KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA

BID NUMBER	**ZNB 3000/HOH/2025-H**
BID DESCRIPTION	**PROVISION OF CLEANING, HYGIENE AND HOUSEKEEPING SERVICES AT VARIOUS HEAD OFFICE BUILDINGS IN UMGUNGUNDLOVU AND ETHEKWINI DISTRICTS.**
HEAD OFFICE BUILDING	**UMGUNGUNDLOVU DISTRICT:** NATALIA BUILDING, IRIS MARWICK (KZNCN), OLD BOYS MODEL SCHOOL/SCM, HAST, ORTHOPEDICS, CENTRAL PROVINCIAL STORES (CPS), TOWNHILL OFFICE PARK AND REGIONAL TRAINING CENTER. **ETHEKWINI DISTRICT:** COLLEGE OF EMERGENCY CARE (COEC), COEC RESIDENCE AND ETHEKWINI MAINTENANCE HUB.
PERIOD	**THREE-YEAR CONTRACT**
SITE INSPECTION DATE AND TIME (***refer to annexure B site inspection schedule for: Physical addresses***)	**18/11/2025 @ 10:00AM** HEAD OFFICE BUILDINGS: (UMGUNGUNDLOVU DISTRICT): NATALIA BUILDING, IRIS MARWICK (KZNCN)DISTRICT) **19/11/2025 @ 10:00AM** HEAD OFFICE BUILDINGS (UMGUNGUNDLOVU DISTRICT): OLD BOYS MODEL SCHOOL/SCM, HAST, ORTHOPEDICS, CENTRAL PROVINCIAL STORES (CPS), TOWNHILL OFFICE PARK AND REGIONAL TRAINING CENTER. **20/11/2025 @ 10:00AM** FOR ALL HEAD OFFICE BUILDINGS (ETHEKWINI DISTRICT): COLLEGE OF EMERGENCY CARE (COEC), COEC RESIDENCE AND ETHEKWINI MAINTENANCE HUB.
Closing Date:	**09 DECEMBER 2025**
Closing Time:	**11:00 AM**
Physical Address for Collection or Delivery of Bid Documents	KZN Department of Health Central Supply Chain Management Unit Old Boys School 310 Jabu Ndlovu Street Pietermaritzburg, 3201

Name of Bidder:	
CSD Registration Number:	
Income Tax Reference Number:	

KWAZULU-NATAL PROVINCIAL GOVERNMENT BIDDING FORMS

SBD1

PART A
INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (*NAME OF DEPARTMENT/ PUBLIC ENTITY*)					
BID NUMBER:	**ZNB 3000/HOH/2025-H**	CLOSING DATE:	09/12/2025	CLOSING TIME:	11:00am
DESCRIPTION	**PROVISION OF CLEANING, HYGIENE AND HOUSEKEEPING SERVICES AT VARIOUS HEAD OFFICE BUILDINGS IN UMGUNGUNDLOVU AND ETHEKWINI DISTRICTS FOR A PERIOD OF THREE-YEARS**				

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT *(STREET ADDRESS)*
CENTRAL SUPPLY CHAIN MANAGEMENT DIRECTORATE (OLD BOYS SCHOOL BUILDING),
310 JABU NDLOVU STREET,
PIETERMARITZBURG
3200

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		**TECHNICAL ENQUIRIES MAY BE DIRECTED TO:**	
CONTACT PERSON	**Demand Management**	CONTACT PERSON	Ms. N Njokwe
TELEPHONE NUMBER	**033 815 8361/8386/8357**	TELEPHONE NUMBER	033-395 2745
E-MAIL ADDRESS	**Scm.demandmanagement@kznhealth.gov.za**	E-MAIL ADDRESS	nokuthula.njokwe@kznhealth.gov.za

SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		**OR**	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	☐Yes ☐No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?	☐Yes ☐No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS	
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	☐ YES ☐ NO
DOES THE ENTITY HAVE A BRANCH IN THE RSA?	☐ YES ☐ NO
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	☐ YES ☐ NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	☐ YES ☐ NO
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	☐ YES ☐ NO
IF THE ANSWER IS “NO” TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.	

PART B
TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER: ……………………………………………

CAPACITY UNDER WHICH THIS BID IS SIGNED: ……………………………………………
(Proof of authority must be submitted e.g. company resolution)

DATE: ……………………………

SECTION A

SPECIAL INSTRUCTIONS AND NOTICES TO BIDDERS REGARDING THE COMPLETION OF BIDDING FORMS

PLEASE NOTE THAT THIS BID IS SUBJECT TO TREASURY REGULATIONS 16A ISSUED IN TERMS OF THE PUBLIC FINANCE MANAGEMENT ACT, 1999, THE KWAZULU-NATAL SUPPLY CHAIN MANAGEMENT POLICY FRAMEWORK.

1. Unless inconsistent with or expressly indicated otherwise by the context, the singular shall include the plural and visa versa and with words importing the masculine gender shall include the feminine and the neuter.
2. Under no circumstances whatsoever may the bid forms be retyped or redrafted. Photocopies of the original bid documentation may be used, but an original signature must appear on such photocopies.
3. The bidder is advised to check the number of pages and to satisfy himself that none are missing or duplicated.
4. Bids submitted must be complete in all respects.
5. Bids shall be lodged at the address indicated not later than the closing time specified for their receipt, and in accordance with the directives in the bid documents.
6. Each bid shall be addressed in accordance with the directives in the bid documents and shall be lodged in a separate sealed envelope, with the name and address of the bidder, the bid number and closing date indicated on the envelope. The envelope shall not contain documents relating to any bid other than that shown on the envelope. If this provision is not complied with, such bids may be rejected as being invalid.
7. All bids received in sealed envelopes with the relevant bid numbers on the envelopes are kept unopened in safe custody until the closing time of the bids. Where, however, a bid is received open, it shall be sealed. If it is received without a bid number on the envelope, it shall be opened, the bid number ascertained, the envelope sealed and the bid number written on the envelope.
8. A specific box is provided for the receipt of bids, and no bid found in any other box or elsewhere subsequent to the closing date and time of bid will be considered.
9. No bid sent through the post will be considered if it is received after the closing date and time stipulated in the bid documentation, and proof of posting will not be accepted as proof of delivery.
10. No bid submitted by telefax, telegraphic or other electronic means will be considered.
11. Bidding documents must not be included in packages containing samples. Such bids may be rejected as being invalid.
12. Any alteration made by the bidder must be initialed.
13. Use of correcting fluid is prohibited
14. Bids will be opened in public as soon as practicable after the closing time of bid.
15. Where practical, prices are made public at the time of opening bids.
16. If it is desired to make more than one offer against any individual item, such offers should be given on a photocopy of the page in question. Clear indication thereof must be stated on the schedules attached.
17. Bidder must initial each and every page of the bid document.

SECTION B

REGISTRATION ON THE CENTRAL SUPPLIERS DATABASE

1. In terms of the National Treasury Instruction Note, all suppliers of goods and services to the State are required to register on the Central Suppliers Database.

2. Prospective suppliers should self-register on the CSD website www.csd.gov.za

3. If a business is registered on the Database and it is found subsequently that false or incorrect information has been supplied, then.

   3.1 The Department may, without prejudice to any other legal rights or remedies it may have to cancel a bid, or a contract awarded to such supplier.

   3.2 The supplier would become liable for any damages if a less favourable bid is accepted, or less favourable arrangements are made.

4. **The same principles as set out in paragraph 3 above are applicable should the supplier fail to request updating of its information on the Central Suppliers Database, relating to changed particulars or circumstances.**

5. IF THE SUPPLIER IS NOT REGISTERED AT THE CLOSING TIME OF THE BID, THE SUPPLIER WILL BE DISQUALIFIED AT THE BID EVALUATION PROCESS.

SECTION C

DECLARATION THAT INFORMATION ON CENTRAL SUPPLIER DATABASE IS CORRECT AND UP TO DATE

(To be completed by bidder)

THIS IS TO CERTIFY THAT I (name of bidder/authorized representative) ………………………………….........................., WHO

REPRESENTS (state name of bidder) …………………………...………..CSD Registration

Number..

AM AWARE OF THE CONTENTS OF THE CENTRAL SUPPLIER DATABASE WITH RESPECT TO THE BIDDER'S DETAILS AND REGISTRATION INFORMATION, AND THAT THE SAID INFORMATION IS CORRECT AND UP TO DATE AS ON THE DATE OF SUBMITTING THIS BID.

AND I AM AWARE THAT INCORRECT OR OUTDATED INFORMATION MAY BE A CAUSE FOR DISQUALIFICATION OF THIS BID FROM THE BIDDING PROCESS, AND/OR POSSIBLE CANCELLATION OF THE CONTRACT THAT MAY BE AWARDED ON THE BASIS OF THIS BID.

....
SIGNATURE OF BIDDER OR AUTHORISED REPRESENTATIVE

DATE: ....

SECTION D

OFFICIAL BRIEFING SESSION/SITE INSPECTION CERTIFICATE

N. B.: THIS FORM IS ONLY TO BE COMPLETED WHEN APPLICABLE TO THE BID.

Site/Building/Institution Involved: **330 LANGALIBALELE STREET, NATALIA BUILDING PIETERMARITZBURG, 3201**

BID NUMBER: ZNB 3000/HOH/2025-H:

Goods/Service/Work

PROVISION OF CLEANING, HYGIENE AND HOUSEKEEPING SERVICES AT VARIOUS HEAD OFFICE BUILDINGS IN UMGUNGUNDLOVU AND ETHEKWINI DISTRICTS FOR A PERIOD OF THREE YEARS:

UMGUNGUNDLOVU DISTRICT: NATALIA BUILDING AND IRIS MARWICK (KZNCN)

****

This is to certify that (bidder's representative name) ____

On behalf of (company name) ____

Visited and inspected the site on **18/11/2025** and is therefore familiar with the circumstances and the scope of the service to be rendered.

____

Signature of Bidder or Authorized Representative
(PRINT NAME)

DATE: ___/___/_________

____

Name of Departmental or Public Entity Representative
(PRINT NAME)

Departmental Stamp With Signature

SECTION D

OFFICIAL BRIEFING SESSION/SITE INSPECTION CERTIFICATE

N. B.: THIS FORM IS ONLY TO BE COMPLETED WHEN APPLICABLE TO THE BID.

Site/Building/Institution Involved: **310 JABU NDLOVU STREET, OLD BOYS SCHOOL BUILDING, PMB, 3201.**

BID NUMBER: ZNB 3000/HOH/2025-H:

Goods/Service/Work

PROVISION OF CLEANING, HYGIENE AND HOUSEKEEPING SERVICES AT VARIOUS HEAD OFFICE BUILDINGS IN UMGUNGUNDLOVU AND ETHEKWINI DISTRICTS FOR A PERIOD OF THREE YEARS:

UMGUNGUNDLOVU DISTRICT: OLD BOYS MODEL SCHOOL/SCM, HAST, ORTHOPEDICS, CENTRAL PROVINCIAL STORES (CPS), TOWNHILL OFFICE PARK AND REGIONAL TRAINING CENTER.

****

This is to certify that (bidder's representative name) ____

On behalf of (company name) ____

Visited and inspected the site on **19/11/2025** and is therefore familiar with the circumstances and the scope of the service to be rendered.

____
Signature of Bidder or Authorized Representative
(PRINT NAME)

DATE: ___/___/_________

____
Name of Departmental or Public Entity Representative
(PRINT NAME)

Departmental Stamp With Signature

SECTION D

OFFICIAL BRIEFING SESSION/SITE INSPECTION CERTIFICATE

N. B.: THIS FORM IS ONLY TO BE COMPLETED WHEN APPLICABLE TO THE BID.

Site/Building/Institution Involved: **89 MCCORD ROAD, OVERPORT, DURBAN (WITHIN MCCORD HOSPITAL)**

BID NUMBER: ZNB 3000/HOH/2025-H:

Goods/Service/Work

PROVISION OF CLEANING, HYGIENE AND HOUSEKEEPING SERVICES AT VARIOUS HEAD OFFICE BUILDINGS IN UMGUNGUNDLOVU AND ETHEKWINI DISTRICTS FOR A PERIOD OF THREE YEARS:

ETHEKWINI DISTRICT: COLLEGE OF EMERGENCY CARE (COEC), COEC RESIDENCE AND ETHEKWINI MAINTENANCE HUB

****

This is to certify that (bidder's representative name) ____

On behalf of (company name) ____

Visited and inspected the site on **20/11/2025** and is therefore familiar with the circumstances and the scope of the service to be rendered.

____

Signature of Bidder or Authorized Representative
(PRINT NAME)

DATE: ___/___/_________

____

Name of Departmental or Public Entity Representative
(PRINT NAME)

Departmental Stamp With Signature

SBD 4

SECTION E
BIDDER'S DISCLOSURE

BIDDER NAME	

LEGISLATION ON DISCLOSURE OF INTEREST

The Public Service Act 103 of 1994 indicates in section 30(1) that “No employee shall perform or engage himself or herself to perform remunerative work outside his or her employment in the relevant department, except with the written permission of the executive authority of the department.”

Furthermore, in terms of the Public Service Regulations paragraph 13(c), “An employee shall not conduct business with any organ of state or be a director of a public or private company conducting business with an organ of state, unless such employee is in an official capacity a director of a company listed in schedule 2 and 3 of the Public Finance Management Act”

Treasury Regulations 16A8.4 further indicates that “If a supply chain management official or other role player, or any close family member, partner or associate of such official or other role player, has any private or business interest in any contract to be awarded, that official or other role player must-(a) disclose that interest; and (b) withdraw from participating in any manner whatsoever in the process relating to that contract.”

CLARITY ON HOW TO DISCLOSE

Clause 2.2 of the Bidders Disclosure (SBD4), require the bidder to disclose a relationship with any person employed by the entire KZN Department of Health, even if that person is not employed by the procuring institution. The Department may use other Computer Assisted Techniques to verify possible interest, should you be found to have failed to disclose correctly, your bid/quotation will be treated as a false declaration, treated as non-responsive and disqualified.

For example, if the tender is advertised or invited by Addington Hospital, yet the person with interest is employed by Manguzi Hospital, as long as that official is employed by the Department of Health, the bidder is required to disclose interest. Therefore, the question is, do you, or any person connected with the bidder, have a relationship with any person who is employed by the KZN Department of Health? If so, please furnish particulars on Bidders Disclosure (SBD4) section 2.2.1, as attached below,

I read the above clarity on disclosure of interest and I commit to disclose as directed, should I fail to disclose correctly, I am aware of the consequences, which may include disqualification of my offer.

______________________ ______________________ ______________________

BIDDER SURNAME AND INITIALS SIGNATURE DATE

This document must be signed and submitted together with your bid

SBD 4

SECTION E

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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

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

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest1 in the enterprise, employed by the state?

YES/NO

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

…………………………………………………………………………….

……………………………………………………………………………..

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

3. DECLARATION

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

3.1 I have read and I understand the contents of this disclosure.
3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium2 will not be construed as collusive bidding.
3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
3.5 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.
3.6 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.
3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

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

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

……………………………… Signature	…………………………………………… Date
……………………………… Position	…………………………………………… Name of bidder

This document must be signed and submitted together with your bid

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

SECTION F:

THE NATIONAL INDUSTRIAL PARTICIPATION PROGRAMME (NOT APPLICABLE)

INTRODUCTION

The National Industrial Participation (NIP) Programme, which is applicable to all government procurement contracts that have an imported content, became effective on the 1 September 1996. The NIP policy and guidelines were fully endorsed by Cabinet on 30 April 1997. In terms of the Cabinet decision, all state and parastatal purchases / lease contracts (for goods, works and services) entered into after this date, are subject to the NIP requirements. NIP is obligatory and therefore must be complied with. The Industrial Participation Secretariat (IPS) of the Department of Trade and Industry (DTI) is charged with the responsibility of administering the programme.

1. PILLARS OF THE PROGRAMME

1.1. The NIP obligation is benchmarked on the imported content of the contract. Any contract having an imported content equal to or exceeding US$ 10 million or other currency equivalent to US$ 10 million will have a NIP obligation. This threshold of US$ 10 million can be reached as follows:

i) Any single contract with imported content exceeding US$10 million.

or

ii) Multiple contracts for the same goods, works or services each with imported content exceeding US$3 million awarded to one seller over a 2-year period which in total exceeds US$10 million.

or

iii) A contract with a renewable option clause, where should the option be exercised the total value of the imported content will exceed US$10 million.

or

iv) Multiple suppliers of the same goods, works or services under the same contract, where the value of the imported content of each allocation is equal to or exceeds US$ 3 million worth of goods, works or services to the same government institution, which in total over a two (2) year period exceeds US$10 million.

a. The NIP obligation applicable to suppliers in respect of sub-paragraphs 1.1 (a) to 1.1 (c) above will amount to 30 % of the imported content whilst suppliers in respect of paragraph 1.1 (d) shall incur 30% of the total NIP obligation on a *pro-rata* basis.

1.2. To satisfy the NIP obligation, the DTI would negotiate and conclude agreements such as investments, joint ventures, sub-contracting, licensee production, export promotion, sourcing arrangements and research and development (R&D) with partners or suppliers.

1.3. A period of seven years has been identified as the time frame within which to discharge the obligation.

2. REQUIREMENTS OF THE DEPARTMENT OF TRADE AND INDUSTRY

2.1. In order to ensure effective implementation of the programme, successful bidders (contractors) are required to, immediately after the award of a contract that is in excess of **R10 million** (ten million Rands), submit details of such a contract to the DTI for reporting purposes.

2.2. The purpose for reporting details of contracts in excess of the amount of R10 million (ten million Rands) is to cater for multiple contracts for the same goods, works or services; renewable contracts and multiple suppliers for the same goods, works or services under the same contract as provided for in paragraphs 1.1(b) to 1.1.(d) above.

3. BID SUBMISSION AND CONTRACT REPORTING REQUIREMENTS OF BIDDERS AND SUCCESSFUL BIDDERS (CONTRACTORS)

3.1. Bidders are required to sign and submit this Standard Bidding Document (SBD 5) together with the bid on the closing date and time.

3.2. In order to accommodate multiple contracts for the same goods, works or services; renewable contracts and multiple suppliers for the same goods, works or services under the same contract as indicated in sub-paragraphs 1.1 (b) to 1.1 (d) above and to enable the DTI in determining the NIP obligation, successful bidders (contractors) are required, immediately after being officially notified about any successful bid with a value in excess of R10 million (ten million Rands), to contact and furnish the DTI with the following information:

(i) Bid / contract number.
(ii) Description of the goods, works or services.
(iii) Date on which the contract was accepted.
(iv) Name, address and contact details of the government institution.
(v) Value of the contract.
(vi) Imported content of the contract, if possible.

3.3. The information required in paragraph 3.2 above must be sent to the Department of Trade and Industry, Private Bag X 84, Pretoria, 0001 for the attention of Mr Elias Malapane within five (5) working days after award of the contract. Mr Malapane may be contacted on telephone (012) 394 1401, facsimile (012) 394 2401 or e-mail at Elias@thedti.gov.za for further details about the programme.

4. PROCESS TO SATISFY THE NIP OBLIGATION

4.1. Once the successful bidder (contractor) has made contact with and furnished the DTI with the information required, the following steps will be followed:

(i) the contractor and the DTI will determine the NIP obligation;
(ii) the contractor and the DTI will sign the NIP obligation agreement;
(iii) the contractor will submit a performance guarantee to the DTI;
(iv) the contractor will submit a business concept for consideration and approval by the DTI;
(v) upon approval of the business concept by the DTI, the contractor will submit detailed business plans outlining the business concepts;
(vi) the contractor will implement the business plans; and the contractor will submit bi-annual progress reports on approved plans to the DTI.

4.2. The NIP obligation agreement is between the DTI and the successful bidder (contractor) and, therefore, does not involve the purchasing institution.

Bid number: **ZNB 3000/HOH//2025-H** Closing date: **09/12/2025**

Name of bidder………………………………………………………………………………………………….

Postal address ………………………………………………………………………………………………….

…………………………………………………………………………………………………

Signature………………………………. Name (in print) ……………………………………………………

Date………………………………………….

SECTION G

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022:

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

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

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1. **GENERAL CONDITIONS**

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

- 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 Bid is the 80/20preference point system.

b. The 80/20preference point system will be applicable in this Bid. The lowest/ highest acceptable Bid will be used to determine the accurate system once Bids are received.

1.3 Points for this Bid (even in the case of a Bid for income-generating contracts) shall be awarded for:
(a) Price; and
(b) Specific Goals.

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

The maximum points for this Bid are allocated as follows:

	POINTS	POINTS
PRICE	80	90
SPECIFIC GOALS	20	10
Total points for Price and SPECIFIC GOALS	**100**	**100**

1.5 Failure on the part of a Bidder to submit proof or documentation required in terms of this Bid to claim points for specific goals with the Bid, 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 Bidder, either before a Bid 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) **"Bid"** 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 Bidding process or any other method envisaged in legislation;

(b) **"price"** means an amount of money Bided 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) **"Bid for income-generating contracts"** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and

(e) **"the Act"** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

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

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

80/20 **or** **90/10**

$$\boldsymbol{Ps = 80\left(1 - \frac{Pt - P\,min}{P\,min}\right)} \quad \text{or} \quad \boldsymbol{Ps = 90\left(1 - \frac{Pt - P\,min}{P\,min}\right)}$$

Where

Ps = Points scored for price of Bid under consideration

Pt = Price of Bid under consideration

Pmin = Price of lowest acceptable Bid

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:

80/20 **or** **90/10**

$$\boldsymbol{Ps = 80\left(1 + \frac{Pt - P\,max}{P\,max}\right)} \quad \text{or} \quad \boldsymbol{Ps = 90\left(1 + \frac{Pt - P\,max}{Pmax}\right)}$$

Where

Ps = Points scored for price of Bid under consideration

Pt = Price of Bid under consideration

Pmax = Price of highest acceptable Bid

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 Bid. For the purposes of this Bid the Bidder 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 Bid:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the Bid documents, stipulate in the case of—

(a) an invitation for Bid for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable Bid will be used to determine the applicable preference point system; or

(b) any other invitation for Bid, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable Bid will be used to determine the applicable preference point system, then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

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

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to Bidders: The Bidder must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this Bid	**Number of points allocated (80/20 System) (To be completed by the organ of state)**	**Number of points claimed (80/20) (To be completed by the Bidder)**
In terms of Departmental Preferential Procurement Regulation Policy 2024, **Specific Goal:** a) **Historically Disadvantaged Persons (HDP):** 20 Full points allocated to companies who are at least 100% Owned by Black Africans	20 Points (To be allocated for specific goals)	

DECLARATION WITH REGARD TO COMPANY/FIRM

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

4.4. Company registration number: …………………………………………………………...

4.5. TYPE OF COMPANY/ FIRM

- ϒ Partnership/Joint Venture / Consortium
- ϒ One-person business/sole propriety
- ϒ Close corporation
- ϒ Public Company
- ϒ Personal Liability Company
- ϒ (Pty) Limited
- ϒ Non-Profit Company
- ϒ 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 Bid, 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 Biding 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 Bidder 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: …………………………………………………….

