan, to indicate the roll out plan to ACSA upon appointment of the contract. The contractor to indicate the human resources roll out, equipment roll out, consumables roll out etc; and
  - n. Details of QMS being applied. i.e. In-house or ISO.



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- o. ACSA is audited monthly based on industry norms and standards using a passenger feedback Airport Service Quality survey. Cleanliness of the airport forms a major part of the rating and the successful bidder needs to partner with ACSA to ensure that this rating is achieved every month. The ratings results will be made available to the successful bidder monthly. For tendering purposes, the following benchmarks will apply to the contract, as a minimum:
  - i. Overall benchmarked rating: 4.7

### IV. Safety, Health, Environmental and Risk (SHER)

- i The successful bidder must keep noise and dust levels to a minimum. At no point shall his/her work result in nuisance, interference or danger to the public or any other person working at the Airport.
- ii At no time shall the successful bidder:
  - a. allow any pollutive or toxic substance to be released into the air or storm water systems;
  - b. interfere with, or put at risk, the functionality of any system or service;
  - c. cause a fire or safety hazard.
- iii The successful bidder is required to submit the following documentation signed by the highest decision-making body/person of the tendering company:
  - a. Environmental policy; and
  - b. Health and Safety policy
- iv The successful bidder shall conduct an environmental, health and safety induction training session prior to the commencement of contract for all resources to be deployed to the contract. An attendance register must be kept in the successful bidders' health and safety file.
- v For any cleaning services to be conducted on the Airside, Airside Safety Induction training shall be attended by all resources to be deployed to the Airside and a course fee determined by ACSA shall be paid by the successful bidder. A security permit to access airside shall be issued on production of proof of attendance.
- vi The successful bidder shall:
  - a. Ensure that personal protective equipment or clothing needs analysis is conducted and incorporated into the risk assessment. Records shall be provided by the successful bidder prior to commencement of the contract.
  - b. Ensure that SABS approved personal protective equipment or clothing is provided to personnel.
  - c. Ensure that no personnel are allowed to work on site without necessary personal protective equipment or clothing.
  - d. Ensure that PPE or Clothing is kept in good working order.
  - e. Clearly stipulate procedures to be followed when PPE or Clothing is lost or stolen, worn or damaged. ACSA reserves the right to remove any person from site who is working without necessary personal protective equipment and/or clothing. Worn or tattered personal protective clothing shall not be permitted on airport premises.
  - f. Appoint a competent person to conduct a risk assessment which will include, but not limited to:
    - i. Identification of risks and hazards to which persons may be exposed; this is also to include ergonomic related hazard analysis and evaluation of the identified risks and hazards;
    - ii. A documented plan of safe work procedure to mitigate, reduce or control the risks and hazards that have been identified;
    - iii. A monitoring and review plan of risks and hazards;
    - iv. Fall protection plan for work carried in elevated position(s). The successful bidder shall ensure that all employees are informed, instructed and trained by a competent person regarding any hazard and the related procedure

before any work commences and records thereof to be kept in the contractor's health and safety file.



- vii The Service Manager shall be entitled to fine the successful bidder for each non-conformance to Health and Safety matters. This shall not transfer any of the successful bidders' responsibilities in this regard to the Employer by any means.
- viii The successful bidder shall be fully responsible for compliance to the Occupational Health and Safety Act for all persons, equipment and installations relating to this Contract. The successful bidder is expected to sign the undertaking in this regard as attached in the annexes.
- ix It shall be the successful bidder's responsibility to ensure that all relevant labour and safety legislation is adhered to in rostering staff.
- x All persons on company premises shall obey all health and safety rules, procedures and practices. NO SMOKING signs and the prohibition of the carrying of smoking materials in designated areas shall always be obeyed. A copy of the Safety Rules booklet is available on request from the ACSA Safety Department.
- xi All the applicable requirements of the Occupational Health and Safety Act (1993) and Regulations and any amendments thereto, shall be met. Where the OHS Act prescribes certification of competency of persons performing certain tasks, proof of such certification shall be provided to the Service Manager.
- xii The successful bidder's Workmen's Compensation fees must be up to date. A copy of the successful bidder's WCA registration shall be produced on request.
- xiii The following areas in the company are declared as "HOT WORKS PERMIT" areas:
  - a. All airside areas
  - b. All basement areas
  - c. All areas accessible to the public
  - d. All enclosed areas
  - e. The terminal building
- xiv Any process in the above-mentioned areas involving open flames, sparks, or heat shall be authorised by the issue of a hot work permit to work - obtainable from the ACSA Safety department. Any work done under the protection of a permit to work shall be in strict compliance with every prescription regarding the permit.
- xv Safety equipment shall be used where applicable (e.g. goggles, boots, harness, etc.)

The successful bidder, at his/her own expense shall provide such equipment, for his/her employees. The successful bidder shall apply the necessary discipline and control to ensure compliance by his workers.
- xvi All Contractors must ensure that his/her employees are familiar with the existing emergency procedures and must co-operate in any drills or exercises, which might be held. Emergency / fire equipment and extinguishers shall not be obstructed at any time
- xvii No person shall perform an unsafe / unhygienic act or operation whilst on ACSA premises.
- xviii No unsafe/dangerous equipment or tools may be brought onto or used on ACSA premises. ACSA reserves the right to inspect all equipment/tools at any time and to prevent/prohibit their use and without affecting the terms of the contract in any way.
- xix ACSA reserves the right to act in any way to ensure the safety/security of any persons, equipment or goods on its premises and will not be liable for any cost or loss evoked by the action. This includes the right to search all vehicles and persons entering, leaving or on the



- premises and to inspect any parcel, package, handbag and pockets. Persons who are not willing to permit such searches may not bring any such items or vehicles onto the premises.
- xx The successful bidder shall maintain good housekeeping standards in the area where he is working for the duration of the contract.
  - xxi At no time must the successful bidder interfere with, or put at risk, the functionality of any fire prevention system. Care must also be taken so as to prevent fire hazards.
  - xxii The successful bidder shall take special care in order not to harm or endanger the public in any way. Work shall be sufficiently hoarded and guarded in order to safeguard children and the general public from injury relating to machinery, work or other.
  - xxiii Where hoarding, barricades or lighting is required in the execution of the works, The successful bidder shall provide same at his/her own expense. Hoarding, barricades and lighting shall comply with industry accepted norms and standards and may not be used for purposes of advertising or any other purpose than safeguarding the Works.

## V. Format of communications

- i Daily Staff deployment sheets, work instructions, daily check sheets, monthly maintenance reports, inventory reports, equipment breakdown reports, communication books for shift handover etc. will all be in a format as agreed with the Service Manager.
- ii Telecom groups – For the duration of the service, the management & supervisory teams will be included in ACSA initiated communication groups such as whatsapp groups. These groups will be used as a tool to attend to operational matters in real time and ensure efficiency.
- iii The contractor will be required to submit pictures of work activities daily as proof of work being done on a daily basis.
- iv Picture of work activities will be uploaded to the communication group on a daily basis.
- v Further, the contractors administrator will be required to upload all pictures on to an ACSA file share platform such as Microsoft teams.
- vi **NOTE: All schedules, reports, log sheets, inspection sheets and any other documentation required for the duration of the service will be scanned and uploaded into the agreed ACSA file share platform such as Microsoft teams.**
- vii The Site Manager and Supervisors need to be accessible by cell phone and/or radios when in operation at all times.

## VI. Key personnel

- i A schedule of resources to this Contract (as per the Activity Schedule) will be provided to the Service Manager at the commencement of this Contract. This will, as a minimum, include all persons from general cleaner level to management level. For the full duration of this Contract, none of these persons will be replaced by a person of lesser ability or qualification. All on-site staff leaves shall be reported and agreed with the Service Manager. The Service Manager may request the replacement of any person with unsatisfactory performance or fails to comply with this contract.
- ii The successful bidder is required to screen all resources to be deployed to the contract and ensure that the following background checks have been performed prior to contract commencement:
  - a. Substance abuse checks to ensure that resources on the contract do not have a record of past substance abuse;
  - b. Past warnings, suspensions and dismissal records to ensure that resources to be deployed on the contract to pose any operational disruption risks to ACSA;
  - c. Criminal records to ensure that resources deployed to the contract do not have any history of criminal records; and



- d. Any other checks deemed necessary by the successful bidder. Details and the confirmation thereof must be submitted in bidders' responses to this Request for Proposal.



- iii **The successful bidder is required to give first preference to all resources currently employed by the current service provider for employment on this contract.**
- iv For the purposes of this Request for Proposal, the key personnel to be evaluated in Phase 2 of the evaluation of this tender shall be the following:
- Assistant Manager; and
  - Contract Manager


## VII. Management meetings

- i The successful bidder will be expected to attend meetings relating to airport maintenance, airport operations, contract management and other issues that may arise from time to time. As far as is practicable, the successful bidder will make all required persons available for these meetings. The successful bidder shall not submit claims for payment for staff attending any of these meetings. The details of all meetings to be attended by the successful bidder will be included in the Service Level Agreement.

## VIII. Permits

- i The successful bidder shall not be compensated for any additional costs relating to ACSA required permits, nor for labour/time spent in obtaining such permits. An allowance must be made in the Activity Schedule in this regard.
- ii All staff members required to work on site are required to undergo Airside Induction Training prior to application for permit.
- iii The successful bidder must ensure that they are, familiar with ACSA's safety and security requirements relating to permits in order for no work to be delayed as a result thereof at all times. This will include the permit application process.
- iv The successful bidder must ensure that staff are made aware of the conditions of use of the ACSA facility which is subject to the terms of Control of Access to Public Premises and Vehicles Act 53 of 1985.
- v Note that the successful bidder will have no claim against ACSA in the event that a permit request is refused.
- vi Permit costs must be billed at cost, no mark-up will be allowed on these costs.
- vii The successful bidder will only be paid for one permit per employee per permit validity period/cycle. Additional permits for replacement staff where staff have resigned/dismissed will not be paid for by ACSA.
- viii The below table provides details of the permits currently required at ACSA airports. Please note that the list is not all inclusive/exhaustive, but is provided for illustration purposes:

Permit	Required by/for	Department
AVOP – Airside Vehicle Operator permit	All drivers of vehicles on airside	ACSA Safety
Airside Vehicle Permit	All vehicles that enter airside	ACSA Safety
Basement Parking permit	All vehicles allowed to enter the delivery basement	ACSA Parking
Personal permit	All persons employed on the airport	ACSA Security



Cell phone permit	All persons taking cell phones to airside	ACSA Security
Lap top permit	All persons taking lap top computers to airside	ACSA Security
Camera permit	All persons taking cameras or camera equipment to airside	ACSA Security
Hot Works Permit	All welding and/metal cutting work	ACSA Safety

Proof of having attended the airside induction training course is required for all personal permit applications. Persons applying for an AVOP must provide proof of having attended an AVOP course. Fees are levied for these courses. Fees are further levied for all permit renewals and refresher courses - where applicable.



**IX. Proof of compliance with the law**

- i ACSA reserves the right to request reasonable proof of compliance from the successful bidder in support of the successful bidder meeting all applicable laws and regulations to the contract. Reasonable time will be given where such proof may not be readily available.

**X. Insurance provided by the employer**

- i The insurance details of the employer have been provided under the General conditions of contract. Bidders are advised to seek qualified advice regarding insurance.

**XI. Cell phones, two-way radios and general communication**

- i The use of cell phones on airside is not permitted unless the user is in possession of an appropriate Airport permit for the device. Cell phone permit issuing authority lies with the ACSA Security department. The Site Manager and Supervisors are required to have cell phones/radios for operational requirements and will be assisted in following the application process required by the issuing authority.
- ii The successful bidder will not be allowed to use two-way radios at the Airport unless these radios are of the type, model and frequency range as approved by the ACSA IT Department. The specifications will be provided to the successful bidder.
- iii The nature of this contract requires that the Site Manager, Supervisors and Team Leaders be contactable at all times. The successful bidder needs to ensure provision of systems to ensure communication with ACSA.
- iv The successful bidder, shall in addition to prescribed reporting requirements ensure that photographic evidence such as pictures are taken on a daily basis as proof of compliance and adherence to work activities. Such evidence must be uploaded to agreed platforms e.g. **whatsapp groups** to enable real time management and to archiving systems such as **Microsoft teams**.

## XII. Training and Development



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- i The Sector for Contract Cleaning Services has developed a SAQA approved Hygiene and Cleaning Certificate Course through the Services Sector Education and Training Authority.
- ii Bidders are encouraged to align training and development programmes to the approved qualification and ensure that training and development programmes exists for their staff in order to develop a culture of quality service and professionalism.
- iii The initial and periodic on-site and off-site training and development programme for all skills must be submitted and inserted. Thereafter refresher training must be conducted on an annual basis for on the job training as well as Customer Care Training.
- iv Below is a suggested training and development programme, Bidders are welcome to add more training programmes in line with training programmes that are available to them:

A – General Cleaner/Toilet Attendant      D – Storeman  
 B – Machine Operators                      E – Site Manager  
 C – Supervisors/Team Leader

Training Programme	Target Group	Frequency
Human Resources & Industrial Relations Training	C, E	
Personal Hygiene	A, B, C, D, E	
Company Policies & Procedure (Uniform Policy to be covered), including conditions of use for airport users	A, B, C, D, E	
Occupational Health and Safety Training	A, B, C, D, E	
On-the-Job Training	A, B, C	
Basic Cleaning Course	A, B	
Advance Cleaning Course	A, B, C	
Floor Care	A, B, C	
Customer Care Program – provided in house by ACSA	A, B, C, D, E	Once a year
Toilet Cleaning / Deep Hygiene cleaning	A, B, C	
Carpet care and cleaning	A, B, C	
Aviation Safety Rules & Regulations – once off for Permit application every 2 years	A, B, C, D, E,	
Equipment Management	A, B, C, D	

**XIV. Uniforms**

- i This contract requires all staff be dressed in a uniform of a standard acceptable to ACSA. The contractor must present photographs or any other acceptable presentation material of the complete uniform with all combinations for male and female staff. The uniform proposed is to accommodate staff allocation to the various respective areas, disciplines as well as relivers.
- ii The presentation must include provisions for colder, inclement weather. This includes but is not limited to winter months.
- iii The bidder must clearly define the dress code for acceptance by ACSA, once agreed the successful bidder must ensure compliance at all times.
- iv Non-adherence to uniform proposed and accepted by ACSA would be viewed as a non-adherence to the contract and would result in a penalty as per the penalty clauses.

**XV. Rewards and Recognition Programmes**

- i Bidders are required to provide details of their employee's reward and recognition plan/proposal/policy. Examples may include:
  - a. Cleaner/Employee of the month; and
  - b. Spot Bonuses each month;

## Annexure E: Cleaning Terminology

The purpose of this section is to establish standard nomenclature for the various cleaning procedures referred to in the example cleaning specification, and to give a brief description of action required to undertake the procedure. It is not a substitute for common sense or comprehensive cleaning manuals and skills development programmes from recognised suppliers of mechanised cleaning systems.

“Cleaning is the removal of unwanted dirt / matter”.

Abbreviations: M = Machinery

E = Equipment and Consumables

C = Chemicals

P = Preparation

A = Action

### DEFINITIONS

**Dressing:** Usually a dry bright or buffable polymer and synthetic wax emulsion, applied to resilient floors to protect and/or enhance their aesthetics and ease the cleaning process.

**Polish:** Usually a petroleum wax or synthetic wax high solid paste or liquid, best suited to porous or semi-porous floors e.g. wood, quarry tile, slasto, concrete, etc. (Must be buffed to shine).

**Sealer:** Either polyurethane or acrylic based. Used to make porous floors e.g. wood, concrete, stone, etc. essentially non-porous and washable.

**Stripper:** A detergent that will chemically unlock the binding molecules in dressings and polishes and allow them to be removed from the floor. (Strippers are effective on sealers).

### BURNISH

(Used on resilient and hard floors)

M - High speed rotary floor polisher (1 000 r.p.m. or more)

E - Ultra or high speed floor pad. Spray bottle.

C - Floor maintenance spray cleaning detergent.

P - Floor to be dust free and dry.

A - Spray a fine mist over 2 or 4 square metres of floor (coverage 1 000 sq. metre per litre). Pass machine briefly over the sprayed area to spread chemical, then systematically cover area. Two or three passes over same area should leave it clean and dry, with shine restored. Use this technique without spraying if the floor has been mopped with wash and wax type detergent.

### DAMP MOP

(Used on resilient and hard floors)

E - Single or double mobile bucket and wringer system. Mop handle and heavy duty mop head or flat/butterfly mop or variant.



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P - Floor to be pre-swept.

C - Warm water solution with either neutral or wash and wax type detergent or disinfectant.

A - Dip mop into solution and wring dry. Cover floor with flowing sweeps exerting pressure to remove marks. Insert mop in solution and wring dry frequently.

### **DAMP WIPE**

(Used on non-porous or washable surfaces)

E - Bucket, lint free cloth.

C - Usually a neutral detergent, but disinfectant cleaner or purpose made detergents also acceptable.

P - Surfaces should be dusted.