……………………………………………………….

EME'S AND QSE'S MUST COMPLETE THE FOLLOWING APPLICABLE AFFIDAVIT FORM TO CLAIM PREFERENCE POINTS

SWORN AFFIDAVIT – B-BBEE EXEMPTED MICRO/MACRO ENTERPRISE

I, the undersigned,

Full name & Surname	
Identity number	

Hereby declare under oath as follows:

a) The contents of this statement are to the best of my knowledge a true reflection of the facts.
b) I am a member / director / owner of the following enterprise and am duly authorised to act on its behalf:

Enterprise Name	
Trading Name (If Applicable):	
Registration Number	
Enterprise Physical Address:	
Type of Entity (CC, (Pty) Ltd, Sole Prop etc.):	
Nature of Business:	
Definition of "Black People"	As per the Broad-Based Black Economic Empowerment Act 53 of 2003 as Amended by Act No 46 of 2013 "Black People" is a generic term which means Africans, Coloureds and Indians – a) who are citizens of the Republic of South Africa by birth or descent; or b) who became citizens of the Republic of South Africa by naturalisationi- i) before 27 April 1994; or ii) on or after 27 April 1994 and who would have been entitled to acquire citizenship by naturalization prior to that date;"
Definition of "Black Designated Groups"	"Black Designated Groups means: a) unemployed black people not attending and not required by law to attend an educational institution and not awaiting admission to an educational institution; b) Black people who are youth as defined in the National Youth Commission Act of 1996; c) Black people who are persons with disabilities as defined in the Code of Good Practice on employment of people with disabilities issued under the Employment Equity Act; d) Black people living in rural and under developed areas; e) Black military veterans who qualifies to be called a military veteran in terms of the Military Veterans Act 18 of 2011;"

c) I hereby declare under Oath that:

1. The Enterprise is ______________% Black Owned as per Amended Code Series 100 of the amended Codes of Good Practice issued under section 9 (1) of B-BBEE Act No 53 of 2003 as amended by Act No 46 of 2013,

2. The Enterprise is ______________% Black Female Owned as per Amended Code Series 100 of the Amended Codes of Good Practice issued under section 9 (1) of B-BBEE Act No 53 of 2003 as Amended by Act No 46 of 2013,
3. The Enterprise is ______________% Black Designated Group Owned as per Amended Code Series 100 of the Amended Codes of Good Practice issued under section 9 (1) of B-BBEE Act No 53 of 2003 as Amended by Act No 46 of 2013,
4. Black Designated Group Owned % Breakdown as per the definition stated above:
   (i) Black Youth % = ______________%
   (ii) Black Disabled % =______________%
   (iii) Black Unemployed % =______________%
   (iv) Black People living in Rural areas % = ______________%
   (v) Black Military Veterans % =______________%
5. Based on the Financial Statements/Management Accounts and other information available on the latest financial year-end of _____________, the annual Total Revenue was R10,000,000.00 (Ten Million Rands) or less
6. Please Confirm on the below table the B-BBEE Level Contributor, **by ticking the applicable box.**

100% Black Owned	**Level One** (135% B-BBEE procurement recognition level)	
At least 51% Black Owned	**Level Two** (125% B-BBEE procurement recognition level)	
Less than 51% Black Owned	**Level Four** (100% B-BBEE procurement recognition level)	

c) I know and understand the contents of this affidavit and I have no objection to take the prescribed oath and consider the oath binding on my conscience and on the Owners of the Enterprise, which I represent in this matter.

d) The sworn affidavit will be valid for a period of 12 months from the date signed by commissioner.

Deponent Signature: ___________________

Date: _____/______/___________________

Stamp

____

Signature of Commissioner of Oaths

SECTION H:

GENERAL CONDITIONS OF CONTRACT (GCC)

In terms of Treasury Regulation 16A6.3 (a) (i) "The accounting officer must ensure that bid documentation and the general conditions of a contract are in accordance with the instructions of the National Treasury."

Bidders are expected to be familiar with the general conditions applicable to government bids, contracts and orders; and rights and obligations of all parties involved in doing business with government.

Bidders are therefore required to initial each page of the attached **Annexure A** for General Conditions of Contract (GCC) and return with the bid document.

I hereby confirm that I have read the General Conditions of Contract (GCC) as published by the National Treasury and I confirm that I fully understands its contents and conditions. I also confirm that I am willfully committing to abiding by its contents.			
Name:		Signature:	
Title/ Role:		Date:	

Note: Should you fail to submit **<u>initialed</u>** Annexure A for General Conditions of Contract (GCC) and return with the bid document as well as to sign this schedule, your bid may be disqualified.

SECTION I:

SPECIAL CONDITIONS OF CONTRACT (SCC)

1 SECTION 1 INTRODUCTION AND PURPOSE OF THIS BID

1. INTRODUCTION

A clean and highly hygienic health facility is crucial for patient, staff and community safety and a clean health facility improves compliance with Infection and Prevention Control measures leading to better health outcomes, enhance patient trust and confidence in the health system, reduce morbidity and mortality.

2. PURPOSE OF THIS BID

The KZN Department of Health, in fulfilling its vision of a long and healthy life for all individuals and communities in KwaZulu-Natal require the provision of cleaning of buildings and offices services at selected institutions considered as high volume facilities to ensure clean, hygienic and environmental friendly health facility.

3. CONTRACT PERIOD

The contract period for this bid is three (3) years, with a possibility of expansion or variation.

4. ADDITIONAL DEFINITIONS

In addition to the definitions contained in paragraph 1 of the GCC, the following terms shall be interpreted as indicated:

"Accounting Officer"	means a person described in Section 36 of the Public Finance Management Act, Act No. 1 of 1999 (As amended by Act 29 of 1999).
"BCCCI"	means Bargaining Council for the Contract Cleaning Industry (Natal)
"Contract Duration"	means the period between the commencement and termination of the contract.
"Confidential Information"	means but is not limited to contents of the contract, or any provision thereof, or any specification, plan, know-how, drawing, pattern, sample, or information furnished by or on behalf of the Department in connection therewith, to any person other than a person employed by contractor or service provider in the performance of the contract.
"Department"	means the KwaZulu-Natal Department of Health.
"Head of Department"	means the Head of Department for KwaZulu-Natal Department of Health as defined in Schedule 2 Column 1 and 2 of the Public Service Act 1994 (Proclamation 103 of 3 June 1994, as amended).
"Health Facilities or Institutions"	means Head Office, District Offices, Hospitals, Community Health Centres, Specialized Centres and Clinics under the auspices of the Department of Health in the Province
"ISO Standards"	means standards recognized by International Standard Organization
"NCCA"	means National Cleaners Association
"Parties"	means the KwaZulu-Natal Department of Health and Contractor or Service provider
"Province"	means the Province of KwaZulu-Natal.
"Vendor"	means Contracted Supplier or Service Provider

5. INTERPRETATIONS

In amplification of the provisions of paragraph 2 of the GCC, unless inconsistent with the context, an expression which denotes:

a) Any gender includes the other genders.

b) A natural person includes a juristic person and vice versa.

c) The singular includes the plural and vice versa.

d) When any number of days is prescribed in this Contract, the same shall be reckoned exclusively of the first and inclusively of the last day unless the last day falls on a Saturday, Sunday or proclaimed public holiday in the Republic of South Africa, in which event the last day shall be the next succeeding day which is not a Saturday, Sunday or public holiday.

e) Figures are referred to in numerals and in words, if there is any conflict between the two, the words shall prevail.

f) Any reference in this contract to "goods" includes works and/or services.

g) The written and signed contract represents the final agreement between the parties and it super cedes any prior oral agreements or discussions of the Contract.

h) All annexures and appendices shall form part of the contract.

i) The headings used throughout the Contract do not have any special significance save to ensure the easy reading of the contract.

j) Words and phrases defined in this Contract shall bear the meaning assigned to them throughout this Contract.

k) Words and phrases used in this Contract which are defined or used in any statute or regulation which applies to the subject matter, professional person.

l) The bid is issued in accordance with Section 217 of the Constitution, The Public Finance Management Act, Treasury Regulations 16A and National Treasury regulations and guidelines.

6. LEGISLATIVE AND REGULATORY FRAMEWORK

a) This bid and all contracts emanating there from will be subject to General Conditions of Contract issued in accordance with Treasury Regulation 16A6.3, published in terms of the Public Finance Management Act,1999 (Act 1 of 1999) (PFMA) as well as the Preferential Procurement Policy Framework Act 2000 (PPPFA), the Preferential Procurement Regulations 2022 (PPR 2022), KZN Department Preferential Procurement Regulation Policy 2023, SCM Policy and Delegations. The Special Conditions of Contract (SCC) are supplementary to that of General Conditions of Contract (GCC). However, where the Special Conditions of Contract conflict with the General Conditions of Contract, the Special Conditions of Contract prevail.

b) The contract shall in all respects be construed in accordance with the Laws of the Republic of South Africa and any differences that may arise between the Department and the Contractor regarding the contract shall be settled through Arbitration Processes or the Courts of the Republic of South Africa. The Contractor shall comply, but not limited to, with the following relevant legislation:

c) Bargaining Council for Contract Cleaning Services Industry BCCCI – KZN regulations

d) Patients' Rights Charter

e) The National Core Standards Latest Edition.

f) Occupational Health and Safety Act 85 of 1993

g) Environment Conservation Act 73 of 1989

h) National Environmental Management Waste Act 59 of 2008

i) Health Care Risk Waste Regulations published in terms of the Waste Act

j) The Compensation for Occupational Injuries and Diseases Act (Act no 103 of 1993).

k) And other related legislation.

SECTION I: 2

CONDITIONS OF BID

A) ADDITIONAL BID REQUIREMENTS

1. SUBMISSION OF BID

a) Each bid must be submitted in a separate, sealed envelope or suitable cover on which at least the following is clearly visible:

   i. The bid number and description of the required goods or services;

   ii. The registered name of the bidder;

   iii. Contact details of the bidder (telephone, email, and physical address)

b) Bidders must initial each page of the documents submitted.

2. ACCEPTANCE OF A BID

a) This Bid will be evaluated and adjudicated in terms of Kwazulu-Natal Department of Health SCM Policy and Delegations. The Department of Health Bid Adjudication Committee (DBAC) is under no obligation to accept any bid.

b) Bidders must note that the Department is committed in ensuring compliance with the government's principles of, inter alia; promoting employment and advancing the social and economic welfare of all South Africans and promoting equitable participation of small and medium-sized enterprises in government projects/contracts. The Department shall, where appropriate, strive to avoid creating a monopoly by any service provider over the projects.

c) The Department will enter into Service Level or Contract Agreement(s) with the successful bidder(s).

d) Due to the high volume of bids normally received at the closing date and time, it is not possible for the Department to perform the public opening of bids and reading out prices offered at the closing of the bid. However, the bid opening register will be published on the Department of Health's website and on e-Tender Portal.

e) The Department reserves the right to increase or decrease the number of cleaning personnel (workers) as reflected on the deployment schedule or price pages, per selected institution. Should any information come to light after the advertisement of the bid, but before commencement of the contract. However, the rates per cleaner will remain the same, even if there is a change in the number of cleaners.

3. LATE BIDS

a) Bids are permissible to be submitted prior to closing date and time this is to avoid unfortunate or unplanned circumstances that could prevent the bidder from arriving on time during the closing date. If the bidder fails to arrive on time the department will not be held liable, to accept late bids.

b) Bids are late if they are received at the address indicated in the bid documents after the closing date and time.

4. ONLY ONE OFFER RECEIVED

a) Where only 1 offer is received, the Department of Health will determine whether the price is fair and reasonable. Proof of reasonableness will be determined as follows:
   i. Use cost estimates issued by Bargaining Council for Contract Cleaning Services Industry BCCCI or National Contract Cleaners Association (NCCA) – KZN
   ii. In all cases, comparison with previous bid prices where these are available.

5. MORE THAN ONE OFFER/ COUNTEROFFERS

a) Bidders' attention is drawn to the fact that counter offers with regards to any of the abovementioned Special Conditions of Contract will invalidate such bids.

6. EQUAL BIDS

Note: It must be noted that this bid is for allocation of the awarded service provider per institution, however should there be a need to decide on equal bids the following process will be adopted:

a) If two or more tenderers score an equal total number of points, the contract must be awarded to the tenderer that scored the highest points for Specific Goals.
b) If two or more tenderers score equal total points in all respects, the award must be decided by the drawing of lots.

7. VALIDITY PERIOD OF BID AND EXTENSION THEREOF

a) The validity (binding) period for the bid will be 180 days from close of bid. However, circumstances may arise whereby the department may request bidders to extend the validity (binding) period. Should this occur, the department will request bidders to extend the validity (binding) period under the same terms and conditions as originally offered for by bidders. This request will be done before the expiry of the original validity (binding) period. Should the bidder be sent request for extension of validity period and no response received, it will be deemed as an acceptance of the extension.

8. AWARD OF BID(S)

a) The Department reserves the right to award this bid as a multi award.
b) This bid will be subjected to the evaluation, adjudication, probity and approval process.

9. STATE EMPLOYEES TRADING WITH ORGANS OF THE STATE

a) The Public Service Act 103 of 1994 indicates in section 30(1) that "No employee shall perform or engage himself or herself to perform remunerative work outside his or her employment in the relevant department, except with the written permission of the executive authority of the department."

b) Furthermore, in terms of the Public Service Regulations paragraph 13(c), “An employee shall not conduct business with any organ of state or be a director of a public or private company conducting business with an organ of state, unless such employee is in an official capacity as a director of a company listed in schedule 2 and 3 of the Public Finance Management Act”

c) If a bidder is found to be employed by the state, through the verification via acceptable means, the bid will be immediately disqualified.

d) If it is discovered during other Computer Assisted Audit Techniques (CAATS), that the bidder is employed by the state, the award may be withdrawn, or contract may be terminated without notice.

10. COMPLIANCE WITH TAX REQUIREMENTS

a) It is a condition of this bid that the tax matters of the successful bidder(s) are in order (compliant status) with the South African Revenue Service (SARS) at the time of closing of this bid and also immediately prior to any confirmation of award by the appropriate committee or official.

b) The Tax Compliance status requirements are also applicable to potential foreign bidders / individuals who wish to submit a bid.

c) The tax status of the bidder will be determined via the CSD or any other means that the National Treasury may determine in the future.

d) If the bidder is awarded the contract, it his or her responsibility to ensure tax matters are compliant, the bidder will be in breach of contract if tax matters are non-compliant during the execution and duration of the contract.

11. VALUE ADDED TAX (VAT)

a) Bidders who make taxable supplies in excess of R1 million in any 12-month consecutive period are liable for compulsory VAT registration, but an entity may also choose to register voluntarily provided that the minimum threshold of R50 000 (as of 1 March 2010) has been exceeded in the past 12-month period. Bidders who meet the above requirement must register as VAT vendors, if successful, as soon as possible to avoid penalties from SARS.

b) The ***Non-VAT*** paying bidder’s should anticipate that when this contract is awarded, it will lead to the contracted supplier complying with SARS VAT requirements and ultimately becoming a vat vendor. Therefore the bid price calculation must be inclusive of all applicable taxes that could be paid during the tenure of the contract.

c) **VAT will not be included after an award of the bid** or during contract management period. It is the responsibility of every bidder to correctly forecast whether they will require to register for VAT during the life of this contract based on the proposed bid amount.

d) The Department reserve a right to verify if Non-VAT paying suppliers have factored all applicable taxes in their bid document, as part of risk management, those bidders who have failed to do so will be treated as non-responsive and disqualified.

12. CHANGE OF ADDRESS

a) Bidders must advise the Department of Health's Central Supply Chain Management Unit, Contract Section, should their ownership and/or address (domicilium citandi et executandi) details change from the time of bidding to the expiry of the contract.

(B) CONDITIONS OF CONTRACT

1. INVOICES AND PAYMENTS

a) All invoices must be submitted in the original format.

b) All invoices submitted by the Contractor must contain the word "INVOICE" for non-VAT vendors or "TAX INVOICE" for VAT vendors only. VAT number must be reflected for VAT vendors.

c) A tax invoice shall be in the currency of the republic of South Africa and shall contain the following particulars:

1. The name, address and registration number of the supplier;
2. The name and address of the recipient;
3. An individual serialized number and the date upon which the tax invoice is issued;
4. The contract number for the service that was rendered;
5. A description of the goods or services supplied;
6. The quantity or volume of the goods or services supplied
7. The value of the supply, the amount of tax charged and the consideration for the supply; or
8. Where the amount of tax charged is calculated by applying the tax fraction to the consideration, the consideration for the supply and either the amount of the tax charged, or a statement that it includes a charge in respect of the tax and the rate at which the tax was charged.

d) A Contractor shall be paid by the institution concerned, in accordance with supplies delivered and services rendered. The goods must be accepted and signed off by the relevant delegated official.

e) Should a Contractor indicate a special discount on his/her account provided payment is made within a certain time, every effort shall be made to take advantage of such discount. Where discounts or rebates received by the Department, the Contractor to provide credit note.

f) Any query concerning the non-payment of accounts must be directed to the institution concerned. The following protocol will apply if accounts are queried:

i. Contact must be made with the officer-in-charge Accounts Payable;

ii. Failing all of the above, the Contractor must contact the Chief Director: Accounting Services supplying the following details:

   i. Name/s of person/s contacted at the Institution and dates; and
   ii. Details of outstanding account.
   iii. <u>The Chief Director: Accounting Services will then take the appropriate action.</u>

2. ENTERING OF HOSPITAL/CLINIC STORES

i. No representative from a company shall be permitted to enter the hospital/clinic premises, buildings or containers where stores are kept unless he/she is accompanied by the responsible official in charge of stores. Before entering the hospital/clinic premises, buildings or containers where stores are kept, the company representative must in writing, motivate why entry is necessary and written authority must be obtained to enter from the Head of the Institution or delegated official.

3. DEPARTMENTAL PROPERTY IN POSSESSION OF A CONTRACTOR

i. The Department's property supplied to a Contractor for the execution of a contract remains the property of the Department and shall at all times be available for inspection by the Department or its representatives. Any such property in the possession of the Contractor on the completion of the contract shall, at the Contractor's expense, be returned to the Department forthwith.

ii. The Contractor shall be responsible at all times for any loss or damages to the Department's property in his possession and, if required, he shall furnish such Cleaning for the payment of any such loss or damages as the Department may require.

4. IRREGULARITIES

i. Companies are encouraged to advise the Department of Health timeously of any possible irregularities which might come to their notice in connection with this or other contracts.

5. CONTRACTOR'S LIABILITY

i. In the event of the contract being cancelled by the Department in the exercise of its rights in terms of these conditions, the Contractor shall be liable to pay to the Department any losses sustained and/or additional costs or expenditure incurred as a result of such cancellation, and the Department shall have the right to recover such losses, damages or additional costs by means of set-off from moneys due or which may become due in terms of the contract or any other contract or from guarantee provided for the due fulfilment of the contract and, until such time as the amount of such losses, damages or additional costs have been determined, to retain such moneys or guarantee or any deposit as Cleaning for any loss which the Department may suffer or may have suffered.

ii. The Contractor may be held responsible for any consequential damages and loss sustained which may be caused by any defect, latent or otherwise, in supply or service rendered or if the goods or service as a result of such defect, latent or otherwise, does not conform to any condition or requirement of the contract.

iii. The Service Provider hereby indemnifies and holds the Department harmless against –

   a) Loss of property;
   b) Liability in respect of any damage to property, whether movable or immovable, belonging to third parties and on the premises of the Department; and
   c) Liability in respect of death of, unlawful arrest, injury, illness or disease to any person connected to the rendering of the Cleaning services.

iv. The Department shall not be responsible for any loss of or damage to any vehicle, equipment, or material used in the rendering of Cleaning services, loss or damage the proximate cause of which is the negligence of the Service Provider or its employees.

v. Should a third-party institute a claim relating to the Cleaning services rendered by the Service Provider in terms of this Agreement against the Department or any of its employees acting within the course and scope of their duties and employment, the Service Provider shall indemnify the Department and any of its employees against such a claim and shall hold them harmless against any such claim.

6. INSURANCE

i. The Department requires the Service Provider to have a Public Liability Insurance Policy. It is compulsory for the Service Provider to have this policy as a guarantee for any liability or claim that may arise as a result of rendering the Cleaning services. The Service Provider will not be allowed to render any Cleaning service to the Department without such a policy. Failure to provide such a policy will result in the Agreement being terminated. The Service Provider shall furnish the Department with a copy of the policy cover and a letter from the relevant Insurance Company providing such cover and certifying that the policy is effective. The policy should be existent before the commencement of this Agreement between the parties and should be for the duration of the Agreement. The service provider shall –

a) Ensure that the monthly policy premiums are duly paid;

b) Submit proof of such payment to the Department; and

c) Ensure that the policy remains valid for the duration of the agreement and does not lapse.

ii. The Service Provider remains vicariously liable for all the actions and omissions of its employees acting within the course and scope of their duties and employment, even when on the premises of the Service Provider as employer.

iii. Any insurance policies taken out by Contractor to cover goods delivered or services rendered for a contract must be taken out with a company registered in South Africa in terms of applicable insurance and companies acts.

iv. The Contractor must ensure that the insurance remains in force throughout the contract period.

v. In the event that the Department requests for such Certificate of Insurance, the Contractor shall submit such Certificate within 5 business days.

7. PATENTS

i. The Contractor shall pay all royalties and expenses and be liable for all claims in respect of the use of patent rights, trademarks or other protected rights, and hereby indemnifies the Department against any claims arising there from.

8. OFFERING OF COMMISSION OR GRATUITY

i. If the Contractor, or any person employed by him, is found to have either directly or indirectly offered, promised or given to any office bearer of the Department or person in the employ of the Department, any commission, gratuity, gift or other consideration, the Department shall have the right, summarily and without recourse to law and without prejudice to any other legal remedy which it may have in regard to any loss or additional cost or expenses, to cancel the Contract without paying any compensation to the Contractor.