A - Use warm water, cloth to be squeezed or wrung out until only damp, but not dripping. Use systematic wiping motion and additional pressure on stubborn soilage. Re-immers cloth in detergent solution frequently and squeeze dry.

Change the solution at appropriate intervals to ensure dirt is not reapplied.

### **DISINFECTANT**

(Used on non-porous or washable surfaces)

E - Bucket and mop (for floors) and lint free (for other surfaces) or spray bottle.

C - Chlorine, quaternary ammonium or other disinfectant.

P - Surfaces must be cleaned before disinfecting.

A - Apply disinfectant diluted to manufacturers specification applicable for the surface, using mop, cloth or spray bottle as appropriate. Apply liberally and allow 10 minutes reaction time, then vacuum, mop or wipe dry.

### **DUST**

(Used on any washable or non-washable, porous or non-porous surface that will not be damaged by dry wiping)

M - Vacuum cleaner and attachments.

E - Duster, brush or dusting tool.

P - Surfaces must be dry.

A - Use a vacuum to remove dust, or reverse airflow to blow dust from inaccessible areas to where it can be collected and removed. Use cloth, brush or dusting tool gently to remove loose dust, taking care not to re-distribute the dust into other areas.

NOTE: Damp wiping is often a better option.

### **DUST MOP**

(Used on any porous or non-porous hard floor)

E - Mop sweeper or disposable cloth sweeper.

P - Surface must be dry. Mop head must be clean or fitted with unused disposable cloth.

A - Push the tool in straight lines or work backwards using a figure 8 movement if the tool design allows. Maintain the same leading edge, as reversing the direction will cause dirt to fall off. Keep the tool flat on the floor throughout the exercise. Fit new disposable cloths or wash mop heads frequently.

## INTERIM CLEANING

(Used on hard floors)



More intensive than daily cleaning, but less costly and disruptive than restorative cleaning.

M - Suitable floor scrubbing machines e.g. automatic floor scrubber/dryer, rotary and wet pick up vac, etc.

E - The mop system, blue pad for light scrubbing, clean mop or lamb's wool applicator. C - Neutral, preferably low foaming detergent. Appropriate floor dressing.

P - Floor to be pre-swept.

A - Apply solution from machine tank or with mop. Scrub and vacuum away slurry. Rinse with clean water, vacuum and mop dry. Apply one coat of the floor dressing.

## INTERIM CLEAN

(Used on carpets)

Ideal process is dry, or nearly so.

M - Rotary for pad system, spreader for powder system, vacuum cleaner.

C - Cellulose or other carpet cleaning powder.

P - Vacuum carpets.

NOTE: These interim cleaning systems work well on cut pile carpets, but have limited benefits on looped or needle punch carpets.

A - Pad system: Cover lightly soiled areas or the entire area with impregnated Pad fitted to rotary.

## POLISHING

(Used on wooden, sealed wood or laminated furniture and fittings)

E - Soft dusting cloth.

C - Silicone or cream based, petroleum wax or synthetic, past liquid or aerosol.

P - Dust to be removed before any polish is applied.

A - Small amount of liquid or spray applied to small area. Allow polish to dry to a haze and buff with a soft polishing cloth.

## RESTORATIVE CLEANING

(Used on hard and resilient floors)

Referred to as stripping and sealing.

M - Automatic scrubber, or rotary floor machine and wet & dry vacuum.

E - Black scrubbing pad, wet mopping equipment, lambs wool or mop applicator, doodle bug hand tool for edges and corners.

C - Stripper and floor dressing.

P - Litter and loose dust to be removed from the floor.

A - Apply diluted stripper with a mop or watering can; allow to lie on the floor for ten minutes or more, scrub floor with machine, use doodle bug for awkward areas ("look after the edges, the middle will look after itself"), vacuum slurry

ensuring it does not dry out on the floor, rinse the fresh water and vacuum, mop with fresh water, ensure floor is dry and apply two or three coats of floor dressing (as per manufacturer's specification).



## **RESTORATIVE CLEANING**

(Used on carpets)

Usually a damp/wet process requiring time and labour.

M - Standard speed rotary floor machine with solution tank and carpet shampoo brush, or purpose built carpet shampooer and/or hot water extraction machine (loosely termed "steam cleaner").

C - Dry foam shampoo (6% moisture content in use), detergent for use in extraction machine, de-foamer for extraction machine.

P - Carpets to be vacuumed at outset and free of litter.

A - Shampoo a small area (about 4 sq. m) in one direction and then again at 90 degrees, ensuring that the carpet is not too wet. For carpets that are only lightly soiled, use the extraction machine as a dry vacuum (or a wet and dry vacuum with a carpet tool) to remove foam and dirt residue. For heavily soiled areas and traffic lanes, spray warm water on carpets with extractor and then suck up residue. The extractor machine may be used without first shampooing.

## **SPOT CLEAN**

(Any surface)

Remove any spillage or marks immediately that appear (preferably within a day or two of their appearance) using appropriate methods

## **SPRAY CLEAN**

(Hard and resilient floors)

Same technique as described under BURNISH, except that machines are at slower speed (between 165 and 400 r.p.m.) and the pad is red.

## **STAIN REMOVAL**

(Used on any surface)

"The difference between a spot and a stain is about 10 days". See notes under SPOT REMOVAL. For marks that do not respond to normal cleaning techniques, consult a specialist stain removal guide.

## **STRIP AND SEAL**

(Used on hard and resilient floors)

See notes under RESTORATIVE CLEANING for these floors.

## **SWEEPING**

(Used on any hard floors, paving, concrete etc.)

M - Motorised walk behind or ride on sweeper, mechanical broom or push sweeper.

E - Platform broom (hard bristle for rough surfaces, soft for smoother surfaces).

A - Move machines or brooms over surfaces at an effective speed without creating clouds of dust by going too fast.  
Empty machine hoppers regularly; if using a broom, leave manageable piles of litter for collection.

## **VACUUM**

(Any surface, floors, upholstery etc.)

Use commercial or industrial equipment either, of the drum or upright type.

**Source: *National Contract Cleaners Association***



## SECTION 3: EVALUATION CRITERIA

### 3.1 Evaluation Criteria

3.1.1 ACSA will use a pre-determined evaluation criteria when considering received bids. The evaluation criteria will consider **mandatory administrative, functionality/ Price and Preference, objective criteria**. During the evaluation of received bids ACSA will make an assessment whether all the bids comply with set minimum requirements and whether all returnable documents/information have been submitted. Bidders which fail to meet minimum requirements, thresholds or have not submitted required mandatory documents will be disqualified from the bid process.

3.1.2 The requirements of any given stage must be complied with prior to progression to the next stage. ACSA reserves the right to disqualify bidders without requesting any outstanding document/information.

3.2 A staged approach will be used to evaluate bids and the approach will be as follows:

Stage 1	Stage 2	Stage 4	Stage 5	Stage 6	Stage 7	Stage 8
Check if all the documents have been received	Mandatory Requirements	Evaluate on functionality or the technical aspect of the bid	Evaluate price and Preference	Objective Criteria	Post tender negotiations (If required)	Security Vetting (If required)

### 3.3 Mandatory Requirements

A list of mandatory returnable documents must be consulted to understand which documents are required at the closing date and time. Further, to the mandatory returnable documents/information ACSA will only consider bidders which have:

- (a) Completed **in full and signed** Form of offer C1.1.
- (b) Attendance of Compulsory Briefing Session
- (c) Valid Letter of Good standing with workman's compensation commissioner COIDA.
- (d) Completed in full and signed Bidder Declaration form (SBD 4) attached.

**N.B: Bidder that do not meet both Mandatory Requirements Criteria will be disqualified and not proceed to the next stage of the process.**

### **3.5 Functionality**

The functionality evaluation will be conducted by the end-user/operations/the Tender Preparation and Evaluation Committee which comprises of various skilled and experienced members from diverse professional disciplines. The evaluation process will be based on functionality criteria. The criteria will be as follows:

#### **3.5.1. Functionality Criteria**

##### **Functionality / Technical Evaluation**

The functionality/technical evaluation will be conducted by a Bid Evaluation Committee (BEC) which comprises of various skilled and experienced members from diverse professional disciplines. The evaluation process will be based on threshold criteria. The criteria will be as follows:

##### **Threshold**

The functional / technical evaluation will be based on a threshold, where bidders who fail to achieve the minimum points will not be considered further in the evaluation process.


It should be further noted that a minimum qualifying score per sub-criterion and overall must be met as set out in the table below.

Bidders must demonstrate clear and concise understanding of these criteria relative to scope of work and deliverables to be able to earn points.



#	Evaluation Criteria	Sub-Criteria	Maximum Points	Minimum Points
1.	<b>Bidders Previous Experience</b>			
	<p>Bidders current or previous experience in cleaning services at an operation of similar nature and/or complexity with minimum area of 50 000m<sup>2</sup> per services. The bidder is expected to provide verifiable client reference letters.</p> <p>NB: Only reference letters in the referee's letter head from commercial projects will be considered. For projects and services that are current, <b>only letters demonstrating that at least 3 Year has lapsed</b></p>	<p>1.1. Bidder must provide proof of experience (minimum 1 reference letter) in the provision of cleaning services to operations of a similar nature and/or complexity to those of ACSA but not limited to airports. Operations that may be regarded as similar to ACSA operations are generally regarded as high traffic area operations whilst cleaning services are conducted.</p> <p>Relevant – Similar shall mean commercial high traffic environments such as airports, malls, train stations, conference centres etc. This list is not exhaustive but there should be operations or human traffic whilst services are provided, the bidder shall ensure that sufficient clarity is provided regarding scope of the service.</p> <ul style="list-style-type: none"> <li>• Less than three (3) years = <b>0 points</b></li> <li>• Three (3) or more years and less than five (5) years = <b>12 points</b></li> <li>• Five (5) or more years = <b>20 points</b></li> </ul>	<b>20</b>	<b>12</b>
		<p>1.2. Size of facility of high traffic environment. Measured in square meters.</p> <ul style="list-style-type: none"> <li>• Less than 50 000m<sup>2</sup> = <b>0 points</b></li> <li>• Between 50 000 m<sup>2</sup> to 100 000 m<sup>2</sup> = <b>12 points</b></li> <li>• Greater than 100 000 m<sup>2</sup> = <b>20 points</b></li> </ul> <p>Evidence – Client reference letter/s and Bidder's experience schedule. A valid reference letter should have</p> <ol style="list-style-type: none"> <li>a) client letterhead,</li> <li>b) scope of services rendered including size of area serviced. (The client must confirm actual area m<sup>2</sup> serviced and not the size of the entire site)</li> <li>c) value of contract, start and end dates of the contract,</li> <li>d) testimonial on the performance of the contractor,</li> <li>e) name of contact person and contact details of contact person (phone number and email address).</li> </ol> <p>Reference letters missing above key information maybe rendered invalid and may not be considered.</p> <p>Size measurement is per client facility per service and not an accumulated total across different projects or clients.</p>	<b>20</b>	<b>12</b>

<b>2. Key Personnel Experience and Qualification</b>				
Contracts Manager's / Site Manager x 1 required	<p>2.1. Contracts Manager's / Site Manager years of relevant experience (as Contract Manager / Site Manager) in the cleaning services in a high traffic environment.</p> <p>High traffic environments such as airports, malls, train stations, conference centres etc. This list is not exhaustive but there should be operations or human traffic whilst services are provided, the bidder shall ensure that sufficient clarity is provided regarding scope of the service.</p> <ul style="list-style-type: none"> <li>• Less than 3 years = <b>0 points</b></li> <li>• 3 to 5 years = <b>6 points</b></li> <li>• Greater than 5 years = <b>10 points</b></li> </ul> <p><i>Evidence: Bidders are required to complete the Summarised CVs for all key personnel and submit detailed copies of CVs and certified copies of certificates and qualifications</i></p>		<b>10</b>	<b>6</b>
	<p>2.2. The contract manager / Site Manager is required to possess the right level and/or mix of qualifications to ensure that the contract is managed impeccably.</p> <ul style="list-style-type: none"> <li>• No Matric and Management/Supervisory skills training = <b>0 points</b></li> <li>• Matric and Management/Supervisory skills training = <b>6 points</b></li> <li>OR</li> <li>• Matric and Occupational Health and Safety Training = <b>6 points</b></li> <li>• Matric and Management/Supervisory skills training and Occupational Health and Safety Training = <b>10 Points</b></li> </ul> <p><i>Evidence: Bidders are required to complete the Summarised CVs for all key personnel and submit detailed copies of CVs and certified copies of certificates and qualifications</i></p>		<b>10</b>	<b>6</b>
Assistant Contracts Manager's / Assistant Site Manager x 1 required	<p>2.3. Assistant Contracts Manager's / Assistant Site Manager years of relevant experience (as Assistant Contract Manager / Assistant Site Manager / Senior Supervisor) in the cleaning services in a high traffic environment.</p> <p>High traffic environments such as airports, malls, train stations, conference centres etc. This list is not exhaustive but there should be operations or human traffic whilst services are provided, the bidder shall ensure that sufficient clarity is provided regarding scope of the service.</p> <ul style="list-style-type: none"> <li>• Less than 3 years = <b>0 points</b></li> <li>• 3 to 5 years = <b>6 points</b></li> <li>• Greater than 5 years = <b>10 points</b></li> </ul> <p><i>Evidence: Bidders are required to complete the Summarised CVs for all key personnel and submit detailed copies of CVs and certified copies of certificates and qualifications</i></p>		<b>10</b>	<b>6</b>

			 <b>AIRPORTS COMPANY</b> SOUTH AFRICA	
		2.4. The Assistant contract manager / Site Manager is required to possess the right level and/or mix of qualifications to ensure that the contract is managed impeccably. <ul style="list-style-type: none"> <li>• No Matric and Management/Supervisory skills training = <b>0 points</b></li> <li>• Matric and Management/Supervisory skills training = <b>6 points</b></li> <li><b>OR</b></li> <li>• Matric and Occupational Health and Safety Training = <b>6 points</b></li> <li>• Matric and Management/Supervisory skills training and Occupational Health and Safety Training = <b>10 Points</b></li> </ul> <i>Evidence: Bidders are required to complete the Summarised CVs for all key personnel and submit detailed copies of CVs and certified copies of certificates and qualifications</i>	<b>10</b>	<b>6</b>
		<b>Contract Deployment Proposal</b>		
		a) Bidder has included their understanding of the required services and scope of work (Methodology statement): <ul style="list-style-type: none"> <li>- General Cleaning</li> <li>- Specialized Cleaning</li> <li>- Chemical Handling</li> <li>- Disposal including hazardous waste</li> </ul> b) Bidder has included resources for the services: <ul style="list-style-type: none"> <li>- Management of site, organogram and reporting line specifically for this tender</li> </ul> c) Bidder has included training schedule for the contract considering continuity of services	<b>20</b>	<b>12</b>
		d) Bidder included contingency plan for industrial strike and mitigation risks of insufficient cleaners  Poor – Did not submit a) <b>OR</b> b) <b>OR</b> c) = (0 points) Average – Submitted a) <b>AND</b> b) <b>AND</b> c) = (12 points) Good – Submitted a) <b>AND</b> b) <b>AND</b> c) <b>AND</b> d) = (20 points)		
		<b>TOTAL POINTS - Bidders must score a minimum of 60 points of 100 points to be considered for further evaluation. Bidder must also meet the minimum points for each sub-criterion.</b>	<b>100</b>	<b>60</b>

**N.B: Bidder that do not meet both Functional Evaluation Criteria requirements will be disqualified and not proceed to the next stage of the process.**

### 3.5.2. Price and Preference

This is the final stage of the evaluation process and will be based on the PPPFA preference point system. Bidders will be ranked by applying the preferential point scoring 90/10 for bids with the rand value above R50 million. A maximum of 90 points is allocated for price based on the following formulae

$$90/10$$

$$Ps = 90 \left( 1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Where:

Ps	=	Points scored for price of tender under consideration
Pt	=	Price of tender under consideration
Pmin	=	Price of lowest acceptable tender

#### Income Generating tenders to use the following formula

This is the final stage of the evaluation process and will be based on the PPPFA preference point system. 90/10 preference point system. Bidders will be ranked by applying the preferential point scoring 90/10 for bids with the rand value above R50 million. A maximum of 90 points is allocated for price based on the following formulae

$$90/10$$

$$Ps = 90 \left( 1 + \frac{Pt - P_{max}}{P_{max}} \right)$$

Where:

Ps	=	Points scored for price of tender under consideration
Pt	=	Price of tender under consideration
Pmax	=	Price of highest acceptable tender

#### Evaluation of Preference

ACSA will score specific goals out of 10 in accordance with the PPP Regulations 2022/2023. If a bidder fails to meet the Specific goals as outlined on the table below and to submit proof, the bidder will score zero (0) out of 10. ACSA will not disqualify the bidder. See below Specific goals that must be achieved for this bid:

Paste applicable goal here:

Item	Category	Specific Goals	Score	
				10
1.	Construction	51% owned by Black male or Black women and Black youth and People living with disabilities		10
		51% owned by Black male or Black women or Black youth or People living with disabilities (at least two of the above designated groups must achieved)		8
		51% owned by Black male or Black women or Black youth or People living with disabilities		6
		Less than 51% owned by Black male, Black women, Black youth, People living with disabilities		4
		Other		0

**N.B: Bidder that do not meet both Price and Preference Criteria requirements will be disqualified and not proceed to the next stage of the process.**

### 3.5.3. Objective Criteria

3.5.3.1. In line with the PPPFA, the tender must be awarded to the bidder who scores the highest points, unless objective criteria in addition to those contemplated in the specific goals (Preference) justify the award to another bidder or ACSA splits the award or cancels the bid, or commercial risks *etcetera*. After price and Preference evaluation, the Bids must be checked to determine compliance with prescribed objective criteria. Objective criteria that will be used in the evaluation of this Bid must be disclosed in the published Bid document and evaluated, failing which ACSA will be bound to award the Bid to the highest points earner on Price and Preference.