9. CONFIDENTIALITY

i. The Contractor must ensure that the Department's interests are served at all times during the contract period. recommendations must be based on impartial observations, responsible opinions and pertinent facts. Any information gained by the Contractor during the course of the contract must be kept in strict confidence and may not be used without the written permission of the Department.

10. SUPPLIER PERFORMANCE AND CONTRACT MANAGEMENT

a. UNSATISFACTORY PERFORMANCE

In amplification of paragraph 21; 22 and 23 of the GCC, unsatisfactory performance occurs when performance is not in accordance with the contract conditions.

The institution shall warn the Contractor by registered/certified mail or email that action will be taken in accordance with the contract conditions unless the Contractor complies with the contract conditions and delivers satisfactory supplies or services within a specified reasonable time (7 days minimum). If the Contractor does not perform satisfactorily despite the warning the institution will, take necessary and appropriate action such as termination of contract in terms of its delegated powers.

When correspondence is addressed to the Contractor, reference will be made to the contract number/item number/s and an explanation of the complaint.

b. FAILING TO ATTEND PERFORMANCE OR COMPLIANCE REVIEW MEETINGS

The contracted supplier or its representative will be expected to attend performance review meetings arranged by the institution or department, this includes ad-hoc or special meetings that will be called to address issues of compliance with contractual obligations. Should the contractor fail to attend meetings without any reasonable explanation, the Department shall be entitled to terminate the contract within twenty four (24) hours for life threatening situations or by giving at least 30 days' notice.

c. RESTRICTION OF FUTURE BIDDING

In the event that a service provider defaults in the rendering of the services as per the contract, the Department reserves the right to terminate the contract and the Accounting Officer may request the National Treasury to restrict the service provider from doing business or trading with the state. The restriction will be based on Treasury applicable SCM legislation or policy at the time of the offence.

d. WAIVER

i. The granting by any party of any indulgence or postponement shall not be a waiver of its rights arising from this contract to demand full and specific performance of the contract.

ii. No favour, delay or relaxation or indulgence on the part of any party in exercising any power or right conferred on each party in terms of this contract shall operate as a waiver of such power or right nor preclude any other or further exercises thereof or the exercise of any other power or right under this contract.

e. BREACH

i. In the event of the Contractor committing a breach of a provision of this agreement and failing to remedy such breach within 24 hours, the Department shall be entitled to immediately cancel the relevant portion of the agreement, or to cancel the whole agreement by notice in writing to the Contractor.

ii. If the Contractor and/or any member of its personnel contravenes or fails to comply with, any part of the conditions of this agreement, which includes the sub-clauses hereunder or any other part thereof, it shall be deemed to be a breach of contract.

a) To report for duty at the time and place as agreed upon by the parties (remedial).
b) To continue with his/her duties until the time agreed upon.
c) To comply with the regulations, rules, operating methods and procedures of the Department.
d) Not signing on and off duty.
e) To wear, on duty in terms of this agreement, unless the client should decide otherwise, the standard uniform clothing including footwear, in a reasonable state of cleanliness and repair.
f) To have available when reporting for duty, equipment in good working order.
g) To work shifts or overtime from time to time as agreed to by the parties.
h) To carry out instructions issued by the Department in pursuance of the regulations, rules, operating methods and procedures.
i) To report for duty in a sober and alert manner, without being under the influence of alcohol or drugs, or to remain in such sober and alert condition whilst on duty.
j) To timeously report incidents or to submit reports as provided for in this agreement.
k) To timeously complete pocket and/or occurrence books.

iii. To have a valid firearm license/permit available when reporting for duty. Any of the above shall be immediately reported to the Department by telephone, and as soon as practically in writing and the Contractor shall take remedial action without delay to the satisfaction of the Department. If any one or more of the failures referred to above are of such a frequency that the Cleaning service provided to the Department in terms of this agreement is adversely affected, it shall be dealt with by the Department.

iv. Should the Contractor act in conflict with or fail to comply with any statutory provisions, regulations, by-laws, rules or program contemplated which have a bearing on the service provided in terms of this agreement, such action or failure shall be deemed as an immediate breach of agreement.

f. SEVERABILITY

i. The finding of any invalidity to any provision of the contract shall not render the whole contract a nullity. A court of law or arbitrator may sever the invalid provision and the remainder of the contract shall remain enforceable.

g. PENALTY CLAUSE

i. The Department shall implement penalties in terms of performance management for Cleaning Services. The details of the penalties will be discussed with the Service Provider and incorporated into the Service Level or Contract Agreement upon award.

h. REMEDIES IN THE CASE OF DEATH, SEQUESTRATION, LIQUIDATION OR JUDICIAL MANAGEMENT

i. In the event of the death of a contractor or the provisional or final sequestration of his/her/their estate or of his/her/their cession or transfer of a contract without the approval of the Department or of the surrender of his/her/their estate or of his/her/their reaching a compromise with his/her/their creditors or of the provisional or final liquidation of a contractor's company/closed corporation or the placing of its affairs under judicial management, the Department may, without prejudice to any other rights it may have, exercise any of the following options:

a) Cancel the contract and accept any of the bids which were submitted originally with that of the contractor or any offer subsequently received to complete the contract. In such a case the estate of the contractor shall not be relieved of liability for any claim which has arisen or may arise against the contractor in respect of supplies not delivered or work not carried out by the contractor, under the contract.

b) Allow the executor, trustee, liquidator or judicial manager, as the case may be, for and on behalf of and at the cost and expense of the estate of the contractor to carry on with and complete the contract.

c) For and on behalf of and at the cost and expense of the estate of the contractor, itself carry on with and complete the contract and in that event the Department may take over and utilize, without payment, the contractor's tools, plant and materials in whole or in part until the completion of the contract.

ii. Executor, trustee, liquidator or judicial manager of the contractor's estate and should the said executor, trustee, liquidator or judicial manager fail within 14 days of the dispatch of such notice to make provision to the satisfaction of the Department for the fulfilment of such requirements, or should no trustee, liquidator or judicial manager be appointed within 14 days of the occurrence mentioned in paragraph 2.28.1.(a), the Department may apply any remedy open to it in terms of the contract as if a breach thereof had taken place.

i. FIRM PRICES AND PRICE ESCALATIONS

This bid requires that all bid prices offered are firm for the contract period, subject to the following conditions.

a) The prices for wages shall automatically increase based on the annual Sectorial Determination for cleaning services or circular issued by Bargaining Council for Contract Cleaning Services Industry BCCCI – KZN regulations

b) The price increase or adjustment for chemicals, detergents, other consumables, overheads and profit for this contract, will be based on request supported by motivation, quotations from manufactures and statistical information, this shall not exceed applicable Consumer Price Index.

j. EXPANSION AND VARIATION OF CONTRACT

Depending on exceptional circumstances prevailing at the time, this contract maybe be expanded or varied, should the department wish to expand or variate the contract, this will be communicated with the contracted supplier to accept or reject. The expansion and variation of contract is outlined on the applicable SCM Legislation or Department SCM Policies.

k. CESSION OF CONTRACT

The Contract will be personal to the winning bidder, who shall not sub-let, assign, cede or make over the Contract or any part thereof, or any share of interest therein, to any other person without the written consent of the Department, and on such conditions as it may approve.

C) OTHER BID-SPECIFIC REQUIREMENTS

a. VALID CERTIFICATE OF REGISTRATION BCCCI – KZN

i. A copy of valid certificate of registration indicating that the Service Provider is registered with the Bargaining Council for Contract Cleaning Services Industry must accompany the bid document, should the bidder fail to submit valid BCCCI – KZN certificate of registration the offer will be treated as non-responsive and invalidated.

ii. The Department reserves a right to verify the authenticity of the Certificate with the Bargaining Council for Contract Cleaning Services Industry.

iii. Prior to an award of the bid being made and/or during the evaluation process, the Department of Health reserves the right to conduct inspections of the premises of bidders. Therefore, premises of the bidder shall be open, at reasonable hours, for inspection by a representative of the Department of Health or organization acting on its behalf.

b. COMPLIANCE WITH BCCCI OR DEPARTMENT OF EMPLOYMENT AND LABOUR INSTRUCTIONS OR NOTICES

i. The contractor shall comply with the BCCCI or Department of Employment and Labour instructions, notices, inspections that regulates working conditions for the cleaning industry.

ii. The Contractor must make available salary advice slips, certified training certificates, certified copy of identification, proof of payment to provident fund and UIF, to a representative of the Department or BCCCI or Department of Employment and Labour when requested.

iii. The contractor must make available the outcome of any disciplinary hearing to the representative of the Department.

iv. Failure to comply with the abovementioned requirements will result in the Department reporting the Contractor to BCCCI and the Department of Labour

v. The Department will consider termination of the contract after it has used all alternative dispute resolution processes to rectify non-compliance to the BCCCI or Department of Employment And Labour Notices And Gazzete.

c. BREAKDOWN OF LABOUR COST

The bidder must ensure that the price breakdown of labour cost include provision of the below items:

- ✓ Actual wage rate cost per month (calculate based on BCCCI hourly rate effective from 1 March 2025)
- ✓ Annual bonus – paid during the month of December
- ✓ Unemployment Insurance Fund (UIF)
- ✓ Compensation For Occupational Injuries & Diseases Act (COIDA)
- ✓ Provident Fund
- ✓ Annual Leave (Normal)
- ✓ Annual Leave (4th Week)
- ✓ Absent / Sick Days / Maternity / Family Responsibility Leave
- ✓ Uniforms / Overalls
- ✓ Services SETA 23 – Cleaning Chamber
- ✓ NCCA Levy
- ✓ Severance Pay
- ✓ Bargaining Council Levy
- ✓ Maternity Leave
- ✓ Night Shift Allowance
- ✓ Sunday time
- ✓ Payment of public holiday
- ✓ Other envisaged incidental cost (if applicable)

NOTE:

a) Bidders are advised to use a guide to the fundamentals of estimating and tendering for contract cleaning work issued by NCCA.

b) Should the breakdown of labour cost indicate that the cost is below the Department Bid Price benchmark, the offer submitted will be rejected as non-responsive.

d. CODE OF CONDUCT

i. The Department may delegate to any person, any of its powers or functions in terms of this agreement and on receiving notice in writing of such delegation the Contractor shall recognize and obey the delegated person to whom any such powers or functions have been delegated as if he/she were the Department.

ii. The Contractor shall exercise adequate supervision over the service at each cleaning site or shall be represented by a representative having full power and authority on behalf of the Contractor. Such representative shall be competent, responsible, and shall have adequate experience in carrying out work of a similar nature to the cleaning service provided in terms of this agreement and shall exercise personal supervision.

iii. The Contractor shall at all times be responsible and liable for the acts and omissions of its employees providing services to the Department in terms of this agreement while they are acting within the course and scope of their duties and employment even when not on the premises of the Department.

e. REMUNERATION AND ALLOWANCES

i. The Contractor shall acquaint itself with any relevant wage regulating measure or statutory enactment which may be in force, or which may be contemplated, affecting conditions of employment during the term of the agreement.

ii. The Contractor must provide audited proof that remuneration paid to each of their employees was adjusted by at least the amount by which the statutory wage applicable to each individual employee was increased.

iii. The Contractor shall remain solely responsible for the payment of all costs pertaining to personnel, including but not limited to salaries, bonuses, provident fund contributions, benevolent fund contributions, medical fund contributions and insurance premiums. Failure to comply with this requirement will result in the Department reporting the Contractor to the Department of Labour.

iv. Salaries payable by the Contractor to its personnel shall at no stage be less than those prescribed by the current applicable wage determination in the cleaning industry. The Department reserves the right to request in writing copies of the salary advice from the employees of the Contractor at any given time.

v. The Contractor shall be responsible for the payment of all applicable taxes, charges, duties or fees assessed or levied by any recognised authority in respect of the Cleaning personnel provided or as a result of the Cleaning personnel being provided by the Contractor in terms of this agreement and shall, on request furnish sufficient documentary proof to the Department that these payments have in fact been made.

vi. Training shall be provided to the Contractor's personnel before the commencement date to ensure that the personnel will immediately be qualified to perform their services to the level of professional efficiency required by the Department.

f. FAILURE TO MEET ALL STATUTORY OBLIGATIONS

i. Failure to pay over all the prescribed statutory obligations, and where payment has been paid over by the department to the service provider, will be considered to be fraudulent activity and also a material transgression of the contract agreement by the service provider. The department reserves the right to request proof of disbursement of any funds in line with all statutory obligations.

g. DISCIPLINARY MEASURES

i. Cleaning personnel provided by the Contractor shall in addition to this contract be subject to the Department's Code of Conduct.

ii. A breach of discipline or any negligence of duty on the part of a member of the Cleaning personnel provided by the Contractor in terms of this agreement shall be dealt with immediately by the Contractor's management.

iii. The Contractor shall notify the Department, in writing, of any such breach, failure or negligence that takes place by any personnel of the Contractor.

iv. The Contractor shall notify the Department in writing of the outcome of any such disciplinary proceedings.

v. Should the Contractor decide not to take disciplinary steps against a member of his personnel, the reason therefore shall forthwith be conveyed in writing to the Department.

vi. In the event of the Department not being satisfied by the performance of any member of the Contractor's personnel in terms of this agreement, the Department shall notify the Contractor in writing thereof. The Contractor shall forthwith remove the abovementioned personnel from any duties related to this contract and replace such officer with a suitably trained Cleaning officer.

vii. The personnel of the Contractor who are replaced at the Department's request shall thereafter not be used at any other site of the Department without the prior written consent of the Department.

viii. Cleaning personnel must be in full uniform with identification and in possession of serviceable equipment when posted for duty.

ix. The Contractor shall at its cost procure, acquire, install, and maintain in good and safe working order all equipment and shall have no claim based on enrichment or for compensation, or reimbursement or of any other nature whatsoever, against the Department.

h. INTIMIDATION

i. It is the intention of both parties that the personnel provided in terms hereof shall not fail to carry out their duties as a result of any form of intimidation. Should the Contractor suspect intimidation of personnel, he/she shall take prompt action in conjunction with the Department and the South African Police Service to remedy the situation.

ii. Such action shall result in an immediate investigation instituted against the personnel involved.

iii. The Contractor shall forthwith notify the Department, in writing, of any form of intimidation which their personnel may be subjected to.

i. REPORTING OF INCIDENTS AND REPORTS

i. All incidents or accidents on the premises or to the property of the Department shall forthwith be reported within an hour of occurrence to the Centre Manager.

ii. A detailed written report of all such incidents shall be presented to the Department within twenty-four (24) hours after the occurrence of the said incident or accident.

iii. Salient details of all incidents occurring on the Department's premises shall be recorded in the occurrence book immediately and the Department must be informed. The pages of the occurrence book shall be numbered consecutively by the Contractor and no person shall remove any pages for any reason whatsoever.

j. PUBLIC LIABILITY

i. Proof of Public Liability Insurance to the value of R5 million must be submitted to contract management, at the time of signing of the service level agreement.

k. UIF / COIDA / PROVIDENT FUND

i. The successful Service Provider shall submit a list of all employees being registered for UIF, COIDA and Provident fund within 30 days of commencement of contract to the Department Cleaning Services. Failure to submit this information will result in the termination of the contract. The Department reserves the right to verify this information. The successful service provider will be required to submit this information quarterly during the entire duration of the contract.

l. FIREARMS

i. No employee is permitted to carry fire arm within the premises of the department.

m. DISPUTE RESOLUTION

i. If any dispute arises between the Department and Contractor, in connection with the Specification and deliverables, either party may give the other notice in writing of the existence of such dispute, and the same shall thereupon be referred to arbitration in South Africa by a person mutually agreed upon by both parties. The submission shall be deemed to be a submission to arbitration within the meaning of the terms of the arbitration laws in force in the Republic of South Africa.

n. DOMICILLIA CITANDI ET EXECUTANDI

i. For the purpose of this contract, the parties choose their respective domicillia citandi et executandi as follows:

The Department Physical and Postal Address:

Department Name	The KwaZulu-Department of Health
Physical Address	Natalia Building, 330 Langalibalele Street, Pietermaritzburg, 3201
Postal Address:	Private Bag X9051, Pietermaritzburg, 3200
Telephone numbers	033 – 395 2111
Telefax:	Nil

The Contractor or Bidder Physical and Postal Address:

Bidder/ Contractor Name	
Physical Address	
Postal Address:	
Telephone numbers	
Telefax:	
Email Address	

ii. The parties hereby choose domicilium citandi et executandi for all notices and processes to be given and served in pursuance hereof at their respective addresses given on the first page of this Contract. Any notice of any change in such address shall be given in writing by the parties concerned and delivered by hand or sent by registered mail to the other party, upon notification of which address so notified shall serve as the new citandi et executandi.

iii. A party may at any time change that party's domicilium by notice in writing, provided that the new domicilium is in the Republic of South Africa and consists of, or includes, a physical address at which the process can be served.

iv. Any notice to a party:

a) Sent by prepaid registered post in a correctly addressed envelope, to it, shall be deemed to have been received on the 7th (seventh) day after posting unless the contrary is proved);

b) Delivered by hand to a responsible person during ordinary business hours at the physical address chosen as its domicilium, shall be deemed to have been received on the day of delivery; or

c) Sent by telefax or email to its chosen telefax or email number, shall be deemed to have been received on the date of dispatch (unless the contrary is proved).

SECTION J:

TERMS OF REFERENCE / SPECIFICATION:

ZNB 3000/HOH/2025-H: PROVISION OF CLEANING, HYGIENE AND HOUSEKEEPING SERVICES AT VARIOUS HEAD OFFICE BUILDINGS IN UMGUNGUNDLOVU AND ETHEKWINI DISTRICTS FOR A PERIOD OF THREE YEARS:

ETHEKWINI DISTRICT

DAY-TO-DAY CLEANING, HYGIENE AND HOUSEKEEPING SERVICES FOR COLLEGE OF EMERGENCY CARE (COEC) , COEC RESIDENCE

1. **SITE DESCRIPTION :** COLLEGE OF EMERGENCY CARE (COEC**)**

: Physical Address: 89 McCord Road, Overport, Durban: Within McCord Hospital Premises

1.1 REQUIREMENT: PROVISION OF CLEANING, HYGIENE AND HOUSEKEEPING SERVICES

- Provision of daily cleaning service for offices and allocated areas in the Building
- Provision and maintenance of hygiene equipment and consumables as per specification.
- Provision of a daily cleaning service for ablution facilities and toilets as per attached specifications.
- Provision of a house keeping service for washing and ironing of linen and curtains
- Provide and maintain cleanliness of lifts where applicable

- **NB: Washing machines are available at the COEC Residence. Department of Health will provide the required laundry detergents.**

BIDDERS COMMENTS

1.2 STAFF COMPLIMENT, ALLOCATION AND WORKING HOURS

Four (4) full-time staff required.

Cleaning staff employed for the purposes of the contract must be in attendance five (5) days per week Monday to Friday, between the hours:

Monday to Friday: 07:00 TO 16:00 excluding Public Holidays

Lunch breaks will be consulted with the Centre Management.

1.2.1 Staffing requirements

- The full staff compliment as quoted in the Bid Document must be always present. This means the number of people on duty from the contractor staff compliment, must be on site during working hours.

- It is the responsibility of the Contractor to train the cleaning staff according to cleaning standards in relation to the use of Cleaning Chemicals, Equipment and Maintenance, and in accordance with applicable Labour Laws.

- The Contactor must always ensure the impeccable presentation of cleaners by means of uniforms.

- All cleaners must be provided with name badges for identification, which must be always worn.

- The Contractor must always provide cleaning staff with appropriate PPE

1.2.2 Relief Staff

- It is the responsibility of the contractor to provide relief staff for any period of leave, absenteeism and illness in respect of allocated staff

- It is required for the relief staff to be on site by 09:00 on notice by the supervisor.

- Failure to have the replacement staff on duty will mean that the contractor will have to adjust the tax invoice in-order to make allowance for the period not covered by his/her personnel.

- It is in the interest of the contractor to maintain accurate records for attendance of staff.

1.2.3 Supervision

- The contractor must appoint a site supervisor.

- The supervisor will be the person that reports to the contractor and liaise with the site management, daily.

BIDDERS COMMENTS

1.3 DETAILS OF HYGIENE EQUIPMENT REQUIREMENTS

1.3.1 Hand Soap Dispensers (08) Quantity Required 0

- There is a total of 08 Liquid Hand Soap dispenser installed.
- **The Hand soap dispensers will be maintained by Service Provider**.
- Service Provider to supply liquid hand soap/ sachets.
- Soap must be non-allergenic, sanitizing, provide good lather quality and be in disposable sachets.
- Soap dispensers to be checked daily by the Service Provider. Replenishment /Replacement sachets to be installed as required

BIDDERS COMMENTS

1.3.2 Toilet Paper Roll Dispensers (23) Quantity Required: 0

- ➢ No new toilet paper roll dispensers to be installed.
- ➢ The toilet paper roll dispensers are manufactured from mild steel and epoxy powder coated, round – colour white.
- ➢ Toilet paper roll dispenser size: 14 cm x 12.5 cm x 40.5 cm.
- ➢ Toilet paper roll dispensers are theft-proof, lockable containers with keys and carry three (3) standard toilet rolls.
- ➢ Used toilet paper roll to be easily dispensed from the unit without having to unlock the unit.
- ➢ Units are fixed to the wall with a minimum of four (4) screws.
- ➢ Service provider to check and replenish toilet paper on daily basis and when necessary

N.B. Toilet Paper Rolls will be supplied by the Department of Health.

BIDDERS COMMENTS

1.3.3 Hand Paper Towel Dispensers (08) Quantity Required: 0

- ➢ No new hand paper towel dispensers to be installed.
- ➢ A total of 08 units will be maintained on daily basis
- ➢ Dispensers are the "reflex" type with "no hands" sensor mechanism.
- ➢ Units are manufactured from robust ABS plastic providing durability, lockable – colour: pearl white.
- ➢ Dispensing paper length 200mm, 250mm, 300mm
- ➢ Dimensions: 22(D) x 26.5 (W) x 35 cm
- ➢ Dispensers are to be checked daily and re-filled by the <u>Service Provider.</u>

BIDDERS COMMENTS

1.3.4 Waste Bin Wall Mount (08) Quantity Required 0

- ➢ No new waste bins to be installed.
- ➢ A total of 08 waste bins will be maintained
- ➢ Units are manufactured from robust ABS plastic providing durability, and easy to assemble
- ➢ Capacity: 25l
- ➢ Colour: Pearl white.
- ➢ Dimensions: 740 (H) x 265 (W) 395 (D)
- ➢ Units carry 1 year warranty
- ➢ <u>Service Provider</u> to supply transparent plastic bin liners.
- ➢ Bins to be cleaned and disinfected once weekly by <u>Service Provider</u>**.**

BIDDERS COMMENTS

1.3.5 Sanitary Bins (SHE Bins) (13) Quantity Required: 0

- A total of 13 Sanitary Bins will be maintained and serviced**.**
- Sanitary Bins are manufactured from ABS plastic, pedal type, free standing with central opening for easy disposal.
- Sanitary Bins have slimline design, 12l capacity, Colour : white
- Dimensions: 46.3 (D) x 14 (W) x 48 (H) cm
- Units carry 1 year warranty
- Disposable packets for disposal of sanitary pads to be supplied by the Service Provider
- Polythene sanitized and deodorized bin liners to be supplied by Service Provider.
- Bins to be emptied, scrubbed and sanitized weekly by Service Provider.
- Waste materials from sanitary bins to be disposed of off-site by Service Provider on weekly basis.