### 3.5.3.2. Prescribed objective criteria for this bid

The objective criteria chosen and advanced in this RFP are as follows:

#### 1. Main Bidder Locality:

Main Bidders must be situated in business address of Kwa-Zulu Natal Province.

**Note: Bidders must submit proof of residence / operation in Kwa-Zulu Natal Province** and this can include:

- Verifiable Water, Electricity or Levy account in the name of director and or shareholder or company / firm. **OR**
- Existing Property Lease Agreement accompanied by Proof of Payment to lessor for the recent 3 months. **OR**
- Copy of Permission to Occupy (PTO) with valid stamp from Tribal Authority. **OR**
- Proof of Voter Registration (screenshot) of a shareholder and/director visit [Voter information center - Electoral Commission of South Africa \(elections.org.za\)](http://Voter information center - Electoral Commission of South Africa (elections.org.za)).

#### 2. Sub – contracting and Sub - contractor Locality

**For this tender, a minimum of 30% of the total contract value shall be sub-contracted to an Exempted Micro Enterprise (EME) only. The subcontractor must be situated in business address of Kwa-Zulu Natal Province townships or under-developed areas.**

**The following documentation must be submitted for this evaluation stage.**

- Proof of sub-contracting arrangement signed by the main bidder and the subcontractor
- The percentage contract value reserved for the subcontractor
- The subcontractor valid sworn BBBEE affidavit or a certified SANAS accredited BBBEE certificate
- The names of the shareholders of the subcontractor with their ID's and the company's registration documents reflecting the shareholder's names (CIPC)
- Proof of residence / operation in Kwa-Zulu Natal Province townships or under-developed areas and this can include:
  - Verifiable Water, Electricity or Levy account in the name of director and or shareholder or company / firm. **OR**
  - Existing Property Lease Agreement accompanied by Proof of Payment to lessor for the recent 3 months. **OR**
  - Copy of Permission to Occupy (PTO) with valid stamp from Tribal Authority. **OR**
  - Proof of Voter Registration (screenshot) of a shareholder and/director visit [Voter information center - Electoral Commission of South Africa \(elections.org.za\)](http://Voter information center - Electoral Commission of South Africa (elections.org.za)).

**N.B: Bidder that do not meet both Objective Criteria requirements will be disqualified and not proceed to the next stage of the process.**



## SECTION 4: RETURNABLE DOCUMENTS

### 4.1 Mandatory Returnable documents

ACSA will disqualify from the bid process any bidder that has failed to submit mandatory returnable documents and information. Bidders should therefore ensure that all the mandatory returnable documents and information have been submitted. In order to assist bidders, ACSA has also included a column next to the required mandatory document and information to enable bidders to keep track of whether they have submitted or not. The mandatory documents and information are as follows:

<b>MANDATORY RETURNABLE DOCUMENTS AND INFORMATION</b>	<b>SUBMITTED [Yes or No]</b>
<i>Priced offer</i>	
<i>Declaration of Interest Form and Politically Exposed Persons</i>	
<i>SBD 4 Bidder's Disclosure Form</i>	
<i>SBD 6.1 Preference Points Claim Form</i>	
<i>SBD 6.2 Declaration for local content and production for PPPFA designated sectors</i>	
<i>Confidentiality and Non-Disclosure Agreement</i>	

#### 4.2 Other Returnable Documents and information

These types of documents and information are required but are not mandatory or are only mandatory at specific stages of the process. ACSA may request bidders to submit these documents or information after the closing date and time or might already have them on the system. Where a document or information is only mandatory at a specific stage in the process, ACSA may only disqualify a bidder for non-submission at that stage and after reasonable efforts were made to request the document from the bidder. The documents are as follows:

OTHER RETURNABLE DOCUMENTS AND INFORMATION	SUBMITTED [Yes or No]
<i>BEE Certificate and Scorecard or BBBEE QSE/EME Affidavit</i>	
<i>Verifiable medical certificate of report as proof of disability(For preference claims)</i>	
<i>Tax Pin number (ACSA may not award to a bidder whose tax affairs have not been declared to be in orders by SARS)</i>	
<i>Names and identity numbers of Directors, / Trustees / Members / Shareholders and Senior management</i>	
<i>Certificate of Incorporation of the bidding entity showing ownership split</i>	
<i>Central Supplier Database Report (CSD)</i>	

#### 4.3 Validity of submitted information

Bidders must ensure that all conditions, documents and information which has been submitted in pursuance to this bid remains valid for the duration of the contract period. In the event where a validity document expires an updated document must be submitted. The duty is on the bidder to provide updated information to ACSA immediately after such information has changed.

## SECTION 5: RETURNABLE DOCUMENTS

### 5.1 DECLARATION OF INTEREST AND POLITICALLY EXPOSED PERSONS FORM

#### Making a Declaration

Any legal person or persons having a relationship with persons employed by ACSA, including a blood relationship, may submit a bid in terms of this tender document. In view of possible allegations of unfairness, should the resulting bid, or part thereof, be awarded to persons connected with or related to ACSA employees, it is required that the bidder or his/her authorised representative declare his/her position in relation to ACSA employees or any member of the evaluation or adjudication committee which will consider bids.

ACSA requires all bidders to declare that they have not acted in any manner inconsistent with the law, policy, or fairness. Furthermore, ACSA requires bidders to declare if they have Politically Exposed Persons (PEP) also known as Domestic Prominent Influential Persons (DPIP) in their organisation. See below definition of PEP/DPIP.

Politically Exposed Persons or DPIP are individuals who are or have been entrusted with prominent public functions in the country or a foreign country, for example Heads of State or of government, senior politicians, senior government, judicial or military officials, senior executives of state-owned corporations, important political party officials. Business relationships with family members or close associates of PEPs involve reputational risks similar to those with PEPs themselves. PEP status in the following areas shall be declared:

- Current or former senior official in the executive, legislative, administrative, military, or judicial branch of government or foreign government (elected or not)
- A senior official of a major political party or major foreign political party;
- A senior executive of government owned commercial enterprise
- or a foreign government owned commercial enterprise, being a corporation, business or other entity formed by or for the benefit of any such individual;
- A related and or inter-related immediate member of such individual; meaning spouse, parents, siblings, children, and spouse's parents or siblings etc

#### 5.1.1 All bidders must complete a declaration of interest form below:

Full name of the bidder or representative of  
the bidding entity

Identity Number

Position held in the bidding entity

Registration number of the bidding entity

Tax Reference number of the bidding entity

VAT Registration number of the bidding entity

I/We certify that there is / no PEP/DPIP conflict of interest/ no relationship between the bidding entity or any of its shareholders / directors / owner / member / partner/ senior management with any ACSA employee or official.

Where a relationship or PEP/DPIP conflict of interest exists, please provide details of the ACSA employee or official and the extent of the relationship below:

---



**AIRPORTS COMPANY**  
SOUTH AFRICA

### PEP/DPIP Declaration

DPIP/PEP Declaration for self/family member or close associate:

Nature of Political Exposure	Term of the office	Description of activities relating to political exposure

Full Names of Directors / Trustees / Members / Shareholders/ Senior Management of the bidding entity

Full Name	Identity Number	Personal Income Tax Reference Number

5.1.2.I/We declare that we have not acted in any manner which promotes unfairness, contravenes any law or is against public morals. We further certify that we will in full compliance of this tender terms and conditions as well as ACSA policies in the event that we are successful in this tender.

### Declaration:

I/We the undersigned \_\_\_\_\_ (Name) hereby certify that the information furnished in this tender document is true and correct. We further certify that we understand that where it is found that we have made a false declaration or statement in this tender, ACSA may disqualify our bid or terminate a contract we may have with ACSA where we are successful in this tender.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Position

\_\_\_\_\_  
Name of bidder

## 5.2 BIDDER'S DISCLOSURE FORM SBD 4

### 1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

### 2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest<sup>1</sup> in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2

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

2.2.1 If so, furnish particulars:

.....  
.....