This is a specialized hygienic service, therefore the contractor is to outsource this service from registered/ accredited supplier. The cost of such service is to be factored-in with the contended price.

BIDDERS COMMENTS

1.3.6 Wall Mount Air Freshener Dispensers (08)

Quantity Required: 0

- No new Air-Freshener dispensers to be installed.
- Wall- Mount Automatic Air Freshener Dispensers are installed in each toilet.
- Air freshener dispensers are constructed from robust ABS Plastic, white color, resistant to staining and discoloration from aerosol solvent.
- The units are lockable with removable action head.
- Dimensions 230mm (H) x 92 (W) x 82 (D)
- Units carry one year warranty
- Service Provider to supply quality aerosol refills for the dispensers.
- Service Provider to supply batteries for the air freshener dispensers.
- Dispensers to be checked daily and re-filled by the Service Provider.

BIDDERS COMMENTS

1.3.7 Quadrasan sanitizer for urinals Quantity Required: 0

- **No urinals installed at this site.**

BIDDERS COMMENTS

1.3.8 **Safe Seat Dispenser and Wipes for Ablutions and Toilets (23)** **Quantity Required: 0**

- No new safe seat wipe dispensers are required to be installed.
- The toilet seat wipe dispensers are installed in each toilet cubicle
- Service Provider to supply disinfectant wipes/ sanitizer and replenish each dispenser on daily basis.
- Disinfectant Wipes/ sanitizer : all purpose and hygienic
- Safe seat Dispensers are manufactured from durable plastic, 12.5 cm x 7.5 cm x 19 cm
- Dispensers to be checked daily and re-filled by the Service Provider.

BIDDERS COMMENTS

1.4 COLLEGE OF EMERGENCY CARE: HYGIENE SERVICES BREAKDOWN

		HYGIENE SERVICES			
Item	**Description of Hygiene Equipment**	**Quantity to be installed**	**Installation cost Per quantity**	**Total quantity to be maintained**	**Total cost for maintenance**
1	Hand Soap Dispensers	-	-	8	
2	Toilet Paper Roll Dispensers	-	-	Department will provide toilet paper	Department of Health will provide toilet paper
3	Hand Paper Towel Dispensers	-	-	8	
4	Sanitary Bins (SHE Bins)	-	-	13	
5	Waste Bins	-	-	8	
6	Air Freshener Dispensers	-	-	8	
7	Quadrasan Sanitizer for Urinals	-	-	-	No urinals installed
8	Safe Seat Dispenser and Wipes	-	-	23	
Total Price inclusive of VAT		-	-		R

2 SITE DESCRIPTION : COLLEGE OF EMERGENCY CARE -RESIDENCE
: Physical Address: 103 – 117 Daintree Avenue, Sydenham, Durban, 4091

2.1 REQUIREMENT: PROVISION OF CLEANING, HYGIENE AND HOUSEKEEPING SERVICES

- Provision of daily cleaning service for offices and allocated areas in the building.
- Provision and maintenance of hygiene equipment and consumables as per specification.
- Provision of a daily cleaning service for ablution facilities and toilets as per attached specifications.
- Provision of a house keeping service for washing and ironing of linen and curtains
- Provide and maintain cleanliness of lifts.

NB: Washing machines are available at the COEC Residence
Department of Health will provide the required laundry detergents.

BIDDERS COMMENTS

2.2 STAFF COMPLIMENT, ALLOCATION AND WORKING HOURS

Four (4) full-time staff required.

Cleaning staff employed for the purposes of the contract must be in attendance five (5) days per week Monday to Friday, between the hours:

Monday to Friday: 07:00 TO 16:00 excluding Public Holidays

Lunch breaks will be consulted with the Centre Management.

2.2.1 Staffing requirements

- The full staff compliment as quoted in the Bid Document must be always present. This means the number of people on duty from the contractor staff compliment, must be on site during working hours.
- It is the responsibility of the Contractor to train the cleaning staff according to cleaning standards in relation to the use of Cleaning Chemicals, Equipment and Maintenance, and in accordance with applicable Labour Laws.
- The Contactor must always ensure the impeccable presentation of cleaners by means of uniforms.
- All cleaners must be provided with name badges for identification, which must be always worn.
- The Contractor must always provide cleaning staff with appropriate PPE

2.2.2 Relief Staff

- It is the responsibility of the contractor to provide relief staff for any period of leave, absenteeism and illness in respect of allocated staff
- It is required for the relief staff to be on site by 09:00 on notice by the supervisor.
- Failure to have the replacement staff on duty will mean that the contractor will have to adjust the tax invoice in-order to make allowance for the period not covered by his/her personnel.
- It is in the interest of the contractor to maintain accurate records of attendance of staff.

2.2.3 Supervision

- The contractor must appoint a site supervisor.

- The supervisor will be the person that reports to the contractor and liaise with the site management daily.

2.3 DETAILS OF HYGIENE EQUIPMENT REQUIREMENTS

2.3.1 Elbow Hand Soap Dispensers stainless steel (36) Quantity Required 0

- There is a total of 36 Elbow Hand Soap dispensers, stainless steel, installed.
- Each dispenser can hold a 500ml round soap refill bottle
- Service Provider to supply liquid hand soap, maintain and replenish.
- Hand soap must be non-allergenic, sanitizing, provide good lather quality.
- Soap dispensers to be checked daily by the Service Provider.
- Replacement sachets/ replenishment to be done on daily basis and as required

BIDDERS COMMENTS

2.3.2 Toilet Paper Roll Dispensers, s/s (28) Quantity Required: 0

- A Total of x28 Toilet paper roll dispensers are installed.
- Service provider will provide maintenance and replenishment of toilet paper
- Service Provider to report to Management if there are any broken equipment and due for replacement.
- Used toilet paper roll to be easily dispensed from the unit without having to unlock the unit.
- Ensure Units are fixed properly to the wall with a minimum of four (4) screws.

N.B. Toilet Paper Rolls will be supplied by the Department of Health.

BIDDERS COMMENTS

2.3.3 Hand Paper Towel Dispensers, s/s (27) Quantity Required 0

- There is a total of 27 Hand Paper towel dispensers s/s , installed.
- Service Provider to supply good quality hand paper towel
- Hand paper towel size to conform to the make of the towel dispenser
- Dispensers to be checked daily and re-filled by the Service Provider.
- Service Provider to report to Management if there are any broken equipment and due for replacement.

BIDDERS COMMENTS

2.3.4 Waste Bin Wall Mount s/s (28) **Quantity Required 0**

- There is a total of 28 Wall mounted stainless steel waste bins, installed.
- Service Provider to supply consumables and maintain waste bins as per specification
- Service provider to supply transparent plastic bin liners.
- Bin liners are to be replaced every week
- Bins to be cleaned and disinfected weekly by Service Provider.

BIDDERS COMMENTS

2.3.5 Sanitary Bins wall mount, s/ s (SHE Bins) (21) **Quantity Required: 0**

- There is a total of 21 wall mount, stainless steel sanitary bins installed.
- Sanitary bins will be serviced and maintained by the Service Provider
- Disposable packets for disposal of sanitary pads to be supplied by the Service Provider.
- Bin Liners to be Polythene sanitized and deodorized.
- Bins to be emptied, scrubbed and sanitized weekly by Service Provider.
- Waste materials to be disposed off-site, weekly, by Service Provider.

This is a specialized hygienic service, therefore the contractor is to outsource this service from registered/ accredited supplier. The cost of such service is to be factored-in with the contended price.

BIDDERS COMMENTS

2.3.6 Wall Mount Air Freshener Dispensers (18) **Quantity Required: 0**

- No new Air-Freshener dispensers to be installed.
- Wall- Mount Automatic Air Freshener Dispensers are installed in each toilet.
- Air freshener dispensers are constructed from robust ABS Plastic, white color, resistant to staining and discoloration from aerosol solvent
- The units are lockable with removable action head
- Dimensions 230mm (H) x 92 (W) x 82 (D)
- Units carry one year warranty
- Service Provider to supply quality aerosol refills for the dispensers.
- Service Provider to supply batteries for the air freshener dispensers.
- Dispensers to be checked daily and re-filled by the Service Provider.

BIDDERS COMMENTS

2.3.7 Quadrasan Sanitizer for Urinals (5) Quantity Required: 0

- Service Provider to supply refills for the Automatic Quadrasan Sanitizers for urinals
- Dispensers are made from robust ABS plastic, Wall mounted, white colour, 3000 shot metered refill. Dimensions 228 (H) x 119 (W) 80 (D) mm
- Units carry a 1-year warranty
- Dispensers to be checked daily and re-filled by the Service Provider

BIDDERS COMMENTS

2.3.8 **Safe Seat Dispenser and Wipes for Ablutions and Toilets (28)**

Quantity Required: 0

- Toilet safe seat wipe dispensers are installed in each toilet cubicle.
- Service Provider to supply and replenish disinfectant wipes/ sanitizer for the Safe seat wipe dispensers.
- Disinfectant Wipes/ sanitizer: all purpose and hygienic
- Safe seat Dispensers are manufactured from durable plastic, 12.5 cm x 7.5 cm x 19 cm
- Dispensers to be checked daily and re-filled by the Service Provider.

BIDDERS COMMENTS

2.4 COLLEGE OF EMERGENCY CARE RESIDENCE: HYGIENE SERVICES BREAKDOWN

		HYGIENE SERVICES			
Item	**Description of Hygiene Equipment**	**Quantity to be installed**	**Installation cost Per quantity**	**Total Quantity to be maintained**	**Total cost for Maintenance**
1	Soap Dispensers	-	-	36	
2	Toilet Paper Roll Dispensers	-	-	Department will provide toilet paper	Department will provide toilet paper
3	Hand Paper Towel Dispensers	-	-	27	
4	Sanitary Bins (SHE Bins)	-	-	21	
5	Waste Bins	-	-	28	
6	Air Freshener Dispensers	-	-	18	
7	Quadrasan Sanitiser for Urinals	-	-	5	
8	Safe Seat Dispenser and Wipes	-	-	28	
Total Price inclusive of VAT					

3 SITE DESCRIPTION : ETHEKWINI MAINTENANCE HUB
: Physical Address: 60 Dr. RD Naidu Road, Sydenham, 2044.
Opposite Sydenham/ Dormerton Post Office, 75 Dr RD Naidu Road,
Asherville, Durban, 4091.

3.1 REQUIREMENT: PROVISION OF CLEANING AND HYGIENE SERVICES

- Provision of daily cleaning service for offices and allocated areas in the Building
- Provision and maintenance of hygiene equipment and consumables as per specification.
- Provision of daily cleaning service for ablution facilities and toilets as per specification.
- Provide and maintain cleanliness of lifts.

BIDDERS COMMENTS

3.2 STAFF COMPLIMENT, ALLOCATION AND WORKING HOURS

Three (03) full-time staff required.

Cleaning staff employed for the purposes of the contract must be in attendance five (5) days per week Monday to Friday, between the hours:

Monday to Friday: 07:00 TO 16:00 excluding Public Holidays

Lunch breaks will be consulted with the Centre Management.

3.2.1 Staffing requirements

- The full staff compliment as quoted in the Bid Document must be always present. This means the number of people on duty from the contractor staff compliment, must be on site during working hours.
- It is the responsibility of the Contractor to train the cleaning staff according to cleaning standards in relation to the use of Cleaning Chemicals, Equipment and Maintenance, and in accordance with applicable Labour Laws.
- The Contactor must always ensure the impeccable presentation of cleaners by means of uniforms.
- All cleaners must be provided with name badges for identification, which must be worn at all times.
- The Contractor must provide cleaning staff with appropriate PPE

3.2.2 Relief Staff

- It is the responsibility of the contractor to provide relief staff for any period of leave, absenteeism and illness in respect of allocated staff
- It is required for the relief staff to be on site by 09:00 on notice by the supervisor.
- Failure to have the replacement staff on duty will mean that the contractor will have to adjust the tax invoice in-order to make allowance for the period not covered by his/her personnel.
- It is in the interest of the contractor to maintain accurate records of attendance of staff.

3.2.3 Supervision

- The contractor must appoint a site supervisor.
- The supervisor will be the person that reports to the contractor and liaise with the site management daily.

BIDDERS COMMENTS

3.3 DETAILS OF HYGIENE EQUIPMENT REQUIREMENTS

3.3.1 Elbow Action Hand Soap Dispensers s/s (49)

Quantity Required: 0

- A total of 49 Elbow Action Liquid Hand Soap Dispensers s/s are installed.
- Service Provider will replenish the liquid hand soap and maintain the dispensers.
- Service Provider to supply liquid hand soap/ sachets
- Hand Soap must be non-allergenic, sanitizing, provide good lather quality.
- Hand Soap dispensers to be checked daily by the Service Provider.

BIDDERS COMMENTS

3.3.2. Toilet Paper Roll Dispensers s/s (44)

Quantity Required: 0

- There is a total of 44 Toilet Paper Roll Dispensers installed.
- Toilet roll dispensers to be checked daily by the Service Provider.
- Replacement of toilet paper rolls to take place as required

N.B. Toilet Paper Rolls will be supplied by the Department of Health
BIDDERS COMMENTS

3.3.3 Hand Paper Towel Dispensers s/s (48)

Quantity Required: 0

- There is a total of 48 Hand Paper Towel Dispensers s/s, installed.
- Service Provider will supply and replenish the hand paper towel to 48 dispensers.
- Service Provider to supply good quality hand paper towel
- Hand paper towel size to conform to the make of the towel dispensers
- Hand Paper Towel Dispensers to be checked daily and re-filled by the Service Provider.
- Service Provider to report to Management if there is any broken equipment and due for replacement.

BIDDERS COMMENTS

3.3.4 Waste Bins Wall Mount s/s (46)

Quantity Required: 0

- There is a total of 46 wall mounted stainless steel waste bins installed
- Service Provider to supply consumables and maintain waste bins as per specification
- Service provider to supply transparent plastic bin liners.
- Bin liners are to be replaced every week
- Bins to be cleaned and disinfected weekly by Service Provider.

BIDDERS COMMENTS

3.3.5 Sanitary Bins wall mount s/s (SHE Bins) (33)

Quantity Required: 0

- There is a total of 33 Stainless steel, wall mount, Sanitary Bins installed.
- **Sanitary bins will be serviced and maintained by the Service Provider**
- Disposable packets for disposal of sanitary pads to be supplied by the Service Provider.
- Bin Liners to be Polythene sanitized and deodorized.
- Bins to be emptied, scrubbed and sanitized weekly by Service Provider.
- Waste materials to be disposed off-site, weekly, by Service Provider.

This is a specialized hygienic service; therefore the contractor is to outsource this service from registered/ accredited supplier. The cost of such service is to be factored-in with the contended price.

BIDDERS COMMENTS

3.3.6 Air Freshener Dispensers for Ablutions and Toilets (23)

Quantity Required: 0

- No new Air-Freshener dispensers to be installed.
- Wall- Mount Automatic Air Freshener Dispensers are installed in each toilet.
- Air freshener dispensers are constructed from robust ABS Plastic, white color, resistant to staining and discoloration from aerosol solvent
- The units are lockable with removable action head
- Dimensions 230mm (H) x 92 (W) x 82 (D)
- Units carry one year warranty
- Service Provider to supply quality aerosol refills for the dispensers.
- Service Provider to supply batteries for the air freshener dispensers.
- Dispensers to be checked daily and re-filled by the Service Provider.

BIDDERS COMMENTS

3.3.7 Quadrasan Automatic Sanitizer for Urinals (06)

Quantity Required: 0

- Service Provider to supply refills for the Automatic Quadrasan Sanitizers for urinals
- Dispensers are made from robust ABS plastic, Wall mounted, white colour, 3000 shot metered refill. Dimensions 228 (H) x 119 (W) 80 (D) mm
- Units carry a 1-year warranty
- Dispensers to be checked daily and re-filled by the Service Provider

BIDDERS COMMENTS

3.3.8 Toilet safe seat wipe dispenser for ablutions and toilets (44)

Quantity Required: 0

- Toilet safe seat wipe dispensers are installed in each toilet cubicle.
- Service Provider to supply and replenish disinfectant wipes/ sanitizer for the Safe seat wipe dispensers.
- Disinfectant Wipes/ sanitizer: all purpose and hygienic
- Toilet Safe seat wipe dispensers are manufactured from durable plastic, 12.5 cm x 7.5 cm x 19 cm
- Dispensers to be checked daily and re-filled by the Service Provider.

BIDDERS COMMENTS

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3 ETHEKWININ MAINTENANCE HUB: HYGIENE SERVICES BREAKDOWN

		HYGIENE SERVICES			
Item	**Description of Hygiene Equipment**	**Quantity to be installed**	**Installation Cost Per quantity R**	**Total quantity to be maintained**	**Total cost for Maintenance R**
1	Hand Soap Dispensers	-	-	49	
2	Toilet Paper Roll Dispensers	-	-	Department will supply toilet paper	Department will provide toilet paper
3	Hand Paper Towel Dispensers	-	-	48	
4	Sanitary Bins (SHE Bins)	-	-	33	
5	Waste Bins	-	-	46	
6	Air Freshener Dispensers	-	-	23	
7	Quadrasan Sanitizer for Urinals	-	-	6	
8	Safe Seat Dispenser and Wipes	-	-	44	
Total Price inclusive of VAT					R

4 CLEANING OF MALE /FEMALE TOILETS, ABLUTION FACILITIES WASHROOMS

All cleaning equipment and cleaning materials/consumables to be supplied by the Service Provider except for toilet paper rolls.

- Hand basins and taps to be cleaned daily, wet wiped with hard surface cleaner and rinsed using a disinfectant. On a monthly basis, remove mineral deposits and other foreign matter.
- Lavatories including urinals: Remove soilage from bowl and under flush rim with hard surface cleaner and a brush twice daily. Remove mineral deposits monthly. Using a recognized disinfectant, wet wash seat and lid, cisterns and pipes. Wipe doors, door handles, walls and tiles with a recognized disinfectant.
- Urinals: Remove litter in urinals twice daily. Daily, wet wipe and dry pipes and flushing mechanisms. Wet mop step of floor at urinal with recognized disinfectant twice daily. Remove mineral deposits from gullies and drains weekly.
- Shower - cubicles to be cleaned daily using appropriate disinfectants. Deep clean showers on monthly basis.
- Blocked waste pipes, catch pits, traps, washbasins, urinals and toilet bowls must be immediately reported to the Maintenance section in writing. Leaking taps, urinals and cisterns must also be brought to the attention of the Maintenance section in writing.
- SHE Bins at the female toilets must be emptied, scrubbed and disinfected on weekly basis.
- Colour coded mops, cloths and swabs to be used for cleaning different areas.
- Floor mopping systems to comprise of double buckets with wringer.

- Wall tiles and mirrors must be wet wiped on daily basis.

- Check list to be completed daily and handed in to Center Manager/General Foreman.

NB: Check that sufficient toilet paper, hand soap and hand paper towels are available daily, as per specified schedule.

BIDDERS COMMENTS

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5 CLEANING OF BUILDINGS, OFFICES AND BUILDING CONTENTS

N.B. All cleaning equipment and cleaning materials to be supplied by the Service Provider.

Buildings/areas as defined at the site meeting/in this bid must be cleaned daily. All floors must be swept, vacuumed and/or mopped and the surfaces of all furniture and equipment, chalkboard rails and low window ledges dusted. Internal walls must be spot cleaned weekly and quarterly wet wiped using a cleaning agent and dried.

BIDDERS COMMENTS

- Concrete brick surfaces and paving must be swept daily and litter removed.

- Garages/covered parking/parking areas must be swept daily and kept clean.

- All rainwater gutters, open drains and manholes, adjoining the building must be kept free of soil debris, refuse and other obstructions by checking and clearing weekly.

- High level dusting must be undertaken once monthly and shall mean the dusting of surfaces above 2 meters from the floor and includes light fittings, blinds, high window ledges, burglar guards, cupboard tops and beams. Where walls are bagged or the surface is prone to collecting dust, such walls, within the building, must be dusted once a month.

- Name plates, window handles, window regulators, chrome plated, and aluminum/copper/brass door handles must be damp wiped once a week and polished with a cleaning agent once a month

- Carpets in high *traffic* areas must be vacuumed daily. Carpets in low traffic areas must be vacuumed twice weekly. Spots and stains must be removed as necessary or when so directed by Building Management. Restorative cleaning of carpets, by shampooing/steam cleaning/dry cleaning must be undertaken every six months.

- Entrance and door mats must be dusted out daily.

- Boardrooms and meeting rooms must be cleaned immediately after use.

- Hard floors (ceramic, marble, granite, brick, concrete, etc.) in high and low traffic areas must be treated by removing dust with a dry mop or cloth sweeper daily. Damp mopping for spoilage using a cleaning agent must occur fortnightly. Spray clean and buffed once a month where applicable and as identified.

- Banisters/handrails – wet wipe and dry weekly.

- Ceilings to be dusted and air vents to be wet wiped twice annually.

- Cloth upholstered chairs must be vacuumed fortnightly, and spot cleaned as required.
- Vinyl, leather upholstered, and other chairs must be dusted daily and damp wiped fortnightly.
- All litter must be cleared daily and placed in the available containers for removal by the Local Municipality or Contractor.
- Rubbish bins situated within the building must be emptied and damp wiped daily. Disinfect weekly.
- Curtains will be washed every six months and when necessary.
- Desks – natural/unsealed wood must be dusted daily and polished twice a month.
- Handrails on/in escalators/lifts/stairwells must be damp wiped daily. The side panels must be damp wiped weekly using a recognized disinfectant. All dust and litter in the treads must be cleaned out daily. Lift floors to be wet wiped daily using recognized cleaning agents and disinfectant.
- Fans, wall mounted air conditioner units and heaters must be dusted weekly.
- Light switches must be damp wiped weekly.
- Mirrors must be polished with a glass cleaner weekly.
- Picture frames must be dusted fortnightly. Damp wipe frames and clean glass monthly.
- Power skirts must be dusted monthly.
- Shelves that are empty must be dusted weekly.
- The Service Provider must move furniture and equipment for the purposes of cleaning.
- The Service Provider must have a check list for all the responsibilities attached to the Service. This checklist must be completed and submitted to the Facility Manager/General Foreman daily.

BIDDERS COMMENTS

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6 CLEANING OF WINDOWS AND GLASS PANELS

- External cleaning of windows in low rise buildings to be conducted on a quarterly basis.
- Wash window frames internally and externally with detergent and allow time to dry.
- Polish brass window fittings with brass cleaning agent/polish.
- Wipe glass surface with damp cloth to remove surface grime. Then clean glass surface with window cleaning agent and buff till shining.
- Windowsills must be dusted weekly and damp wiped fortnightly
- Glass panels of shop fronts and glass doors are to be cleaned on a weekly basis
- Internal glass partitioning and glass panels above partitioning needs to be cleaned on a monthly basis.

NB: Department will take responsibility of cleaning external windows in high rise buildings as this is a specialized function.

BIDDERS COMMENTS

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7 CLEANING OF LIFTS

- Special care should be given to the cleaning of lifts. This includes service lifts.
- Special chemicals and stainless still polish should be utilized when cleaning lifts.
- Lifts should be cleaned on daily basis since this is a high traffic area.

BIDDERS COMMENTS

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8 WASTE MANAGEMENT

8.1 General Waste

- Where colour coded bins are supplied for the management of waste and recycling purposes, the contractor is to separate all waste collected accordingly.
- Emptying of Refuse Bins (Wheelie Bins): The emptying of refuse bins forms parts of the duties of the cleaning Contractor.
- The refuse bins must be placed in a position where they can be collected by the Municipal Vehicle.
- These bins must be cleaned and sanitized on a weekly basis.
- Cleaning supplies, equipment & heavy-duty plastic bags must be supplied by the cleaning Contractor.
- Contractor must always adhere to the Occupational Health & Safety Act (Act 85/1993) during cleaning operation.

8.2 Servicing of SHE Bins

- This is a specialized hygienic service; therefore the contractor is to outsource this service from registered supplier. The cost of such service is to be factored-in with the contended price.
- SHE Bins at the female toilets must be emptied, scrubbed and disinfected on weekly basis.
- A disposal certificate /proof of service rendered shall be provided on monthly basis to the Site Management.
- Sanitary bins are to be placed in each toilet cubicle.
- It is recorded that due to hygienic nature of this function, sanitary towels, will under no circumstances be regarded as general waste.

BIDDERS COMMENTS

ZNB 3000/HOH/2025-H: PROVISION OF CLEANING, HYGIENE AND HOUSEKEEPING SERVICES AT VARIOUS HEAD OFFICE BUILDINGS IN UMGUNGUNDLOVU AND ETHEKWINI DISTRICTS FOR A PERIOD OF THREE YEARS:

UMGUNGUNDLOVU DISTRICT

4. SITE DESCRIPTION : NATALIA BUILDING

4.1 Physical Address: 330 Langalibalele Street, Pietermaritzburg, 3201

NB: The briefing session in respect of both sites will take place at Natalia Building and then proceed to Iris Marwick building for the physical inspection of the site.

4.2 REQUIREMENT: PROVISION OF CLEANING, HYGIENE AND HOUSEKEEPING SERVICES

- Provision of daily cleaning service for offices and allocated areas in the Building
- Provision and maintenance of hygiene equipment and consumables as per specification.
- Provision of a daily cleaning service for ablution facilities and toilets as per specification.
- Provision of a house keeping service including vacuum/ deep cleaning of floor carpets and blinds for windows at the buildings
- Maintain cleanliness of lifts
- Cleaning of state vehicles as per directive
- Management of Waste
- Assist with removal of furniture and equipment within the building

BIDDERS COMMENTS

4.3 SCOPE OF CLEANING SERVICE TO BE RENDERED BY THE CONTRACTOR

N.B. The ablution facilities and toilets to be serviced and cleaned are on each of the following floors, in both towers:

4.3.1 FLOORS ALLOCATED TO DEPARTMENT OF HEALTH

NORTH TOWER	SOUTH TOWER	NUMBER OF STAFF REQUIRED
(-1) Basement • Records Management Offices, Printing Room, Maintenance Office, Lift Lobbies and MEC entrance • Parking Facility & Waste Removal, Car Washing		1 3
(G) Ground Floor • West Wing , Exhibition Room, Security Foyer and Security Offices	Ground Floor • Ex-Gambling, Revenue & Passages • Corp Communication, Switchboard	3
1^{st} Floor • Auditorium and Passage • MEC Office	1^{st} Floor • Finance offices	2 1 (In-house)
2^{nd} Floor: Boardroom 265/ 266, Passage, store room and toilets		To be done by the 2 staff allocated in 1^{st} Floor
3^{rd} Floor	3^{rd} Floor	1
4^{th} Floor: Nil	4^{th} Floor	1 (In-house)
5^{th} Floor	5^{th} Floor	1
6^{th} Floor	6^{th} Floor	1
7^{th} Floor	7^{th} Floor	1 (In-house)
8^{th} Floor: Nil	8^{th} Floor	To be done by staff member allocated to 4^{th} Floor
9^{th} Floor	9^{th} Floor	1 (In-house)
10^{th} Floor	10^{th} Floor	1 (In-house)
11^{th} Floor: Nil	11^{th} Floor	1
16^{th} Floor: Store Room only	16^{th} Floor: Boardrooms, Store rooms, Toilets and passages	To be done by staff member allocated to 11^{th} Floor
17^{th} Floor • Roof Top		To be done by staff allocated to clean the Basement

NB: A total of 13 staff members is required to clean the offices and allocated areas.

BIDDERS COMMENTS

No	Toilets	Type	Urinals	No of Toilet cubicles	SHE Bins	Toilet paper dispenser	Hand Paper dispenser	Hand Soap Dispen-ser	Air Freshner	Waste Bin	Toilet seat sanitiser
1	-1	Disabled	-	-	-	-	-	-	-	-	-
		Male	2	1	-	1	1	2	1	1	1
		Female		2	2	2	1	2	1	1	2
2	Ground Floor (Switchboard)	Disabled	-	-	-	-	-	-	-	-	-
		Male	2	2	-	2	2	2	1	2	2
		Female	-	1	1	1	1	2	1	1	1
	Ground Floor (Security Foyer)	Disabled	-	-	-	-	-	-	-	-	-
		Male	2	1	-	1	1	2	1	1	1
		Female	-	1	1	1	1	1	1	1	1
	Ground Floor (West Wing)	Disabled	-	-	-	-	-	-	-	-	-
		Male	2	3	-	3	1	3	1	1	3
		Female	-	4	4	4	1	3	1	1	4
	Ground Floor Archibell Street Entrance	Disabled	-	-	-	-	-	-	-	-	-
		Male									
		Female	-	1	1	1	1	1	1	1	1
3	1st Floor (MEC offices)	Disabled	-	-	-	-	-	-	-	-	-
		Male	1	1	-	2	1	2	1	1	1
		Female	-	2	2	2	1	1	1	1	2
	1st Floor Auditorium	Disabled	-	-	-	-	-	-	-	-	-
		Male	2	1	-	1	1	2	1	1	1
		Female	-	2	2	2	1	2	1	1	2
	1st Floor CFO's office	Disabled	-	-	-	-	-	-	-	-	-
		Male	2	2	-	2	1	2	1	1	2
		Female	-	2	2	2	1	2	1	1	2
4	2nd Floor	Disabled	-	-	-	-	-	-	-	-	-
		Male	2	1	-	1	1	2	1	1	1
		Female	-	1	1	1	1	1	1	1	1
	2nd Floor Room 266	Disabled	-	-	-	-	-	-	-	-	-
		Male	2	1	-	1	1	2	1	1	1
		Female	-	2	2	2	1	2	1	1	2
5	3rd	Disabled	-	1	1	1	1	1	1	1	1
		Male	2	2	-	2	1	2	1	1	2
		Female	-	2	2	2	1	2	1	1	2
6	4th	Disabled	-	-	-	-	-	-	-	-	-
		Male	-	-	-	-	-	-	-	-	-

		Female	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
7	**5th**	**Disabled**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
		Male	**2**	**2**	**-**	**2**	**1**	**2**	**1**	**1**	**2**
		Female	**-**	**2**	**2**	**2**	**1**	**2**	**1**	**1**	**2**
8	**6th**	**Disabled**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
		Male	**2**	**2**	**-**	**2**	**1**	**2**	**1**	**1**	**2**
		Female	**-**	**2**	**2**	**2**	**1**	**2**	**1**	**1**	**2**
9	**7th**	**Disabled**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
		Male	**2**	**2**	**-**	**2**	**1**	**2**	**1**	**1**	**2**
		Female	**-**	**2**	**2**	**2**	**1**	**2**	**1**	**1**	**2**
-	**8th**	**Disabled**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
		Male	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
		Female	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
11	**9th**	**Disabled**	**1**	**1**	**1**	**1**	**-**	**-**	**1**	**-**	**1**
		Male	**2**	**2**	**-**	**2**	**1**	**2**	**1**	**1**	**2**
		Female	**-**	**2**	**2**	**2**	**1**	**2**	**1**	**1**	**2**
12	**10th**	**Disabled**	**-**	**1**	**1**	**1**	**1**	**1**	**-**	**1**	**1**
		Male	**2**	**2**	**-**	**2**	**1**	**2**	**1**	**1**	**2**
		Female	**-**	**2**	**2**	**2**	**1**	**2**	**1**	**1**	**2**
13	**11th**	**Disabled**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
		Male	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
		Female	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
14	**16th**	**Disabled**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
		Male	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
		Female	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
15	**17th**	**Disabled**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
		Male	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
		Female	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
	Sub - Totals	**Disabled**	**1**	**3**	**3**	**3**	**2**	**2**	**2**	**2**	**3**
		Male	**29**	**25**	**-**	**25**	**16**	**31**	**15**	**17**	**25**
		Female	**-**	**30**	**30**	**30**	**16**	**29**	**16**	**16**	**29**
	TOTALS		**30**	**58**	**33**	**58**	**34**	**62**	**33**	**35**	**57**

4.3.2 BREAKDOWN OF TOILETS AND HYGIENE EQUIPMENT SERVICES SCHEDULE

4.3.2.1 NORTH TOWER
4.3.2.2 SOUTH TOWER

No	Toilets	Type	Urinals	No of Toilet cubicles	SHE Bins	Toilet paper dispenser	Hand Paper dispenser	Hand Soap Dispen-ser	Air Freshner	Waste Bin	Toilet seat sanitiser
1	-1 Main Entrance	Disabled	-	-	-	-	-	-	-	-	-
		Male	2	2	-	2	2	2	1	2	2
		Female		2	2	2	1	2	1	1	2
	-1 Private Contractors	Disabled	-	-	-	-	-	-	-	-	-
		Male/Female	1	1	-	1	1	1	1	1	1
	-1 Private Cleaning staff room	Disabled	-	-	-	-	-	-	-	-	-
		Male/Female	1	4	-	4	2	2	1	2	4
2	Ground Floor	Disabled	-	-	-	-	-	-	-	-	-
		Male	3	4	-	4	2	4	2	2	4
		Female	-	5	5	5	2	4	2	2	5
3	1st Floor Open Plan	Disabled	-	-	-	-	-	-	-	-	-
		Male	3	2	-	2	2	4	1	2	2
		Female	-	4	4	4	2	4	2	2	4
	1st Floor Kitchen	Disabled	-	-	-	-	-	-	-	-	-
		Male	3	5	-	5	1	4	1	1	5
		Female	-	5	5	5	1	3	1	1	5
4	2nd Floor	Disabled	-	-	-	-	-	-	-	-	-
		Male	-	-	-	-	-	-	-	-	-
		Female	-	-	-	-	-	-	-	-	-
5	3rd	Disabled	-	1	1	1	1	1	1	1	1
		Male	2	2	-	2	2	2	2	1	2
		Female	-	2	2	2	2	2	2	1	2
6	4th	Disabled	-	-	-	-	-	-	-	-	-
		Male	2	2	-	2	2	2	1	1	2
		Female	-	2	2	2	2	2	1	1	2
7	5th	Disabled	-	-	-	-	-	-	-	-	-
		Male	2	2	-	2	1	2	1	1	2
		Female	-	2	2	2	1	2	1	1	2
8	6th	Disabled	-	-	-	-	-	-	-	-	-
		Male	2	2	-	2	1	2	1	1	2

		Female	**-**	**2**	**2**	**2**	**1**	**2**	**1**	**1**	**2**
9	**7th**	**Disabled**	**-**	**1**	**1**	**1**	**1**	**1**	**1**	**1**	**1**
		Male	**2**	**2**	**-**	**2**	**1**	**2**	**1**	**1**	**2**
		Female	**-**	**2**	**2**	**2**	**1**	**2**	**1**	**1**	**2**
10	**8th**	**Disabled**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
		Male	**2**	**2**	**-**	**2**	**1**	**2**	**1**	**1**	**2**
		Female	**-**	**2**	**2**	**2**	**1**	**2**	**1**	**1**	**2**
11	**9th**	**Disabled**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
		Male	**2**	**2**	**-**	**2**	**1**	**2**	**1**	**1**	**2**
		Female	**-**	**2**	**2**	**2**	**1**	**2**	**1**	**1**	**2**
12	**10th**	**Disabled**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
		Male	**2**	**2**	**-**	**2**	**1**	**2**	**1**	**1**	**2**
		Female	**-**	**2**	**2**	**2**	**1**	**2**	**1**	**1**	**2**
13	**11th**	**Disabled**	**-**	**1**	**1**	**1**	**1**	**1**	**1**	**1**	**1**
		Male	**2**	**2**	**-**	**2**	**1**	**1**	**1**	**1**	**2**
		Female	**-**	**2**	**2**	**2**	**1**	**2**	**1**	**1**	**2**
14	**16th**	**Disabled**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
		Male	**1**	**1**	**-**	**1**	**1**	**1**	**1**	**1**	**1**
		Female	**-**	**1**	**1**	**1**	**1**	**1**	**1**	**1**	**1**
15	**17th**	**Disabled**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
		Male	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
		Female	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
	Sub - Total	**Disabled**	**0**	**3**	**3**	**3**	**3**	**3**	**3**	**3**	**3**
		Male	**32**	**37**	**-**	**37**	**22**	**35**	**18**	**20**	**37**
		Female	**-**	**37**	**37**	**37**	**19**	**33**	**18**	**17**	**37**
	Total		**32**	**77**	**40**	**77**	**44**	**73**	**39**	**40**	**77**

Staff members required to clean the toilets: Six (06)

Supervisor for all services: 1

4.4 STAFF COMPLIMENT, ALLOCATION AND WORKING HOURS

Service Description	**No of staff required**
1. Offices and other allocated areas	13
2. Ablution facilities and toilets	06
3. Supervision	01
Total no of staff required	**20**

A total of 20 full-time staff is required.

Cleaning staff employed for the purposes of the contract must be in attendance five (5) days per week Monday to Friday, between the hours:

Monday to Friday: 07:00 TO 16:00 excluding Public Holidays

Lunch breaks will be consulted with the Centre Management.

4.4.1 Staffing requirements

- The full staff compliment as quoted in the Bid Document must be present at all times. This means the number of people on duty from the contractor staff compliment must be on site during working hours.
- It is the responsibility of the Contractor to train the cleaning staff according to cleaning standards in relation to the use of Cleaning Chemicals, Equipment and Maintenance, and in accordance with applicable Labour Laws.
- The Contactor must ensure the impeccable presentation of cleaners at all times by means of identifiable uniforms.
- All cleaners must be provided with name badges for identification, which must be worn at all times.
- The Contractor must provide cleaning staff with appropriate PPE at all times

4.4.2 Relief Staff

- It is the responsibility of the contractor to provide relief staff for any period of leave, absenteeism and illness in respect of allocated staff
- It is required for the relief staff to be on site by 09:00 on notice by the supervisor.
- Failure to have the replacement staff on duty will mean that the contractor will have to adjust the tax invoice in-order to make allowance for the period not covered by his/her personnel.
- It is in the interest of the contractor to maintain accurate records for attendance of staff.

4.4.3 Supervision

- The contractor has to appoint a site supervisor.
- The supervisor will be the person that reports to the contractor and liaise with the site management on a daily basis.

BIDDERS COMMENTS

4.5 HYGIENE EQUIPMENT REQUIREMENTS

4.5.1 Hand Soap Dispensers Quantity Required 0

- There is a total of 135 ABS Plastic Liquid Hand Soap dispensers installed.
- **The Hand soap dispensers will be maintained by Service Provider**.
- <u>Service Provider</u> to supply liquid hand soap/ sachets.
- Soap must be non-allergenic, sanitizing, provide good lather quality and be in disposable sachets.
- Soap dispensers to be checked on a daily basis by the Service Provider. Replenishment /Replacement sachets to be installed as required

BIDDERS COMMENTS

4.5.2 Toilet Paper Dispensers Quantity Required: 0

- No new toilet paper dispensers to be installed by the Service Provider. A total of 135 toilet paper dispensers will be maintained
- The Toilet paper dispensers are manufactured from mild steel and epoxy powder coated, round – colour white.
- Dispenser size: 14 cm x 12.5 cm x 40.5 cm.
- Toilet roll dispensers are theft-proof, lockable containers with keys and carry three (3) standard toilet rolls.
- Used roll to be easily dispensed from the unit without having to unlock the unit.
- Units are fixed to the wall with a minimum of four (4) screws.
- Service provider to check and replenish toilet paper on daily basis and when necessary

N.B. Toilet Paper Rolls will be supplied by the Department of Health.

BIDDERS COMMENTS

4.5.3 Hand Paper Towel Dispensers Quantity Required: 0

- No new hand paper towel dispensers to be installed.
- A total of 78 units will be maintained on daily basis by the service provider staff
- Dispenser are the "reflex" type with "no hands" sensor mechanism.
- Units are manufactured from robust ABS plastic providing durability, lockable – colour: pearl white.
- Dispensing paper length 200mm, 250mm, 300mm
- Dimensions: 22(D) x 26.5 (W) x 35 cm
- Hand Paper Dispensers are to be checked daily and re-filled by the Service Provider.

BIDDERS COMMENTS

4.5.4 Waste Bin Wall Mount Quantity Required 0

- No new waste bins to be installed.
- A total of 75 waste bins will be maintained
- Units are manufactured from robust ABS plastic providing durability, and easy to assemble
- Capacity : 25l
- Colour: Pearl white.
- Dimensions: 740 (H) x 265 (W) 395 (D)
- Units carry 1 year warranty
- Service Provider to supply transparent plastic bin liners.
- Bins to be cleaned and disinfected once weekly by Service Provider**.**

BIDDERS COMMENTS

4.5.5 Sanitary Bins (SHE Bins) Quantity Required: 0

- A total of 73 Sanitary Bins will be maintained and serviced.
- Bins are manufactured from ABS plastic, pedal type, free standing with central opening for easy disposal.
- Sanitary Bins are slimline design, 12l capacity, Colour : white
- Dimensions: 46.3 (D) x 14 (W) x 48 (H) cm
- Units carry 1 year warranty
- Disposable packets for disposal of sanitary pads to be supplied by the Service Provider
- Polythene sanitized and deodorized bin liners to be supplied by Service Provider.
- Bins to be emptied, scrubbed and sanitized weekly by Service Provider.
- Sanitary Bins Waste materials to be disposed off-site by Service Provider on weekly basis.

This is a specialized hygienic service, therefore the contractor has to outsource this service from a registered supplier. The cost of such service is to be factored-in with the contended price.
BIDDERS COMMENTS

4.5.6 Wall Mount Air Freshener Dispensers
Quantity Required: 0

- No new Air-Freshener dispensers to be installed.
- Wall- Mount Automatic Air Freshener Dispensers are installed in each toilet.
- A total of 72 air freshener dispensers will be maintained by the service provider.
- Air freshener dispensers are constructed from robust ABS Plastic, white colour, resistant to staining and discoloration from aerosol solvent
- The units are lockable with removable action head
- Dimensions 230mm (H) x 92 (W) x 82 (D)
- Units carry one year warranty
- Service Provider to supply quality aerosol refills for the dispensers.
- Service Provider to supply batteries for the air freshener dispensers.
- Dispensers to be checked daily and re-filled by the Service Provider.

BIDDERS COMMENTS

4.5.7 Quadrasan sanitizer for urinals Quantity Required: 0

- **A total of 62 urinals is installed at the site**
- Service Provider to supply sanitizer liquid for dispensers.
- Dispensers to be checked daily and re-filled by the Service Provider.

BIDDERS COMMENTS

4.5.8 **Safe Seat Dispenser and Wipes for Ablutions and Toilets** **Quantity Required: 0**

- A total of 135 toilet seat sanitizer dispensers are installed. No new safe seat wipe dispensers are required to be installed.
- The toilet seat wipes are installed in each toilet cubicle
- Service Provider to replenish each dispenser on daily basis and or when necessary.
- Safe seat wipe dispenser to include disinfectant/ wipes
- Disinfectant / Wipes: all purpose and hygienic
- Dispensers are manufactured from durable plastic, 12.5 cm x 7.5 cm x 19 cm
- Dispensers to be checked daily and re-filled by the Service Provider.

BIDDERS COMMENTS

4.6 COSTING TEMPLATE FOR HYGIENE SERVICES: NATALIA BUILDING

		HYGIENE SERVICES			
Item	**Description of Hygiene Equipment**	**Quantity to be installed**	**Installation cost Per quantity**	**Total quantity to be maintained**	**Total cost for maintenance**
1	Hand Soap Dispensers	-	-	135	R
2	Toilet Roll Dispensers	-	-	The Department will provide toilet paper	Department will provide toilet paper
3	Hand Paper Towel Dispensers	-	-	78	R
4	Sanitary Bins (SHE Bins)	-	-	73	R
5	Waste Bins	-	-	75	R
6	Air Freshener Dispensers	-	-	72	R
7	Quadrasan Sanitizer for Urinals	-	-	62	R
8	Toilet Seat Sanitizer Dispenser	-	-	135	R
Sub- Total		-	-		R
VAT					R
Total inclusive of VAT					R

5. SITE DESCRIPTION: IRIS MARWICK BUILDING/ KZN COLLEGE OF NURSING

5.1 PHYSICAL ADDRESS:

Iris Marwick Building: Townhill Hospital Complex, Hyslop Road, Pietermaritzburg, 3201.