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

\_\_\_\_\_

2.3.1 If so, furnish particulars:

.....  
 .....



### 3 DECLARATION

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

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>2</sup> will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....  
 Signature

.....  
 Date

<sup>2</sup> Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

.....

Position

.....

Name of bidder



### 5.3 PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022 SBD 6.1

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

**NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022**

#### 1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

#### 1.2 To be completed by the organ of state

- a) The applicable preference point system for this tender is the **90/10** preference point system.
- b) Either the **90/10 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals / Preference .

#### 1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	90

<b>SPECIFIC GOALS / PREFERENCE</b>	<b>10</b>
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>



- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

## 2. DEFINITIONS

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

## 3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

### 3.1. POINTS AWARDED FOR PRICE

#### 3.1.1 THE 90/10 PREFERENCE POINT SYSTEMS

A maximum of 90 points is allocated for price on the following basis:  
**90/10**

$$Ps = 90 \left( 1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where

- Ps = Points scored for price of tender under consideration  
Pt = Price of tender under consideration  
Pmin = Price of lowest acceptable tender



### 3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

#### 3.2.1. POINTS AWARDED FOR PRICE

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

**90/10**

$$Ps = 90 \left( 1 + \frac{Pt - P_{max}}{P_{max}} \right)$$

Where

- Ps = Points scored for price of tender under consideration  
 Pt = Price of tender under consideration  
 Pmax = Price of highest acceptable tender

## 4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
  - (b) any other invitation for tender, that either the 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10

**Table 1: Specific goals for the tender and points claimed are indicated per the table below.**

***(Note to organs of state: Where either the 90/10 preference point system is applicable, corresponding points must also be indicated as such.)***

***Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)***

The specific goals/preference point allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)
51% owned by Black male and Black women and Black youth and People living with disabilities	10	
51% owned by Black male or Black women or Black youth or People living with disabilities (at least two of the above designated groups must achieved)	8	
51% owned by Black male or Black women or Black youth or People living with disabilities	6	
Less than 51% owned by Black male, Black women, Black youth, People living with disabilities	4	
Other	0	

#### DECLARATION WITH REGARD TO COMPANY/FIRM

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

4.4. Company registration number: .....

4.5. TYPE OF COMPANY/ FIRM

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

[TICK APPLICABLE BOX]



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

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

.....  
**SIGNATURE(S) OF TENDERER(S)**

**SURNAME AND NAME:** .....

**DATE:** .....

**ADDRESS:** .....

.....

.....

.....

## **5.4 DECLARATION CERTIFICATE FOR LOCAL PRODUCTION AND CONTENT FOR DESIGNATED SECTORS SBD 6.2**

This Standard Bidding Document (SBD) must form part of all bids invited. It contains general information and serves as a declaration form for local content (local production and local content are used interchangeably).

the South African Bureau of Standards (SABS) approved technical specification number SATS 1286:2011 (Edition 1) and the Guidance on the Calculation of Local Content together with the Local Content Declaration Templates [Annex C (Local Content Declaration: Summary Schedule), D (Imported Content Declaration: Supporting Schedule to Annex C) and E (Local Content Declaration: Supporting Schedule to Annex C)].

### **1. General Conditions**

- 1.1. Preferential Procurement Regulations, 2017 (Regulation 8) make provision for the promotion of local production and content.
- 1.2. Regulation 8.(2) prescribes that in the case of designated sectors, organs of state must advertise such tenders with the specific bidding condition that only locally produced or manufactured goods, with a stipulated minimum threshold for local production and content will be considered.
- 1.3. Where necessary, for tenders referred to in paragraph 1.2 above, a two stage bidding process may be followed, where the first stage involves a minimum threshold for local production and content and the second stage price and B-BBEE.
- 1.4. A person awarded a contract in relation to a designated sector, may not sub-contract in such a manner that the local production and content of the overall value of the contract is reduced to below the stipulated minimum threshold.
- 1.5. The local content (LC) expressed as a percentage of the bid price must be calculated in accordance with the SABS approved technical specification number SATS 1286: 2011 as follows:

$$LC = [1 - x / y] * 100$$

Where

x is the imported content in Rand

y is the bid price in Rand excluding value added tax (VAT)

Prices referred to in the determination of x must be converted to Rand (ZAR) by using the exchange rate published by South African Reserve Bank (SARB) at 12:00 on the date of advertisement of the bid as indicated in paragraph 4.1 below.

**The SABS approved technical specification number SATS 1286:2011 is accessible on <http://www.thedti.gov.za/industrial development/ip.jsp> at no cost.**

- 1.6. A bid may be disqualified if this Declaration Certificate and the Annex C (Local Content Declaration: Summary Schedule) are not submitted as part of the bid documentation;



2. The stipulated minimum threshold(s) for local production and content (refer to Annex A of SATS 1286:2011) for this bid is/are as follows:

Description of services, works or goods      Stipulated minimum threshold

N/A

3. Does any portion of the goods or services offered have any imported content?

(Tick applicable box)

YES		NO	
-----	--	----	--

- 3.1 If yes, the rate(s) of exchange to be used in this bid to calculate the local content as prescribed in paragraph 1.5 of the general conditions must be the rate(s) published by SARB for the specific currency at 12:00 on the date of advertisement of the bid.

The relevant rates of exchange information is accessible on [www.reservebank.co.za](http://www.reservebank.co.za)

Indicate the rate(s) of exchange against the appropriate currency in the table below (refer to Annex A of SATS 1286:2011):

Currency	Rates of exchange
US Dollar	
Pound Sterling	
Euro	
Yen	
Other	

NB: Bidders must submit proof of the SARB rate (s) of exchange used.

3. Where, after the award of a bid, challenges are experienced in meeting the stipulated minimum threshold for local content the dti must be informed accordingly in order for the dti to verify and in consultation with the AO/AA provide directives in this regard.

**LOCAL CONTENT DECLARATION**  
**(REFER TO ANNEX B OF SATS 1286:2011)**

**LOCAL CONTENT DECLARATION BY CHIEF FINANCIAL OFFICER OR OTHER LEGALLY RESPONSIBLE PERSON NOMINATED IN WRITING BY THE CHIEF EXECUTIVE OR SENIOR MEMBER/PERSON WITH MANAGEMENT RESPONSIBILITY (CLOSE CORPORATION, PARTNERSHIP OR INDIVIDUAL)**

**IN RESPECT OF BID NO. ....**

**ISSUED BY:** (Procurement Authority / Name of Institution):  
.....

**NB**


- 1 The obligation to complete, duly sign and submit this declaration cannot be transferred to an external authorized representative, auditor or any other third party acting on behalf of the bidder.
- 2 Guidance on the Calculation of Local Content together with Local Content Declaration Templates (Annex C, D and E) is accessible on [http://www.thdti.gov.za/industrial\\_development/ip.jsp](http://www.thdti.gov.za/industrial_development/ip.jsp). Bidders should first complete Declaration D. After completing Declaration D, bidders should complete Declaration E and then consolidate the information on Declaration C. **Declaration C should be submitted with the bid documentation at the closing date and time of the bid in order to substantiate the declaration made in paragraph (c) below.** Declarations D and E should be kept by the bidders for verification purposes for a period of at least 5 years. The successful bidder is required to continuously update Declarations C, D and E with the actual values for the duration of the contract.

I, the undersigned, ..... (full names),

do hereby declare, in my capacity as .....

of .....(name of bidder entity), the following:

- (a) The facts contained herein are within my own personal knowledge.
- (b) I have satisfied myself that:
  - (i) the goods/services/works to be delivered in terms of the above-specified bid comply with the minimum local content requirements as specified in the bid, and as measured in terms of SATS 1286:2011; and
- (c) The local content percentage (%) indicated below has been calculated using the formula given in clause 3 of SATS 1286:2011, the rates of exchange indicated in paragraph 4.1 above and the information contained in Declaration D and E which has been consolidated in Declaration C:

Bid price, excluding VAT (y)	R 
Imported content (x), as calculated in terms of SATS 1286:2011	R <b>AIRPORTS COMPANY</b>
Stipulated minimum threshold for local content (paragraph 3 above)	<b>SOUTH AFRICA</b>
Local content %, as calculated in terms of SATS 1286:2011	

**If the bid is for more than one product, the local content percentages for each product contained in Declaration C shall be used instead of the table above.**

**The local content percentages for each product has been calculated using the formula given in clause 3 of SATS 1286:2011, the rates of exchange indicated in paragraph 4.1 above and the information contained in Declaration D and E.**

- (d) I accept that the Procurement Authority / Institution has the right to request that the local content be verified in terms of the requirements of SATS 1286:2011.
- (e) I understand that the awarding of the bid is dependent on the accuracy of the information furnished in this application. I also understand that the submission of incorrect data, or data that are not verifiable as described in SATS 1286:2011, may result in the Procurement Authority / Institution imposing any or all of the remedies as provided for in Regulation 14 of the Preferential Procurement Regulations, 2017 promulgated under the Preferential Policy Framework Act (PPPFA), 2000 (Act No. 5 of 2000).