NB: The briefing session in respect of both sites will take place at Natalia Building and then proceed to Iris Marwick building for the physical inspection of the site.

5.2 REQUIREMENT: PROVISION OF CLEANING, HYGIENE AND HOUSEKEEPING SERVICES

- Provision of daily cleaning service for offices and allocated areas in the Building
- Provision and maintenance of hygiene equipment and consumables as per specification.
- Provision of a daily cleaning service for ablution facilities and toilets as per specification.
- Provision of a house keeping service including vacuum/ deep cleaning of floor carpets and blinds for windows at the buildings
- Cleaning of state vehicles as per directive
- Management of Waste

BIDDERS COMMENTS

4.3 SCOPE OF CLEANING SERVICE TO BE RENDERED BY THE CONTRACTOR

N.B. The ablution facilities and toilets to be serviced and cleaned are on each of the following floors, in the building:

	NUMBER OF STAFF REQUIRED
Management Block	
1st Floor : Admin Block	02
Ground Floor	

NB: A total of two (02) staff members is required to clean the offices and allocated areas.

BIDDERS COMMENTS

5.4 BREAKDOWN OF TOILETS AND HYGIENE EQUIPMENT SERVICES SCHEDULE

No	Toilets	Type	Urinals	No of Toilet cubicles	SHE Bins	Toilet paper dispenser	Hand Paper dispenser	Hand Soap Dispen-ser	Air Freshner	Waste Bin	Toilet seat sanitiser
1	Management Block	Disabled	-	-	-	-	-	-	-	-	-
		Male	1	2	-	2	1	1	1	1	2
		Female	-	3	3	3	1	1	1	1	3
2	Admin Block	Disabled	-	-	-	-	-	-	-	-	-
		Male	-	1	-	1	1	1	1	1	1
		Female	-	4	4	4	1	4	1	1	4
3	Ground Floor	Disabled	-	-	-	-	-	-	-	-	-
		Male	1	1	-	1	1	1	1	1	1
		Female	-	2	2	2	1	1	1	1	2
	Sub -Totals	Disabled	-	-	-	-	-	-	-	-	-
		Male	2	4	-	4	3	3	3	3	4
		Female	-	9	9	9	3	6	3	3	9
	Totals		2	13	9	13	6	9	6	6	13

Staff members required to clean offices and the toilets: 02
Supervisor to all services: 1

5.6 STAFF COMPLIMENT, ALLOCATION AND WORKING HOURS

Service Description	No of staff required
4. Offices and other allocated areas	01
5. Ablution facilities and toilets	01
6. Supervision	01
Total no of staff required	**03**

Cleaning staff employed for the purposes of the contract must be in attendance five (5) days per week Monday to Friday, between the hours:

Monday to Friday: 07:00 to 16:00 excluding Public Holidays
Lunch breaks will be consulted with the Centre Management.

5.6.1 Staffing requirements

- The full staff compliment as quoted in the Bid Document must be present at all times. This means the number of people on duty from the contractor staff compliment, must be on site during working hours.
- It is the responsibility of the Contractor to train the cleaning staff according to cleaning standards in relation to the use of Cleaning Chemicals, Equipment and Maintenance, and in accordance with applicable Labour Laws.
- The Contactor must ensure the impeccable presentation of cleaners at all times by means of identifiable uniforms.
- All cleaners must be provided with name badges for identification, which must be worn at all times.
- The Contractor must provide cleaning staff with appropriate PPE at all times

5.6.2 Relief Staff

- It is the responsibility of the contractor to provide relief staff for any period of leave, absenteeism and illness in respect of allocated staff
- It is required for the relief staff to be on site by 09:00 on notice by the supervisor.
- Failure to have the replacement staff on duty will mean that the contractor will have to adjust the tax invoice in-order to make allowance for the period not covered by his/her personnel.
- It is in the interest of the contractor to maintain accurate records for attendance of staff.

5.6.3 Supervision

- The contractor has to appoint a site supervisor.
- The supervisor will be the person that reports to the contractor and liaise with the site management on a daily basis.

BIDDERS COMMENTS

5.7 COSTING TEMPLATE FOR HYGIENE SERVICES: IRIS MARWICK BUILDING (KZNCN)

		HYGIENE SERVICES			
Item	**Description of Hygiene Equipment**	**Quantity to be installed**	**Installation cost Per quantity**	**Total quantity to be maintained**	**Total cost for maintenance**
1	Hand Soap Dispensers	-	-	9	R
2	Toilet Roll Dispensers	-	-	Department will provide toilet paper	Department will provide toilet paper
3	Hand Paper Towel Dispensers	-	-	6	R
4	Sanitary Bins (SHE Bins)	-	-	9	R
5	Waste Bins	-	-	6	R
6	Air Freshener Dispensers	-	-	6	R
7	Quadrasan Sanitizer for Urinals	-	-	2	R
8	Safe Seat Dispenser and Wipes	-	-	13	R
Sub- Total		-	-		R
VAT					R
Total inclusive of VAT					R

5.8 CLEANING OF MALE /FEMALE TOILETS, ABLUTION FACILITIES WASHROOMS

All cleaning equipment and cleaning materials/consumables to be supplied by the Service Provider with the exception of toilet rolls.

- Hand basins and taps to be cleaned daily, wet wiped with hard surface cleaner and rinsed using a disinfectant. On a monthly basis, remove mineral deposits and other foreign matter.

- Lavatories including urinals: Remove soilage from bowl and under flush rim with hard surface cleaner and a brush twice daily. Remove mineral deposits monthly. Using a recognized disinfectant, wet wash seat and lid, cisterns and pipes. Wipe doors, door handles, walls and tiles with a recognized disinfectant.

- Urinals: Remove litter in urinals twice daily. Daily, wet wipe and dry pipes and flushing mechanisms. Wet mop step of floor at urinal with recognized disinfectant twice daily. Remove mineral deposits from gullies and drains weekly.

- Shower - cubicles to be cleaned daily using appropriate disinfectants. Deep clean showers on monthly basis.
- Blocked waste pipes, catch pits, traps, washbasins, urinals and toilet bowls must be immediately reported to the Maintenance section in writing. Leaking taps, urinals and cisterns must also be brought to the attention of the Maintenance section in writing.
- SHE Bins at the female toilets must be emptied, scrubbed and disinfected on weekly basis.
- Colour coded mops, cloths and swabs to be used for cleaning different areas.
- Floor mopping systems to comprise of double buckets with wringer.
- Wall tiles and mirrors must be wet wiped on daily basis.
- Check list to be completed daily and handed in to Building Manager/General Foreman.

NB: Check that sufficient toilet paper, hand soap and paper towels are available twice daily

BIDDERS COMMENTS

5.9 CLEANING OF BUILDINGS, OFFICES AND BUILDING CONTENTS

N.B. All cleaning equipment and cleaning materials to be supplied by the Service Provider.

Buildings/areas as defined at the site meeting/in this bid must be cleaned daily. All floors must be swept, vacuumed and/or mopped and the surfaces of all furniture and equipment, chalkboard rails and low window ledges dusted. Internal walls must be spot cleaned weekly and quarterly wet wiped using a cleaning agent and dried.

BIDDERS COMMENTS

- Concrete brick surfaces and paving must be swept daily and litter removed.
- Garages/covered parking/parking areas must be swept daily and kept clean.
- All rainwater gutters, open drains and manholes, adjoining the building must be kept free of soil debris, refuse and other obstructions by checking and clearing weekly.
- High level dusting must be undertaken once monthly and shall mean the dusting of surfaces above 2 meters from the floor and includes light fittings, blinds, high window ledges, burglar guards, cupboard tops and beams. Where walls are bagged or the surface is prone to collecting dust, such walls, within the building, must be dusted once a month.
- Name plates, window handles, window regulators, chrome plated and aluminum/copper/brass door handles must be damp wiped once a week and polished with a cleaning agent once a month

- Carpets in high *traffic* areas must be vacuumed daily. Carpets in low traffic areas must be vacuumed twice weekly. Spots and stains must be removed as necessary or when so directed by Building Management. Restorative cleaning of carpets, by shampooing/steam cleaning/dry cleaning must be undertaken every six months.

- Entrance and door mats must be dusted out daily.

  - Boardrooms and meeting rooms must be cleaned immediately after use.

- Hard floors (ceramic, marble, granite, brick, concrete, etc.) in high and low traffic areas must be treated by removing dust with a dry mop or cloth sweeper on a daily basis. Damp mopping for spoilage using a cleaning agent must occur fortnightly. Spray clean, and buffed once a month where applicable and as identified.

- Banisters/hand rails – wet wipe and dry weekly.

- Ceilings to be dusted and air vents to be wet wiped twice annually.

- Cloth upholstered chairs must be vacuumed fortnightly and spot cleaned as required.

- Vinyl, leather upholstered and other chairs must be dusted daily and damp wiped fortnightly.

- All litter must be cleared daily and placed in the available containers for removal by the Local Municipality or Contractor.

- Rubbish bins situated within the building must be emptied and damp wiped daily. Disinfect weekly.

  - Curtains will be washed every six months and when necessary.

  - Desks – natural/unsealed wood must be dusted daily and polished twice a month.

- Hand-rails on/in escalators/lifts/stairwells must be damp wiped daily. The side panels must be damp wiped weekly using a recognized disinfectant. All dust and litter in the treads must be cleaned out daily. Lift floors to be wet wiped daily using recognised cleaning agents and disinfectant.

- Fans, wall mounted air conditioner units and heaters must be dusted weekly.

- Light switches must be damp wiped weekly.

- Mirrors must be polished with a glass cleaner weekly.

- Picture frames must be dusted fortnightly. Damp wipe frames and clean glass monthly.

- Power skirts must be dusted monthly.

- Shelves that are empty must be dusted weekly.

- The Service Provider must move furniture and equipment for the purposes of cleaning.

- The Service Provider must have a check list for all the responsibilities attached to the Service. This checklist must be completed and submitted to the Facility Manager/General Foreman on a daily basis.

BIDDERS COMMENTS

5.10 CLEANING OF WINDOWS AND GLASS PANELS

- External cleaning of windows in low rise buildings to be conducted on a quarterly basis.
- Wash window frames internally and externally with detergent and allow time to dry.
- Polish brass window fittings with brass cleaning agent/polish.
- Wipe glass surface with damp cloth to remove surface grime. Then clean glass surface with window cleaning agent and buff till shining.
- Window sills must be dusted weekly and damp wiped fortnightly
- Glass panels of shop fronts and glass doors are to be cleaned on a weekly basis
- Internal glass partitioning and glass panels above partitioning needs to be cleaned on a monthly basis.

NB: Department will take responsibility of cleaning external windows in high rise buildings as this is a specialized function.

BIDDERS COMMENTS

5.11 CLEANING OF LIFTS

- Special care should be given to the cleaning of lifts. This includes service lifts.
- Special chemicals and stainless still polish should be utilized when cleaning lifts.
- Lifts should be cleaned on daily basis since this is a high traffic area.

BIDDERS COMMENTS

5.12 WASTE MANAGEMENT

5.12.1 General Waste

- Where colour coded bins are supplied for the management of waste and recycling purposes, the contractor is to separate all waste collected accordingly.
- Emptying of Refuse Bins (Wheelie Bins): The emptying of refuse bins forms parts of the duties of the cleaning Contractor.
- The refuse bins must be placed in a position where they can be collected by the Municipal Vehicle.
- These bins must be cleaned and sanitized on a weekly basis.

- Cleaning supplies, equipment & heavy duty plastic bags must be supplied by the cleaning Contractor.

- Contractor has to adhere to the occupational Health & Safety Act (Act 85/1993) at all times during cleaning operation.

5.12.2 Cleaning and maintenance of SHE Bins

- This is a specialized hygienic service, therefore the contractor is to outsource this service from registered supplier. The cost of such service is to be factored-in with the contended price.

- SHE Bins at the female toilets must be emptied, scrubbed and disinfected on weekly basis.

- A disposal certificate /proof of service rendered shall be provided on monthly basis to the Site Management.

- Sanitary bins are to be placed in each toilet cubicle.

- It is recorded that due to hygienic nature of this function, sanitary towels, will under no circumstances be regarded as general waste.

BIDDERS COMMENTS

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6. DESCRIPTIONS OF SITES: OLD BOYS MODEL SCHOOL BUILDING

6.1. Physical Address:
310 Jabu Ndlovu Street
Pietermaritzburg
3201

6.1.1 PROVISION OF CLEANING AND HYGIENE SERVICES IN HEAD OFFICE BUILDINGS

- Provision of daily cleaning service for offices and allocated areas in the Buildings
- Provision and maintenance of hygiene equipment and consumables as per specification.
- Provision of a daily cleaning service for ablution facilities and toilets as per specification.
- Provision of a house keeping service including vacuum/ deep cleaning of floor carpets and blinds for windows at the buildings
- Maintain cleanliness of lifts (where applicable)
- Management of Waste
- Assist with removal of furniture and equipment within the building

6.2 NUMBER OF STAFF REQUIRED AND HOURS OF ATTENDANCE

Four (4) full-time staff required for cleaning

Cleaning staff employed for the purposes of the contract must be in attendance five (5) days per week Monday to Friday, between the hours:

Monday to Friday:	07:00 to 16:00 excluding Public Holidays.
Tea Break:	10h00 to 10h15
Lunch Break:	12h30 to 13h15

BIDDERS COMMENTS

6.3 SANITARY AND HYGIENE EQUIPMENT REQUIREMENTS

6.3.1 Soap Dispensers **Quantity installed: 22**

- Elbow action lever type containers for the dispensing of liquid soap are installed
- Service provider to supply soap sachets
- Soap must be non-allergenic, sanitising, provide good lather quality and be in disposable sachets.
- Soap dispensers to be checked daily by the Service Provider. Replacement sachets to be installed as required.

BIDDERS COMMENTS

6.3.2 Toilet Paper Roll Dispensers **Quantity installed: 22**

N.B. Toilet Rolls will be supplied by the Department

- Toilet paper roll dispensers to be theft-proof, securely lockable containers with keys and able to carry three (3) standard toilet rolls.
- Used roll to be easily dispensed from the unit without having to unlock the unit.
- Unit to be manufactured from mild steel epoxy powder coated- white colour
- Unit to be fixed to the wall with a minimum of four (4) screws.

BIDDERS COMMENTS

6.3.3 Wall Mount Hand Paper Towel Dispensers Quantity installed**: 19**

- Dispenser to be the "reflex" type with "no hands" sensor mechanism.
- Unit to be manufactured from plastic – color white, dispenser size 430mm x 250mm x 330mm
- Service provider must supply the hand paper towel.
- Dispensers to be checked daily and re-filled by the **Service Provider.**

BIDDERS COMMENTS

6.3.4 Sanitary Towel Bins (She Bins) **Quantity installed : 12**

- There is a total of 12 sanitary towel bins installed on site.
- Bins are made from ABS plastic, pedal type , free standing with central opening for easy disposal
- Bin capacity is 19L, size 34cm x 18cm x 56cm
- Colour white/ blue
- Service Provider must supply disposable packets for disposal of sanitary towels**.**
- Polythene sanitized and deodorized bin liners to be supplied by Service Provider.
- Service provider to ensure bins are emptied and disinfected on weekly basis.
- Waste materials to be disposed of off-site by Service Provider.

BIDDERS COMMENTS

6.3.5 Waste Bins- Wall mount **Quantity installed: 17**

- There is a total of 17, ABS plastic, 12 liters, wall mount waste bins are installed
- **Service Provider** to supply transparent plastic bin liners.
- Bins to be washed and disinfected once weekly by Service Provider.

BIDDERS COMMENTS

6.3.6 Wall Mount Air Freshener Dispensers **Quantity installed: 12**

- One air-freshener dispenser is installed on each toilet.
- The dispensers are made from ABS Plastic
- **Service Provider** to supply air fresheners and replace batteries for the dispensers.
- Dispensers to be checked daily and re-filled by the **Service Provider.**

BIDDERS COMMENTS

6.3.7 Urinal Sanitizer Dispenser Quadrasan Automatic **Quantity installed: 5**

- Dispenser to be made from robust ABS Plastic providing durability
- 3000 shot metered refill, automatic reset switch, secured by universal key
- **Service Provider** to supply sanitizer liquid and longer lasting batteries for the dispensers.
- Dispensers to be checked daily and re-filled by the **Service Provider.**

BIDDERS COMMENTS

6.3.8 Safe Seat Dispenser and Wipes/ sanitizer for Ablutions and Toilets

Quantity installed: 22

- One safe seat dispenser is installed in each toilet cubicle.
- **Service Provider** to supply sanitizing liquid for dispensers and Wipes.
- Dispensers to be checked daily and re-filled by the **Service Provider.**

BIDDERS COMMENTS

6.3.9 OBMS BUILDING: HYGIENE SERVICES BREAKDOWN

		HYGIENE SERVICES			
Item	**Description of Hygiene Equipment**	**Quantity to be installed**	**Installation cost Per quantity**	**Total quantity to be maintained**	**Total cost for maintenance**
1	Hand Soap Dispensers	-	-	22	
2	Toilet Paper Roll Dispensers	-	-	Department will provide toilet paper	Department of Health will provide toilet paper
3	Hand Paper Towel Dispensers	-	-	19	
4	Sanitary Bins (SHE Bins)	-	-	12	
5	Waste Bins	-	-	17	
6	Air Freshener Dispensers	-	-	12	
7	Quadrasan Sanitizer for Urinals	-	-	5	
8	Safe Seat Dispenser and Wipes	-	-	22	
Total Price inclusive of VAT		**-**	**-**		**R**

7. DESCRIPTIONS OF SITES: HAST UNIT (OLD GREYS HOSPITAL COMPLEX)

Physical Address:

230 Prince Alfred Street
Pietermaritzburg
3201

7.1 NUMBER OF STAFF REQUIRED AND HOURS OF ATTENDANCE

Two (02) full-time staff required for cleaning

Cleaning staff employed for the purposes of the contract must be in attendance five (5) days per week Monday to Friday, between the hours:

Monday to Friday:	07:00 to 16:00 excluding Public Holidays.
Tea Break:	10h00 to 10h15
Lunch Break:	12h30 to 13h15

BIDDERS COMMENTS

7.2 SPECIFICATION FOR SANITARY AND HYGIENE EQUIPMENT REQUIRED

7.2.1 Soap Dispensers **Quantity installed: 3**

- Elbow action lever type container for the dispensing of liquid soap
- Soap must be non-allergenic, sanitizing, provide good lather quality and be in disposable sachets.
- Soap sachets to be supplied by **Service Provider**
- Soap dispensers to be checked daily by the Service Provider. Replacement sachets to be installed as required.

BIDDERS COMMENTS

7.3 Toilet Paper Roll Dispensers **Quantity installed: 5**

N.B. Toilet Rolls will be supplied by the Department

- Toilet roll dispensers to be theft-proof, securely lockable containers with keys and able to carry three (3) standard toilet rolls.
- Used roll to be easily dispensed from the unit without having to unlock the unit.
- Units are manufactured from mild steel epoxy powder coated- white colour
- Units are fixed to the wall with a minimum of four (4) screws on each.

BIDDERS COMMENTS

7.4 Hand Paper Towel Dispensers, wall mount **Quantity installed: 3**

- Paper Towel Dispensers are “reflex” type with “no hands” sensor mechanism.
- Units are manufactured from plastic – colour white, dispenser size 430mm x 250mm x 330mm
- Dispensers to be checked daily and re-filled by the **Service Provider.**

BIDDERS COMMENTS

7.5 Sanitary Towel Bins (She Bins) **Quantity installed: 3**

- There is a total of three (03) sanitary towel bins installed on site.
- Bins are made from ABS plastic, pedal type, free standing with central opening for easy disposal
- Bin capacity is 19L, size 34cm x 18cm x 56cm
- Color white/ blue
- Service Provider must supply disposable packets for disposal of sanitary towels**.**
- Polythene sanitized and deodorized bin liners to be supplied by Service Provider.
- Service provider to ensure bins are emptied and disinfected on weekly basis.
- Waste materials to be disposed of off-site by Service Provider.

BIDDERS COMMENTS

7.6 Waste Bins – wall mount **Quantity installed: 3**

- 12 litre stainless steel mirror-finish pedal bin with removable inner bucket.
- **Service Provider** to supply transparent plastic bin liners.
- Bins to be washed and disinfected once weekly by Service Provider.

BIDDERS COMMENTS

7.7 Wall Mount Air Freshener Dispensers **Quantity installed: 3**

- One dispenser is installed in each toilet.
- **Service Provider** to supply air fresheners and batteries for the dispensers.
- Dispensers to be checked daily and re-filled by the **Service Provider.**

BIDDERS COMMENTS

7.7.1 Urinal Sanitizer Dispenser Quadrasan Automatic **Quantity installed:** 1

- Dispenser to be made from robust ABS Plastic providing durability
- 3000 shot metered refill, automatic reset switch, secured by universal key
- **Service Provider** to supply sanitizer liquid and longer lasting batteries for the dispensers.
- Dispensers to be checked daily and re-filled by the **Service Provider.**

BIDDERS COMMENTS

7.7.2 Safe Seat Dispenser and Wipes for Ablutions and Toilets **Quantity installed: 5**

- One dispenser in each toilet cubicle.
- **Service Provider** to supply sanitizing liquid for dispensers and Wipes.
- Dispensers to be checked daily and re-filled by the **Service Provider.**

BIDDERS COMMENTS

7.7.3 HAST UNIT: HYGIENE SERVICES BREAKDOWN

		HYGIENE SERVICES			
Item	**Description of Hygiene Equipment**	**Quantity to be installed**	**Installation cost Per quantity**	**Total quantity to be maintained**	**Total cost for maintenance**
1	Hand Soap Dispensers	-	-	3	
2	Toilet Paper Roll Dispensers	-	-	Department will provide toilet paper	Department of Health will provide toilet paper
3	Hand Paper Towel Dispensers	-	-	3	
4	Sanitary Bins (SHE Bins)	-	-	3	
5	Waste Bins	-	-	3	

6	Air Freshener Dispensers	-	-	3	
7	Quadrasan Sanitizer for Urinals	-	-	1	
8	Safe Seat Dispenser and Wipes	-	-	5	
Total Price inclusive of VAT		-	-		R

8. DESCRIPTIONS OF SITES :ORTHOPEDIC SERVICES (OLD GREY'S HOSPITAL COMPLEX)

: Physical Address: 230 Prince Alfred Street, Pietermaritzburg

8.1. NUMBER OF STAFF REQUIRED AND HOURS OF ATTENDANCE

One (01) full-time staff required for cleaning

Cleaning staff employed for the purposes of the contract must be in attendance five (5) days per week Monday to Friday, between the hours:

Monday to Friday:	07:00 to 16:00 excluding Public Holidays.
Tea Break:	10h00 to 10h15
Lunch Break:	12h30 to 13h15

BIDDERS COMMENTS

8.2 SPECIFICATION FOR SANITARY AND HYGIENE EQUIPMENT REQUIRED

8.2.1 Soap Dispensers **Quantity installed : 4**

- Elbow action lever type container for the dispensing of liquid soap
- Soap must be non-allergenic, sanitizing, provide good lather quality and be in disposable sachets.
- Soap sachets to be supplied by **Service Provider**
- Soap dispensers to be checked daily by the Service Provider. Replacement sachets to be installed as required.