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**WITNESS No. 1** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**WITNESS No. 2** \_\_\_\_\_

**DATE:** \_\_\_\_\_



**Form 5.5: CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT**

between

**AIRPORTS COMPANY SOUTH AFRICA SOC LIMITED**

(Registration No. 1993/004149/30)

**("Airports Company")**

of

Western Precinct, Aviation Park

O.R. Tambo International Airport

1 Jones Road

Kempton Park

1632

**AND**

**[NAME OF SERVICE PROVIDER]**

(Registration No: \_\_\_\_\_)

**("\_\_\_\_\_")**

of

[Service Providers Address]




**AIRPORTS COMPANY**

## 1. **INTERPRETATION**

In this agreement -

- 1.1 "confidential Information" – is information which is confidential to the disclosing party, and includes whether in written, graphic, oral, proprietary, tangible, intangible, electronic or other form, and, -
  - 1.1.1 any information in respect of know-how, formulae, statistics, processes, systems, business methods, marketing, trading and merchandising methods and information, promotional and advertising plans and strategies, pricing, financial plans and models, inventions, long-term plans, research and development data, user or consumer/ customer data and profiles, ideas, computer programmes, drawings and any other information of confidential nature of the disclosing party, in whatever form it may be;
  - 1.1.2 the contractual business and financial arrangements of the disclosing party and others with whom it has business arrangements of whatever nature;
  - 1.1.3 all information peculiar to the business of the disclosing party which is not readily available to a competitor of the disclosing party in the ordinary course of business;
  - 1.1.4 the fact of and content of any discussions between the disclosing party and the receiving party as well as the existence and content of any agreement, which may be concluded between the disclosing party and the receiving party;
  - 1.1.5 all other matters of a confidential nature which relate to the disclosing party's business;
  - 1.1.6 generally, information which is disclosed in circumstances of confidence or would be understood by the parties, exercising reasonable business judgement, to be confidential;
  - 1.1.7 all information of whatsoever nature relating to the disclosing party as contemplated in 2.1 below;
- but does not include information which -
  - 1.1.8 is or hereafter becomes part of the public domain, otherwise than as a result of a breach or default of the receiving party or of a representative or affiliate of the receiving party;
  - 1.1.9 can be shown to have been lawfully in the possession of the receiving party or its affiliates or consultants prior to its disclosure and is not subject to an existing agreement between the disclosing party and the receiving party;
  - 1.1.10 is acquired by the receiving party independently from a third party who lawfully acquired such information without restriction and who had not previously obtained the confidential information directly or indirectly under a confidentiality obligation from the disclosing party;
  - 1.1.11 is acquired or developed by the receiving party independently of the disclosing party and in circumstances which do not amount to a breach of the provisions of this agreement;
- is disclosed or released by the receiving party to satisfy an order of a court of competent jurisdiction or to otherwise comply with the provisions of any law or regulation in force at the time or the requirements of any recognised stock exchange; provided that, in these circumstances, the receiving party shall inform the disclosing party of the requirement to disclose prior to making the disclosure and provided further that the receiving party will disclose only that portion of the confidential information which it is legally required to so disclose; and the receiving party will use its reasonable endeavours to protect the confidentiality of such information to the widest extent lawfully possible in the circumstances (and shall co-operate with the disclosing party if it elects to contest any such disclosure);

For the purposes of this agreement the party, which discloses confidential information, shall be referred to as "the disclosing party" and the party, which receives the confidential information, shall be referred to as "the receiving party".



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SOUTH AFRICA

- 1.2 ““affiliate” –of a Party means any person, now or hereafter existing, who directly or indirectly controls, (*holding company*) or is controlled or is under common control of such Party (subsidiary company); a Person “controls” another person if it holds or is beneficially entitled to hold , directly or indirectly, other than by way of security interest only, more than 50% of its voting , income or capital;
- 1.3 “disclosing party” – the party disclosing confidential information in terms of this agreement and being Airports Company;
- 1.4 “receiving party” – the party receiving confidential information in terms of this agreement;
- 1.5 “the parties” – the Airports Company and \_\_\_\_\_.

## 2. **INTRODUCTION**

- 2.1 The parties intend to provide each other with certain information pertaining to their operations and the parties are in the process of discussing certain matters with a view to concluding an agreement (“the potential agreement”), which discussions have required and will require the disclosure to one another of information of a proprietary, secret and confidential nature. Whether or not the parties conclude the potential agreement will not affect the validity of this agreement.
- 2.2 If the confidential information so disclosed is used by the receiving party for any purpose other than that for which its use is authorised in terms of this agreement or is disclosed or disseminated by the receiving party to another person or entity which is not a party to this agreement, this may cause the disclosing party to suffer damages and material financial loss.
- 2.3 This agreement shall also bind the parties, notwithstanding the date of signature hereof, in the event that either party shall have disclosed any confidential information to the other party prior to date of signature hereof.
- 2.4 The parties wish to record the terms and conditions upon which each shall disclose confidential information to the other, which terms and conditions shall constitute a binding and enforceable agreement between the parties and their agents.

## 3 **USE OF CONFIDENTIAL INFORMATION**

Any confidential information disclosed by the disclosing party shall be received and used by the receiving party only for the limited purpose described in 2.1 above and for no other purpose.

## 4 **NON-DISCLOSURE**

- 4.1 THE RECEIVING PARTY undertakes that –
- 4.1.1 it will treat the disclosing party’s confidential information as private and confidential and safeguard it accordingly;



- 4.1.2 it will not use (except as permitted in 3 above) or disclose or release or copy or reproduce or publish or circulate or reverse or engineer and/or decompile or otherwise transfer, whether directly or indirectly, the confidential information of the disclosing party to any other person or entity; and the receiving party shall take all such steps as may be reasonably necessary to prevent the disclosing party's confidential information falling into the hands of unauthorised persons or entities;
- 4.1.3 it shall not disclose the confidential information of the disclosing party to any employee, consultant, professional adviser, contractor or sub-contractor or agent of the receiving party (collectively referred to herein as "representative") or an affiliate of the receiving party, nor shall they be given access thereto by the receiving party -
- 4.1.4 unless it is strictly necessary for the purposes referred to in 2.1 above; and
- 4.1.5 the receiving party shall have procured that the representative, affiliate or consultant to whom or to which such information is disclosed or made available shall have agreed to be bound by all the terms of this agreement, and, in such event, the receiving party hereby indemnifies the disclosing party against any loss, harm or damage which it may suffer as a result of the unauthorised disclosure of confidential information by a representative, affiliate or consultant.
- 4.2 Any documentation or written record or other material containing confidential information (in whatsoever form) which comes into the possession of the receiving party shall itself be deemed to form part of the confidential information of the disclosing party. The receiving party shall, on request, and in any event if the discussions referred to in 2.1 above should not result in an agreement, return to the disclosing party all of its confidential information which is in physical form (including all copies) and shall destroy any other records (including, without limitation, those in machine readable form) as far as they contain the disclosing party's confidential information. The receiving party will, upon written or oral request from the disclosing party and within five (5) business days of the disclosing party's request, provide the disclosing party with written confirmation that all such records have been destroyed.

## 5. **COPIES**

- 5.1 The receiving party may only make such copies of the disclosing party's confidential information as are strictly necessary for the purpose and the disclosures which are not in breach of this agreement and authorised in terms of this agreement. The receiving party shall clearly mark all such copies as "Confidential".
- 5.2 At the written request of the disclosing party, the receiving party shall supply to the disclosing party a list showing, to the extent practical –
- 5.2.1 where copies of the confidential Information are held;
  - 5.2.2 copies that have been made by the receiving party (except where they contain insignificant extracts from or references to confidential information) and where they are held; and
  - 5.2.3 the names and addresses of the persons to whom confidential information has been disclosed and, if applicable, a copy of the confidentiality undertaking signed by such persons complying with the provisions of this agreement.

## 6. **THE USE OF THE COMPANY'S INTELLECTUAL PROPERTY**

- 6.1 The receiving party shall not use any intellectual property of the Company (including trademarks, service marks, logos, slogans, trade names, brand names and other indicia of origin) (collectively, the "**Company**

IP”) for any reason whatsoever without first obtaining the Company’s prior written consent which consent the Company shall be entitled to grant solely at its own discretion.