BIDDERS COMMENTS

8.2.2 Toilet Paper Roll Dispensers **Quantity installed: 5**

N.B. Toilet Rolls will be supplied by the Department

- Toilet roll dispensers to be theft-proof, securely lockable containers with keys and able to carry three (3) standard toilet rolls.
- Used roll to be easily dispensed from the unit without having to unlock the unit.
- Unit to be manufactured from mild steel epoxy powder coated- white colour
- Unit to be fixed to the wall with a minimum of four (4) screws.

BIDDERS COMMENTS

8.2.3. Hand Paper Towel Dispensers, wall mount **Quantity installed: 4**

- Dispenser to be the "reflex" type with "no hands" sensor mechanism.
- Unit to be manufactured from plastic – color white, dispenser size 430mm x 250mm x 330mm
- Dispensers to be checked daily and re-filled by the **Service Provider.**

BIDDERS COMMENTS

8.2.4 Sanitary Towel Bins (She Bins) **Quantity installed: 3**

- There is a total of three (03) sanitary towel bins installed on site.
- Bins are made from ABS plastic, pedal type , free standing with central opening for easy disposal
- Bin capacity is 19L, size 34cm x 18cm x 56cm
- Color white/ blue
- Service Provider must supply disposable packets for disposal of sanitary towels**.**
- Polythene sanitized and deodorized bin liners to be supplied by Service Provider.
- Service provider to ensure bins are emptied and disinfected on weekly basis.
- Waste materials to be disposed of off-site by Service Provider.

BIDDERS COMMENTS

8.2.5 Waste Bins, s/steel – floor standing **Quantity installed: 4**

- 12 litre stainless steel mirror-finish pedal bin with removable inner bucket.
- **Service Provider** to supply transparent plastic bin liners.
- Bins to be washed and disinfected once weekly by Service Provider.

BIDDERS COMMENTS

82.6 Air Freshener Dispensers, wall mount **Quantity installed: 4**

- One dispenser in each toilet.
- **Service Provider** to supply air fresheners for the dispensers.
- Dispensers to be checked daily and re-filled by the **Service Provider.**

BIDDERS COMMENTS

8.2.7 Urinal Sanitizer Dispenser Quadrasan Automatic **Quantity installed: 1**

- Dispenser to be made from robust ABS Plastic providing durability
- 3000 shot metered refill, automatic reset switch, secured by universal key
- **Service Provider** to supply sanitizer liquid and longer lasting batteries for the dispensers.
- Dispensers to be checked daily and re-filled by the **Service Provider.**

BIDDERS COMMENTS

8.2.8 Safe Seat Dispenser and Wipes for Ablutions and Toilets **Quantity installed: 5**

- One dispenser in each toilet cubicle.
- **Service Provider** to supply sanitizing liquid for dispensers and Wipes.
- Dispensers to be checked daily and re-filled by the **Service Provider.**

BIDDERS COMMENTS

8.3. ORTHOPEDICS BUILDING: HYGIENE SERVICES BREAKDOWN

		HYGIENE SERVICES			
Item	**Description of Hygiene Equipment**	**Quantity to be installed**	**Installation cost Per quantity**	**Total quantity to be maintained**	**Total cost for maintenance**
1	Hand Soap Dispensers	-	-	4	
2	Toilet Paper Roll Dispensers	-	-	Department will provide toilet paper	Department of Health will provide toilet paper
3	Hand Paper Towel Dispensers	-	-	4	
4	Sanitary Bins (SHE Bins)	-	-	3	
5	Waste Bins	-	-	4	
6	Air Freshener Dispensers	-	-	4	
7	Quadrasan Sanitizer for Urinals	-	-	1	
8	Safe Seat Dispenser and Wipes	-	-	5	
Total Price inclusive of VAT		-	-	-	R

9. **DESCRIPTIONS OF SITES** : CENTRAL PROVINCIAL STORES (CPS)

: Physical Address: 200 Mayors walk, Pietermaritzburg

9.1. NUMBER OF STAFF REQUIRED AND HOURS OF ATTENDANCE

Three (03) full-time staff required for cleaning

Cleaning staff employed for the purposes of the contract must be in attendance five (5) days per week Monday to Friday, between the hours:

Monday to Friday:	07:00 to 16:00 excluding Public Holidays.
Tea Break:	10h00 to 10h15
Lunch Break:	12h30 to 13h15

BIDDERS COMMENTS

9.2 SPECIFICATION FOR SANITARY AND HYGIENE EQUIPMENT REQUIRED

9.2.1. Soap Dispensers **Quantity installed: 5**

- Elbow action lever type container for the dispensing of liquid soap
- Soap must be non-allergenic, sanitizing, provide good lather quality and be in disposable sachets.
- Soap sachets to be supplied by **Service Provider**
- Soap dispensers to be checked daily by the Service Provider. Replacement sachets to be installed as required.

BIDDERS COMMENTS

9.2.2 Toilet Roll Dispensers **Quantity installed: 12**

N.B. Toilet Rolls will be supplied by the Department

- Toilet roll dispensers to be theft-proof, securely lockable containers with keys and able to carry three (3) standard toilet rolls.
- Used roll to be easily dispensed from the unit without having to unlock the unit.
- Unit to be manufactured from mild steel epoxy powder coated- white colour
- Unit to be fixed to the wall with a minimum of four (4) screws.

BIDDERS COMMENTS

9.2.3 Wall Mount Paper Towel Dispensers, s/steel Quantity installed: 2

- Dispenser to be the “reflex” type with “no hands” sensor mechanism.
- Unit to be manufactured from stainless steel, dispenser size 430mm x 250mm x 330mm
- Dispensers to be checked daily and re-filled by the **Service Provider.**

BIDDERS COMMENTS

9.2.4 Sanitary Towel Bins (She Bins), s/steel Quantity installed : 4

- There is a total of four (04) sanitary towel bins installed on site.
- Bins are made from stainless steel, wall mount with central opening for easy disposal
- Bin capacity is 19L, size 34cm x 18cm x 56cm
- Service Provider must supply disposable packets for disposal of sanitary towels**.**
- Polythene sanitized and deodorized bin liners to be supplied by Service Provider.
- Service provider to ensure bins are emptied and disinfected on weekly basis.
- Waste materials to be disposed of off-site by Service Provider.

BIDDERS COMMENTS

9.2.5 Waste Bins – wall mount Quantity installed: 4

- There is a total of four (04), ABS plastic, 12 liters, wall mount waste bins are installed
- **Service Provider** to supply transparent plastic bin liners.
- Bins to be washed and disinfected once weekly by Service Provider

BIDDERS COMMENTS

9.2.6 Wall Mount Air Freshener Dispensers Quantity installed: 5

- One dispenser in each toilet.
- **Service Provider** to supply air fresheners for the dispensers.
- Dispensers to be checked daily and re-filled by the **Service Provider.**

BIDDERS COMMENTS

9.2.7 Urinal Sanitizer Dispenser Quadrasan Automatic **Quantity installed:** 3

- Dispenser to be made from robust ABS Plastic providing durability
- 3000 shot metered refill, automatic reset switch, secured by universal key
- **Service Provider** to supply sanitizer liquid and longer lasting batteries for the dispensers.
- Dispensers to be checked daily and re-filled by the **Service Provider.**

BIDDERS COMMENTS

9.2.8 Safe Seat Dispenser and Wipes for Ablutions and Toilets
Quantity installed: 12

- One dispenser in each toilet cubicle.
- **Service Provider** to supply sanitizing liquid for dispensers and Wipes.
- Dispensers to be checked daily and re-filled by the **Service Provider.**

BIDDERS COMMENTS

9.3 CENTRAL PROVINCIAL STORE (CPS): HYGIENE SERVICES BREAKDOWN

		HYGIENE SERVICES			
Item	**Description of Hygiene Equipment**	**Quantity to be installed**	**Installation cost Per quantity**	**Total quantity to be maintained**	**Total cost for maintenance**
1	Hand Soap Dispensers	-	-	5	
2	Toilet Paper Roll Dispensers	-	-	Department will provide toilet paper	Department of Health will provide toilet paper
3	Hand Paper Towel Dispensers	-	-	2	
4	Sanitary Bins (SHE Bins)	-	-	4	
5	Waste Bins	-	-	4	
6	Air Freshener Dispensers	-	-	5	
7	Quadrasan Sanitizer for Urinals	-	-	3	
8	Safe Seat Dispenser and Wipes	-	-	12	
Total Price inclusive of VAT		-	-	-	R

10 DESCRIPTIONS OF SITES: REGIONAL TRAINING CENTRE
: **Physical address: Northdale Hospital premises, Dr Chota Motala Road, Northdale,**

10.1 NUMBER OF STAFF REQUIRED AND HOURS OF ATTENDANCE

Two (02) full-time staff required for cleaning

Cleaning staff employed for the purposes of the contract must be in attendance five (5) days per week Monday to Friday, between the hours:

Monday to Friday:	07:00 to 16:00 excluding Public Holidays.
Tea Break:	10h00 to 10h15
Lunch Break:	12h30 to 13h15

BIDDERS COMMENTS

10.2 SPECIFICATION FOR SANITARY AND HYGIENE EQUIPMENT REQUIRED

10.2.1 Soap Dispensers, s/steel Quantity installed: 02

- There is a total of two (02) hand soap dispensers installed.
- Service Provider will supply and replenish consumables
- Elbow action lever type container for the dispensing of liquid soap
- Soap must be non-allergenic, sanitizing, provide good lather quality and be in disposable sachets.
- Soap sachets to be supplied by Service Provider
- Soap dispensers to be checked daily by the Service Provider. Replacement sachets to be installed as required.

BIDDERS COMMENTS

10.2.2 Toilet Paper Roll Dispensers Quantity installed: 06

- There is a total of eight (06) Toilet Paper Dispensers installed.
- **Toilet Paper Rolls will be supplied by the Department**.
- Service Provider will monitor usage and replenish on daily basis and when necessary.
- Toilet roll dispensers to be theft-proof, securely lockable containers with keys and able to carry three (3) standard toilet rolls.
- Used roll to be easily dispensed from the unit without having to unlock the unit.
- Unit to be manufactured from mild steel epoxy powder coated- white color
- Unit to be fixed to the wall with a minimum of four (4) screws.

BIDDERS COMMENTS

10.2.3 Hand Paper Towel Dispensers, wall mount, s/steel Quantity installed: 03

- Three (03) Hand paper towel dispensers are installed.
- Service Provider will supply and replenish the hand paper towel.
- Dispenser to be the “reflex” type with “no hands” sensor mechanism.
- Dispensers to be checked daily and re-filled by the Service Provider.

BIDDERS COMMENTS

10.2.4 Sanitary Towel Bins (She Bins), s/steel Quantity installed : 03

- There is a total of three (03) Sanitary Towel Bins installed.
- Bins are made from stainless steel, wall mount with central opening for easy disposal
- Bin capacity is 19L, size 34cm x 18cm x 56cm
- Disposable packets for disposal of sanitary towels to be supplied by the Service Provider.
- Polythene sanitized and deodorized bin liners to be supplied by Service Provider.
- Bins to be emptied and disinfected weekly by Service Provider.
- Waste materials to be disposed of off-site by Service Provider.

BIDDERS COMMENTS

10.2.5 Waste Bins, wall mount, s/steel Quantity installed: 3

- There is a total of three (03) wall mounted stainless steel waste bins installed.
- Service provider will supply consumables and maintain bins as per specification.
- Service Provider to supply transparent plastic bin liners.
- Bins to be washed and disinfected once weekly by Service Provider.

BIDDERS COMMENTS

10.2.6 Air Freshener Dispensers, wall mount Quantity Required: 2

- Service Provider to install one air freshener dispenser in each toilet.
- Service Provider to supply air fresheners for the dispensers.
- Dispensers to be checked daily and re-filled by the Service Provider.

BIDDERS COMMENTS

10.2.7 Urinal Sanitizer Dispenser Quadrasan Automatic   Quantity installed: 0

NB: No urinals installed on site.

BIDDERS COMMENTS

10.2.8 Safe Seat Dispenser and Wipes for Ablutions and Toilets   Quantity installed: 6

- One safe seat dispenser is dispenser in each toilet cubicle.
- Service Provider to supply sanitizing liquid for dispensers and Wipes.
- Dispensers to be checked daily and re-filled by the Service Provider.

BIDDERS COMMENTS

10.3 REGIONAL TRAINING CENTER: HYGIENE SERVICES BREAKDOWN

		HYGIENE SERVICES			
Item	**Description of Hygiene Equipment**	**Quantity to be installed**	**Installation cost Per quantity**	**Total quantity to be maintained**	**Total cost for maintenance**
1	Hand Soap Dispensers	-	-	2	
2	Toilet Paper Roll Dispensers	-	-	Department will provide toilet paper	Department of Health will provide toilet paper
3	Hand Paper Towel Dispensers	-	-	3	
4	Sanitary Bins (SHE Bins)	-	-	3	
5	Waste Bins	-	-	3	
6	Air Freshener Dispensers	2		2	
7	Quadrasan Sanitizer for Urinals	-	-	-	No urinals installed
8	Safe Seat Dispenser and Wipes	-	-	3	
Total Price inclusive of VAT				-	R

11. SITE DESCRIPTION : TOWNHILL OFFICE PARK

: Physical address: Townhill Hospital Complex, Hyslop Road, Pietermaritzburg 3201

11.1 NUMBER OF STAFF REQUIRED AND HOURS OF ATTENDANCE

Ten (10) full-time staff required for cleaning

Cleaning staff employed for the purposes of the contract must be in attendance five (5) days per week Monday to Friday, between the hours:

Monday to Friday:	07:00 to 16:00 excluding Public Holidays.
Tea Break:	10h00 to 10h15
Lunch Break:	12h30 to 13h15

BIDDERS COMMENTS

11.2. SANITARY AND HYGIENE EQUIPMENT REQUIREMENTS

11..2.1 Soap Dispensers Quantity installed: 10

- There is a total of 10 ABS Plastic, hand soap dispensers installed
- Service provider to supply soap sachets
- Soap must be non-allergenic, sanitizing, provide good lather quality and be in disposable sachets.
- Soap dispensers to be checked daily by the Service Provider. Replacement sachets to be installed as required.

BIDDERS COMMENTS

11.2.2 Toilet Paper Roll Dispensers Quantity installed: 25

N.B. Toilet Rolls will be supplied by the Department

- Toilet paper roll dispensers to be theft-proof, securely lockable containers with keys and able to carry three (3) standard toilet rolls.
- Used roll to be easily dispensed from the unit without having to unlock the unit.
- Unit to be manufactured from mild steel epoxy powder coated- white colour
- Unit to be fixed to the wall with a minimum of four (4) screws.

BIDDERS COMMENTS

11.2.3 Wall Mount Hand Paper Towel Dispensers Quantity installed: 10

- Dispenser to be the “reflex” type with “no hands” sensor mechanism.
- Unit to be manufactured from plastic – color white, dispenser size 430mm x 250mm x 330mm
- Service provider must supply the hand paper towel.
- Dispensers to be checked daily and re-filled by the **Service Provider.**

BIDDERS COMMENTS

11.2.4 Sanitary Towel Bins (She Bins) Quantity installed : 13

- There is a total of 13 sanitary towel bins installed on site.
- Bins are made from ABS plastic, pedal type , free standing with central opening for easy disposal
- Bin capacity is 19L, size 34cm x 18cm x 56cm
- Colour white/ blue
- Service Provider must supply disposable packets for disposal of sanitary towels**.**
- Polythene sanitized and deodorized bin liners to be supplied by Service Provider.
- Service provider to ensure bins are emptied and disinfected on weekly basis.
- Waste materials to be disposed of off-site by Service Provider.

BIDDERS COMMENTS

11.2.5 Waste Bins- Wall mount Quantity installed: 10

- There is a total of 10, ABS plastic, 12 liters, wall mount waste bins are installed
- **Service Provider** to supply transparent plastic bin liners.
- Bins to be washed and disinfected once weekly by Service Provider.

BIDDERS COMMENTS

11.2.6 Wall Mount Air Freshener Dispensers Quantity installed: 10

- One air-freshener dispenser is installed on each toilet.
- The dispensers are made from ABS Plastic
- **Service Provider** to supply air fresheners and replace batteries for the dispensers.
- Dispensers to be checked daily and re-filled by the **Service Provider.**

BIDDERS COMMENTS

11.2.7 Urinal Sanitizer Dispenser Quadrasan Automatic **Quantity installed:** 7

- Dispenser to be made from robust ABS Plastic providing durability
- 3000 shot metered refill, automatic reset switch, secured by universal key
- **Service Provider** to supply sanitizer liquid and longer lasting batteries for the dispensers.
- Dispensers to be checked daily and re-filled by the **Service Provider.**

BIDDERS COMMENTS

11.2.8 Safe Seat Dispenser and Wipes/ sanitizer for Ablutions and Toilets

Quantity installed: 25

- One safe seat dispenser is installed in each toilet cubicle.
- **Service Provider** to supply sanitizing liquid for dispensers and Wipes.
- Dispensers to be checked daily and re-filled by the **Service Provider.**

BIDDERS COMMENTS

11.3 TOWNHILL OFFICE PARK: HYGIENE SERVICES BREAKDOWN

		HYGIENE SERVICES			
Item	**Description of Hygiene Equipment**	**Quantity to be installed**	**Installation cost Per quantity**	**Total quantity to be maintained**	**Total cost for maintenance**
1	Hand Soap Dispensers	-	-	10	
2	Toilet Paper Roll Dispensers	-	-	Department will provide toilet paper	Department of Health will provide toilet paper
3	Hand Paper Towel Dispensers	-	-	10	
4	Sanitary Bins (SHE Bins)	-	-	13	
5	Waste Bins	-	-	10	
6	Air Freshener Dispensers	-	-	10	
7	Quadrasan Sanitizer for Urinals	-	-	7	
8	Safe Seat Dispenser and Wipes	-	-	25	
Total Price inclusive of VAT		**-**	**-**		**R**

11.4 SPECIFICATION FOR CLEANING OF ABLUTION FACILITIES AND TOILETS

N.B. C*leaning equipment and materials/consumables to be supplied by the Service Provider except for toilet rolls which will be provided by the Department.*

- Basins to be cleaned daily, wet wiped with hard surface cleaner and rinse. On a monthly basis, remove mineral deposits and other foreign matter.

- Lavatories including urinals: Remove soilage from bowl and under flush rim with hard surface cleaner and a brush twice daily. Using a recognized disinfectant, wet wash seat and lid, cisterns, and pipes. Wipe doors, door handles, walls, and tiles with a recognized disinfectant. Remove mineral deposits monthly.

- Blocked waste pipes, catch pits, traps, washbasins, and toilet bowls must be immediately reported to the Maintenance Section in writing. Leaking taps, urinals and cisterns must also be brought to the attention of the Maintenance Section in writing.

- Color coded mops, cloths, and swabs to be used for cleaning different areas.

- Cleaning Check List to be completed twice daily and handed in to Facility Manager/ General Foreman.

- Check that sufficient toilet paper, hand soap and paper towels are available twice daily.

BIDDERS COMMENTS

11.5 SPECIFICATION FOR THE CLEANING OF BUILDINGS AND BUILDING CONTENTS

N.B. All cleaning equipment and cleaning materials to be supplied by the Service Provider.

- Buildings/areas as defined at the site meeting/in this bid must be cleaned daily. All floors must be swept, vacuumed and/or mopped and the surfaces of all furniture and equipment, chalkboard rails and low window ledges dusted. Internal walls must be spot cleaned weekly and quarterly wet wiped using a cleaning agent and dried.

BIDDERS COMMENTS

- Ground level concrete brick surfaces and paving must be swept daily, and litter removed.

- Garages/covered parking/parking areas must be swept daily and kept clean.

- All rainwater gutters, open drains, and manholes, adjoining the building must be kept free of soil debris, refuse and other obstructions by checking and clearing weekly.

- High level dusting must be undertaken once monthly and shall mean the dusting of surfaces above 2 meters from the floor and includes light fittings, blinds, high window ledges, burglar guards, cupboard tops and beams. Where walls are bagged or the surface is prone to collecting dust, such walls, within the building, must be dusted once a month.

- Name plates, window handles, window regulators, chrome plated, and aluminum/copper/brass door handles must be damp wiped once a week and polished with a cleaning agent once a month

- All inside facing windowpanes and where possible outfacing windowpanes, must be cleaned using a cleaning agent every quarter.

- Windowsills must be dusted weekly, and damp wiped fortnightly

- Door mats must be dusted out daily. Carpets in high *traffic* areas must be vacuumed daily. Carpets in low traffic areas must be vacuumed twice weekly. Spots and stains must be removed as necessary or when so directed by Building Management. Restorative cleaning of carpets, by shampooing/steam cleaning/dry cleaning must be undertaken every six months.

- Boardrooms and meeting rooms must be cleaned immediately after use.

- Hard floors (ceramic, marble, granite, brick, concrete, etc.) in high and low traffic areas must be treated by removing dust with a dry mop or cloth sweeper daily. Damp mopping for spoilage using a cleaning agent must occur fortnightly. Spray clean and buffed once a month where applicable and as identified.

- Banisters/handrails – wet wipe and dry weekly.

- Ceilings to be dusted and air vents to be wet wiped twice annually.

- Cloth upholstered chairs must be vacuumed fortnightly, and spot cleaned as required.

- Vinyl, leather upholstered, and other chairs must be dusted daily and damp wiped fortnightly.

- All litter must be cleared daily and placed in the available containers for removal by the Local Municipality or Contractor.

- Rubbish bins situated within the building must be emptied and damp wiped daily. Disinfect weekly.