- 6.2 If the receiving party requires the use of such Company IP, a request must be sent to the [\[Motlhabane.molamu@airports.co.za\]](mailto:Motlhabane.molamu@airports.co.za). Each single request by the same receiving party shall be treated as a new request.
- 6.3 Should the Company provide its consent in terms of clause 6.1 above, the receiving party shall comply with the Company’s policies and standards with regard to the use of the Company IP. Such policies and standards shall be communicated to the receiving party at the time the Company grants the consent to the receiving party.
- 6.4 Failure to adhere to the provisions of this clause 6 or the policies, brand requirements and protocols that will be communicated by the Brand Custodians Office to the receiving party, shall result in the penalty equal to the value of 2% (two per cent) of the receiving party’s annual turnover in the financial year in which the aforesaid failure occurred.

## 7. **DURATION**

- 7.1 Subject to Clause 2.3 this agreement shall commence or shall be deemed to have commenced on the date of signature of this agreement by the last party to sign the agreement.
- 7.2 This agreement shall remain in force for a period of **5 years** (“the term”), or for a period of one (1) year from the date of the last disclosure of confidential information to the receiving party, whichever is the longer period, whether or not the parties continue to have any relationship for that period of time.

## 8. **TITLE**

- 8.1 All confidential information disclosed by the disclosing party to the receiving party is acknowledged by the receiving party:
- 8.1.1 to be proprietary to the disclosing party; and
- 8.1.2 not to confer any rights to the receiving party of whatever nature in the confidential information.

## 9. **RELATIONSHIP BETWEEN THE PARTIES**

- 9.1 The disclosing party is not obliged, by reason of this agreement, to disclose any of its confidential information to the receiving party or to enter into any further agreement or business relationship with the receiving party. Nothing herein shall imply or create any exclusive relationship between the Parties or otherwise restrict either Party from pursuing any business opportunities provided it complies at all times with the non-disclosure obligations set forth herein
- 9.2 The disclosing party retains the sole and exclusive ownership of intellectual property rights to its confidential information and no license or any other interest in such confidential information is granted in terms hereof or by reason of its disclosure.
- 9.3 The termination of the discussions referred to in 2.1 above shall not release the parties from the obligations set out in this agreement.



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SOUTH AFRICA

10. **ENFORCEMENT, GOVERNING LAWS AND JURISDICTION**

- 10.1 This agreement shall be governed by and interpreted according to the laws of the Republic of South Africa, without reference to the choice of laws' provisions of the Republic of South Africa. In the event of a conflict between or inconsistency in the laws applicable in the various provinces of the Republic of South Africa, the law as applied and interpreted in the Gauteng Province shall prevail.
- 10.2 The parties irrevocably submit to the exclusive jurisdiction of the High Court of South Africa, Witwatersrand Local Division, in respect of any action or proceeding arising from this agreement.
- 10.3 The parties agree that, in the event of a breach of this agreement, monetary damages would not be an adequate remedy. In the event of a breach or threatened breach of any provisions of this agreement by the receiving party, the disclosing party (and/or its relevant affiliate) shall be entitled to injunctive relief in any court of competent jurisdiction and the receiving party shall reimburse the disclosing party for any costs, claims, demands or liabilities arising directly or indirectly out of a breach. Nothing contained in this agreement shall be construed as prohibiting a party or its affiliate from pursuing any other remedies available to it for a breach or threatened breach.
- 10.4 The failure by the disclosing party to enforce or to require the performance at any time of any of the provisions of this agreement shall not be construed to be a waiver of such provision, and shall not affect either the validity of this agreement or any part hereof or the right of the disclosing party to enforce the provisions of this agreement.

11. **DOMICILIUM**

- 11.1 The parties choose as their *domicilium* the addresses indicated in the heading to this agreement for the purposes of giving any notice, the payment of any sum, the serving of any process and for any other purpose arising from this agreement.
- 11.2 Each of the parties shall be entitled from time to time, by written notice to the other, to vary its domicilium to any other address which is not a post office box or poste restante.
- 11.3 Any notice required or permitted to be given in terms of this agreement shall be valid and effective only if in writing.
- 11.4 Any notice given and any payment made by one party to the other ("the addressee") which:
- 11.4.1 is delivered by hand during the normal business hours of the addressee at the addressee's domicilium for the time being shall be presumed, until the contrary is proved, to have been received by the addressee at the time of delivery;
  - 11.4.2 is posted by prepaid registered post from an address within the Republic of South Africa to the addressee at the addressee's domicilium for the time being shall be presumed, until the contrary is proved, to have been received by the addressee on the fourth day after the date of posting;
  - 11.4.3 is transmitted by facsimile to the addressee's receiving machine shall be presumed, until the contrary is proved, to have been received within one (1) hour of transmission where it is transmitted during normal business hours or, if transmitted outside normal business hours, within one (1) hour of the resumption of normal business hours on the next normal business day.


**AIRPORTS COMPANY**
**12. GENERAL**

- 12.1 No party shall be bound by any representation, warranty, undertaking, promise or the like not recorded in this agreement.
- 12.2 No addition to, variation or agreed cancellation of this agreement shall be of any force or effect unless in writing and signed by or on behalf of the parties.
- 12.3 Any indulgence which either party may show to the other in terms of or pursuant to the provisions contained in this agreement shall not constitute a waiver of any of the rights of the party which granted such indulgence.
- 12.4 The parties acknowledge that this agreement and the undertakings given by it in terms hereof are fair and reasonable in regard to their nature, extent and period and go no further than is reasonably necessary to protect the interests of the parties.
- 12.5 The parties hereby confirm that they have entered into this agreement with full and clear understanding of the nature, significance and effect thereof and freely and voluntarily and without duress.
- 12.6 Neither party shall have the right to assign or otherwise transfer any of its rights or obligations under this agreement.
- 12.7 This agreement may be executed in several counterparts that together shall constitute one and the same instrument.
- 12.8 In this agreement, clause headings are for convenience and shall not be used in its interpretation.
- 12.9 Each clause of this agreement is severable, the one from the other and if any one or more clauses are found to be invalid or unenforceable, that clause shall not affect the balance of the clauses which shall remain in full force and effect.

**SIGNED at** \_\_\_\_\_ **on** \_\_\_\_\_ **day of** \_\_\_\_\_ **202**\_\_\_\_\_

\_\_\_\_\_  
**AIRPORTS COMPANY SOUTH AFRICA SOC LIMITED**

the signatory warranting that he is duly authorised thereto.

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

**AS WITNESSES**

1. \_\_\_\_\_

2. \_\_\_\_\_

SIGNED at \_\_\_\_\_ on \_\_\_\_\_ day of \_\_\_\_\_ 202\_\_\_\_\_



**AIRPORTS COMPANY**  
SOUTH AFRICA

**[NAME OF SERVICE PROVIDER]**

the signatory warranting that s/he is duly authorised thereto.

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

**AS WITNESSES**

1. \_\_\_\_\_

2. \_\_\_\_\_

**FORM 5.6: ACCEPTANCE OF TERMS AND CONDITIONS OF RFP AND BIDDER'S PARTICULARS**

TO: Airports Company South Africa SOC Limited (ACSA)

Airports Company South Africa Limited.



Proposal No: \_\_\_\_\_

**1. Bidder's Name and Contract Details**

Bidder:	
Physical Address:	
Correspondence to be addressed to:	
Phone numbers:	
Email Address:	
Contact Person:	

**2. Proposal Certification**

We hereby submit a Proposal in respect of the [*Cleaning and Hygiene Services at King Shaka International Airport*] in accordance with Airports Company South Africa's requirements.

- We acknowledge that Airports Company South Africa's terms and conditions (as amended and mutually agreed between the parties if necessary) shall apply to the agreement with the successful Bidder,
- We have read, understand and agree to be bound by the content of all the conditions of this bid and documentation provided by Airports Company South Africa in this Request for Proposal.
- We accept that Airports Company South Africa's Bid Adjudication Committee decision is final and binding.
- We acknowledge that the bidder/s, directors, shareholders and employees may be subjected to security vetting by Airport Company South Africa or its agent.
- We certify that all forms of Proposal as required in the Proposal document are included in our submission.
- We certify that all information provided in our Proposal is true, accurate, complete and correct.
- This Proposal is specific to this bid only.



- The undersigned is/are authorized to submit and sign the Proposal that shall be binding on closure of the Proposal submission.
- The Proposal is binding on this Bidder for a period which lapses after *one hundred and twenty (120)* days calculated from the closing date for Proposal submission.



Thus done and signed at		on this the		day of		202
-------------------------	--	-------------	--	--------	--	-----

Signature:	
Name:	

For and behalf of:

Bidding entity name:	
Capacity:	