- Curtains will be washed or dry cleaned by the Department.

- Desks – natural/unsealed wood must be dusted daily and polished once a month.

- Handrails on/in escalators/lifts must be damp wiped daily. The side panels must be damp wiped weekly using a recognized disinfectant. All dust and litter in the treads must be cleaned out daily. Lift floors to be wet wiped daily using recognized cleaning agents and disinfectant.

- Fans, wall mounted air conditioner units and heaters must be dusted weekly.

- Light switches must be damp wiped weekly.

- Mirrors must be polished with a glass cleaner weekly.

- Picture frames must be dusted fortnightly. Damp wipe frames and clean glass monthly.

- Power skirts must be dusted monthly.

- Radiators must be damp wiped monthly.

- Shelves that are empty must be dusted weekly.

- The Service Provider must move furniture and equipment for the purposes of cleaning.

- The Service Provider must have a check list for all the responsibilities attached to the Service. This checklist must be completed and submitted to the Facility Manager/General Foreman daily.

BIDDERS COMMENTS

11.6 CLEANING OF WINDOWS AND GLASS PANELS

- External cleaning of windows in low rise buildings to be conducted on a quarterly basis.
- Wash window frames internally and externally with detergent and allow time to dry.
- Polish brass window fittings with brass cleaning agent/polish.
- Wipe glass surface with damp cloth to remove surface grime. Then clean glass surface with window cleaning agent and buff till shining.
- Windowsills must be dusted weekly, and damp wiped fortnightly
- Glass panels of shop fronts and glass doors are to be cleaned on a weekly basis
- Internal glass partitioning and glass panels above partitioning needs to be cleaned monthly.

NB: Department will take responsibility of cleaning external windows in high rise buildings as this is a specialized function.

BIDDERS COMMENTS

11.7 CLEANING OF LIFTS WHERE APPLICABLE

- Special care should be given to the cleaning of lifts. This includes service lifts.
- Special chemicals and stainless still polish should be utilized when cleaning lifts.
- Lifts should be cleaned on daily basis since this is a high traffic area.

BIDDERS COMMENTS

11.8 WASTE MANAGEMENT

11.8.1 General Waste

- Where color coded bins are supplied for the management of waste and recycling purposes, the contractor is to separate all waste collected accordingly.
- Emptying of Refuse Bins (Wheelie Bins): The emptying of refuse bins forms parts of the duties of the cleaning Contractor.
- The refuse bins must be placed in a position where they can be collected by the Municipal Vehicle.

- These bins must be cleaned and sanitized on a weekly basis.
- Cleaning supplies, equipment & heavy-duty plastic bags must be supplied by the cleaning Contractor.
- Contractor must always adhere to the Occupational Health & Safety Act (Act 85/1993) during cleaning operation.

11.8.2 Servicing of SHE Bins

- This is a specialized hygienic service; therefore, the contractor is to outsource this service from registered supplier. The cost of such service is to be factored-in with the contended price.
- SHE Bins at the female toilets must be emptied, scrubbed, and disinfected on weekly basis.
- A disposal certificate /proof of service rendered shall be provided on monthly basis to the Site Management.
- Sanitary bins are to be placed in each toilet cubicle.
- It is recorded that due to hygienic nature of this function, sanitary towels, will under no circumstances be regarded as general waste.

BIDDERS COMMENTS

11.9 STAFFING REQUIREMENTS

- The full staff compliment as quoted in the Bid Document must be always present. This means the number of people on duty from the contractor staff compliment, must be on site during working hours.
- It is the responsibility of the Contractor to train the cleaning staff according to cleaning standards in relation to the use of Cleaning Chemicals, Equipment and Maintenance, and in accordance with applicable Labor Laws.
- The Contactor must always ensure the impeccable presentation of cleaners by means of uniforms.
- All cleaners must be provided with name badges for identification, which must be always worn.
- The Contractor must provide cleaning staff with appropriate PPE

11.9.1 Relief Staff

- It is the responsibility of the contractor to provide relief staff for any period of leave, absenteeism, and illness in respect of allocated staff
- It is required for the relief staff to be on site by 09:00 on notice by the supervisor.
- Failure to have the replacement staff on duty will mean that the contractor will have to adjust the tax invoice in-order to make allowance for the period not covered by his/her personnel.
- It is in the interest of the contractor to maintain accurate records of attendance of staff.

11.9.2 Supervision

- The contractor must appoint a supervisor for each site.
- The supervisor will be the person that reports to the contractor and liaise with the site management daily.

BIDDERS COMMENTS

SECTION K
EVALUATION CRITERIA:

The Department will evaluate application received before the closing date and time using Three (03) evaluation stages, these are mandatory requirements. Should the applicant fail to comply, the application will be regarded as non-responsive and be disqualified. The criteria is as follows:

Stage 1: Administrative, Compulsory and Mandatory Requirements
Stage 2: Capacity to Deliver
Stage 3: Price and Preference Points

Stage 1: Administrative, Compulsory and Mandatory Requirements

No.	Document Name	Included in the published bid document? (Yes/No)	To be returned by bidder? (Yes/No)
Administrative and Compulsory Requirements			
1.	Part A: Invitation to Bid (SBD 1)	Yes	Yes
2.	Part B: Terms and Conditions For Bidding (SBD 1)	Yes	Yes
3.	Section A: Special Instructions Regarding Completion of Bid	Yes	Yes
4.	Section B: Registration on Central Suppliers Database (CSD)	Yes	Yes
5.	Section C: Declaration That Information on Central Suppliers	Yes	Yes
6.	Section D: Official Site inspection Form	Yes	Yes
7.	Section E: Bidder's Disclosure (SBD 4)	Yes	Yes
8.	Section F: The National Industrial Participation Programme (SBD 5)	Yes	Yes
9.	Section G: Preference Points Claim Form (SBD 6.1)	Yes	Yes
10	Section H: General Conditions of Contract (GCC)	Yes	Yes
11	Section I: Special Conditions of Contract (SCC)	Yes	Yes
12	Section J: Terms of reference (TOR) /Specifications	Yes	Yes
14	Section K: Evaluation Criteria	Yes	Yes
15	Section L: Authority to sign a bid	Yes	Yes
16	Section M: Pricing schedule SBD 3.2	Yes	Yes
Mandatory Requirements			
17	Copy of the Consortium/ Joint Venture/ Partnership agreement, if applicable	**Yes If Applicable**	**Yes If Applicable**
18	B-BBEE certificate indicating the B-BBEE status level of contributor. The B-BBEE certificate must be issued by a SANAS accredited verification agency or a sworn affidavit. Note: if this is submitted it will only be applicable or required from the awarded supplier in contract stage.	Yes (Sworn Affidavit)	Yes
19	Valid Copy BCCCI-KZN Certificate of Registration with registration number, date of issue and validity period	No	Yes

No.	Document Name	Included in the published bid document? (Yes/No)	To be returned by bidder? (Yes/No)
20	Signed Letter of undertaking confirming firm arrangement of chemical supply. Not older than 3 months.	No	Yes
21	Valid SABS/SANS certificates in respect of chemicals to be supplied.	No	Yes
22	A Valid Letter of Good Standing Issued By Department of Employment and Labour (DOL)	No	Yes
23	A detailed letter from your registered Accounting Officer (Accountant) confirming that your company, have access to financial support or Capital for at least R2 million or more, to start up the contract, and to include details of where these funds will be made available from. The Accounting Officer (Accountant) preparing the letter must submit copy of his or her verifiable Professional registration certificate.	No	Yes Phase 3
24	Submit detailed breakdown of Labour Cost per each institution, the cost must not be lower than BCCCI prescribed rates as guided by NCCA	No	Yes Phase 3

Note: A bidder who fails to submit or return Administrative and Compulsory Requirements as stated above will be treated as non-responsive, the bid disqualified and not progress to the next stage of evaluation.

Phase 2: Capacity to Deliver

The prospective bidder must submit a verifiable copy of the one-month payroll schedule with at least sixty (60) or more cleaners. The payroll schedule must include one month proof of payment of at least 60 Cleaners paid any month between 1 April 2024 until the date of advert. The payroll schedule information submitted must include Cleaner Surname & Initials, ID Number, Client Order or Contract Number, Client Name, client contact details. **For example**

Payroll Schedule for the month of					
Surname and Initials	ID Number	Client Order or Contract Number	Client Company Name	Client Contact Number and Person	Client Email address

Phase 3: Price and Preference Points

The value of this bid is estimated not to exceed R 50 000 000 (inclusive of all applicable taxes) therefore the 80/20 preference point system shall be applicable.

The maximum points for this bid are allocated as follows:

CATEGORY	POINTS
PRICE	**80**
SPECIFIC GOALS	**20**
Total points for Price and Specific Goals must not exceed	**100**

Please Note:

1) Points for this bid shall be awarded for: Price and Specific Goals

   a) **Historically Disadvantaged Persons (HDP):**
   20 Full points allocated to companies who are at least 100% Owned by Black Africans

2) **Proof to claim Specific Goals or required returnable documents are as follows:**

1. Ownership Certificate issued by the Companies and Intellectual Property Commission (CIPC), as well as Identity (ID) copies for all company Directors.

2. The Department will download CSD to verify CIPC and ID information provided.

The Department reserve a right to use other alternative Computer Assisted Technics to verify information provided

3) False Declaration

The Department reserve the right to verify information submitted by bidder by using other computer assisted verification technics. Should the bidder submit false or fraudulent proof to claim points for specific goals, the bidder will not score points for specific goals.

4) Scoring of points

Should the responsive bidder fail to submit proof to claim points for specific goals, the bid will not be disqualified but the offer will not score points for specific goals (zero points).

SECTION L
AUTHORITY TO SIGN A BID

The bidder must indicate the enterprise status by signing the appropriate box hereunder.

(I) CLOSE CORPORATION	(II) COMPANIES	(III) SOLE PROPRIETOR	(IV) PARTNERSHIP	(V) CO-OPERATIVE	(VI) JOINT VENTURE / CONSORTIUM	
					Incorporated	
					Unincorporated	

I/We, the undersigned, being the Member(s) of Cooperative/ Sole Owner (Sole Proprietor)/ Close Corporation/ Partners (Partnership)/ Company (Representative) or Lead Partner (Joint Venture / Consortium), in the enterprise trading as:

....

hereby authorise Mr/Mrs/Ms ....

acting in the capacity of ....

whose signature is ....

to sign all documents in connection with this bid and any contract resulting therefrom on behalf of the enterprise.

NAME	ADDRESS	SIGNATURE	DATE

(if the space provided is not enough please list all the director in the resolution letter)

Note:

The following document must be attached to this form according to the status of the enterprise, in the form of a resolution authorising the signatory to sign all documents in connection with this bid and any contract resulting therefrom on behalf of the enterprise, and **such resolution shall include a specimen signature of the signatory.**

Co-operative:	Resolution letter from the directors
Close Corporation:	Resolution letter from the directors
Company:	Resolution letter from the director/s
Sole Proprietor:	Resolution letter from the director
Partnership:	Resolution letter from the director
Joint Venture / Consortium:	Resolution/agreement passed/reached' signed by the authorised representatives of the enterprises

Note: Director/s may appoint themselves if they will be the one signing all documents in connection with this bid and any contract resulting therefrom on behalf of the enterprise.

Failure to complete, sign and date this form or failure to provide the certificate(s) in the form of a resolution as described above shall result in the tender being considered non-responsive and rejected.

SECTION M

PRICING SCHEDULE
(PURCHASES)

NOTE: PRICE ADJUSTMENTS WILL BE ALLOWED AT THE PERIODS AND TIMES SPECIFIED IN THE BIDDING DOCUMENTS.

Name of bidder……………………………………................................	Bid number: **ZNB 3000/HOH//2025-H**
Closing Time 11:00	Closing Date: **09/12/2025**

OFFER TO BE VALID FOR **180** DAYS FROM THE CLOSING DATE OF BID.

PRICING SCHEDULE	**INCLUSIVE OF LABOUR COST, CONSUMABLES, OVERHEAD AND PROFIT**
INSTITUTION:	**PROVISION OF CLEANING, HYGIENE AND HOUSEKEEPING SERVICES AT VARIOUS HEAD OFFICE BUILDINGS IN UMGUNGUNDLOVU AND ETHEKWINI DISTRICTS FOR A PERIOD OF THREE YEARS.**
DISTRICT:	**ETHEKWINI DISTRICT: HEAD OFFICE BUILDINGS: (COLLEGE OF EMERGENCY CARE (COEC), COEC RESIDENCE AND ETHEKWINI MAINTENANCE HUB).**
CONTRACT NUMBER:	**ZNB 3000/HOH/2025-H:**
NAME OF BIDDER:	

Note: Cost for Worker per month must not be lower than BCCCI or NCCA prescribed rates

SHIFT	**TIME**	**NO. OF CLEANERS**	**MONTHLY BASIC COST PER CLEANER**	**MONTHLY TOTAL FOR ALL CLEANERS**
Straight (Day)	07h00 to 16H00	11	R	R
Day Shift	06h00 to 18H00	0	R	R
Night Shift	06h00 to 18H00	0	R	R
Total Number Cleaners		**11**		**AMOUNTS (R)**
1. Sub-Total of Labour Cost (Cleaners Per Month) ***Note:*** *Cost include Normal Working Hours plus other related cost such as UIF, COIDA, Provident Fund, Severance Pay, BCCCI Levy, Prorated Maternity Leave, Absent, Sick & Fam Resp. Leave, prorated bonus, prorated annual leave provision, uniform Costs, Skills Levy SETA, Night Shift Allowance, Statutory Cost For Sunday Work, Public Holiday etc*				**R**
2. Sub- Total Cleaning Chemicals, Detergents and Other Consumables Note: This bid price is based on below cost breakdown for cleaning Chemicals, Detergents and other consumables				R
3. Sub- Total Overheads (as a percentage of 1 and 2) (NB: Overheads include office admin cost, travelling cost, servicing of equipment, liability insurance, and any other 'overheads expenses')			________ %	R
4. Profit Per Month (As a percentage of 1+2+3)			________ %	R
TOTAL OF 1 + 2 + 3+4 ABOVE				**R**
VALUE ADDED TAX (VAT) (15%)				R
TOTAL BID PRICE OFFERED PER MONTH – ALL INCLUSIVE				R
TOTAL BID PRICE OFFERED FOR THREE (3) YEARS – ALL INCLUSIVE				**R**

OFFER TO BE VALID FOR 180 DAYS FROM THE CLOSING DATE OF BID.

Signature of Bidder	**Date**	**Signature of Witness**	**Date**

Please note that:

a) Bid Price for wages must not be lower than BCCCI or NCCA prescribed rates, if lower it will immediately invalidate your offer.
b) Price escalations for Wages will be per prescribed BCCCI rates.
c) Price escalations for cleaning chemicals, detergents, other consumables and overheads will negotiated based on Consumer Price Index.
d) Bid Price for overheads and profit must not be unreasonably low, the department reserve the right to request cost breakdown, where prices are deemed to be low or highly exorbitant.
e) The Department reserve a right to expand or variate (increase or reduce) this contract guided by allocated budget

Required by:

HEAD OFFICE BUILDINGS IN ETHEKWINI; COLLEGE OF EMERGENCY CARE (COEC), COEC RESIDENCE AND ETHEKWINI MAINTENANCE HUB).

Delivery period (on order) ……………………………………………………………………………

....	....	....	....
(Signature of Bidder)	Date	(Signature of Witness)	Date

SBD 3.2

SECTION M
PRICING SCHEDULE
(PURCHASES)

NOTE: PRICE ADJUSTMENTS WILL BE ALLOWED AT THE PERIODS AND TIMES SPECIFIED IN THE BIDDING DOCUMENTS.

Name of bidder……………………………………....................................	Bid number: **ZNB 3000/HOH//2025-H**
Closing Time 11:00	Closing Date: **09/12/2025**

OFFER TO BE VALID FOR **180** DAYS FROM THE CLOSING DATE OF BID.

PRICING SCHEDULE	**INCLUSIVE OF LABOUR COST, CONSUMABLES, OVERHEAD AND PROFIT**
INSTITUTION:	**ZNB 3000/HOH/2025-H: PROVISION OF CLEANING, HYGIENE AND HOUSEKEEPING SERVICES AT VARIOUS HEAD OFFICE BUILDINGS IN UMGUNGUNDLOVU AND ETHEKWINI DISTRICTS FOR A PERIOD OF THREE YEARS.**
DISTRICT:	**UMGUNGUNDLOVU DISTRICT: NATALIA BUILDING AND IRIS MARWICK (KZNCN)**
CONTRACT NUMBER:	**ZNB 3000/HOH/2025-H:**
NAME OF BIDDER:	

Note: Cost for Worker per month must not be lower than BCCCI or NCCA prescribed rates

SHIFT	**TIME**	**NO. OF CLEANERS**	**MONTHLY BASIC COST PER CLEANER**	**MONTHLY TOTAL FOR ALL CLEANERS**
Straight (Day)	07h00 to 16H00	23	R	R
Day Shift	06h00 to 18H00	0	R	R
Night Shift	06h00 to 18H00	0	R	R
Total Number Cleaners		**23**		**AMOUNTS (R)**
5. Sub-Total of Labour Cost (Cleaners Per Month) ***Note:*** *Cost include Normal Working Hours plus other related cost such as UIF, COIDA, Provident Fund, Severance Pay, BCCCI Levy, Prorated Maternity Leave, Absent, Sick & Fam Resp. Leave, prorated bonus, prorated annual leave provision, uniform Costs, Skills Levy SETA, Night Shift Allowance, Statutory Cost For Sunday Work, Public Holiday etc*				**R**
6. Sub- Total Cleaning Chemicals, Detergents and Other Consumables Note: This bid price is based on below cost breakdown for cleaning Chemicals, Detergents and other consumables				R
7. Sub- Total Overheads (as a percentage of 1 and 2) (NB: Overheads include office admin cost, travelling cost, servicing of equipment, liability insurance, and any other 'overheads expenses')			_________ %	R
8. Profit Per Month (As a percentage of 1+2+3)			_________ %	R
TOTAL OF 1 + 2 + 3+4 ABOVE				**R**
VALUE ADDED TAX (VAT) (15%)				R
TOTAL BID PRICE OFFERED PER MONTH – ALL INCLUSIVE				R
TOTAL BID PRICE OFFERED FOR THREE (3) YEARS – ALL INCLUSIVE				**R**

OFFER TO BE VALID FOR 180 DAYS FROM THE CLOSING DATE OF BID.

Signature of Bidder	Date	Signature of Witness	Date

Please note that:

f) *Bid Price for wages must not be lower than BCCCI or NCCA prescribed rates, if lower it will immediately invalidate your offer.*
g) *Price escalations for Wages will be per prescribed BCCCI rates.*
h) *Price escalations for cleaning chemicals, detergents, other consumables and overheads will negotiated based on Consumer Price Index.*
i) *Bid Price for overheads and profit must not be unreasonably low, the department reserve the right to request cost breakdown, where prices are deemed to be low or highly exorbitant.*
j) *The Department reserve a right to expand or variate (increase or reduce) this contract guided by allocated budget*

Required by:

HEAD OFFICE BUILDINGS UMGUNGUNDLOVU DISTRICT: NATALIA BUILDING, IRIS MARWICK (KZNCN), OLD BOYS MODEL SCHOOL/ SCM, HAST, ORTHOPEDICS, CENTRAL PROVINCIAL STORES (CPS), TOWNHILL OFFICE PARK AND REGIONAL TRAINING CENTER.

Delivery period (on order) ………………………………………………………………………

....
(Signature of Bidder) Date (Signature of Witness) Date

PRICING SCHEDULE
(PURCHASES)

NOTE: PRICE ADJUSTMENTS WILL BE ALLOWED AT THE PERIODS AND TIMES SPECIFIED IN THE BIDDING DOCUMENTS.

Name of bidder…………………………………................................	Bid number: **ZNB 3000/HOH//2025-H**
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PRICING SCHEDULE	**INCLUSIVE OF LABOUR COST, CONSUMABLES, OVERHEAD AND PROFIT**
INSTITUTION:	**ZNB 3000/HOH/2025-H: PROVISION OF CLEANING, HYGIENE AND HOUSEKEEPING SERVICES AT VARIOUS HEAD OFFICE BUILDINGS IN UMGUNGUNDLOVU AND ETHEKWINI DISTRICTS FOR A PERIOD OF THREE YEARS.**
DISTRICT:	**UMGUNGUNDLOVU DISTRICT: OLD BOYS MODEL SCHOOL/ SCM, HAST, ORTHOPEDICS, CENTRAL PROVINCIAL STORES (CPS), TOWNHILL OFFICE PARK AND REGIONAL TRAINING CENTER.**
CONTRACT NUMBER:	**ZNB 3000/HOH/2025-H:**
NAME OF BIDDER:	

Note: Cost for Worker per month must not be lower than BCCCI or NCCA prescribed rates

SHIFT	TIME	NO. OF CLEANERS	MONTHLY BASIC COST PER CLEANER	MONTHLY TOTAL FOR ALL CLEANERS
Straight (Day)	07h00 to 16H00	22	R	R
Day Shift	06h00 to 18H00	0	R	R
Night Shift	06h00 to 18H00	0	R	R
Total Number Cleaners		**22**		**AMOUNTS (R)**
1. Sub-Total of Labour Cost (Cleaners Per Month) ***Note:*** *Cost include Normal Working Hours plus other related cost such as UIF, COIDA, Provident Fund, Severance Pay, BCCCI Levy, Prorated Maternity Leave, Absent, Sick & Fam Resp. Leave, prorated bonus, prorated annual leave provision, uniform Costs, Skills Levy SETA, Night Shift Allowance, Statutory Cost For Sunday Work, Public Holiday etc*				**R**
2. Sub- Total Cleaning Chemicals, Detergents and Other Consumables Note: This bid price is based on below cost breakdown for cleaning Chemicals, Detergents and other consumables				R
3. Sub- Total Overheads (as a percentage of 1 and 2) (NB: Overheads include office admin cost, travelling cost, servicing of equipment, liability insurance, and any other 'overheads expenses')			_________ %	R
4. Profit Per Month (As a percentage of 1+2+3)			________ %	R
TOTAL OF 1 + 2 + 3+4 ABOVE				**R**
VALUE ADDED TAX (VAT) (15%)				R
TOTAL BID PRICE OFFERED PER MONTH – ALL INCLUSIVE				R
TOTAL BID PRICE OFFERED FOR THREE (3) YEARS – ALL INCLUSIVE				**R**

ANNEXURE A

THE NATIONAL TREASURY

Republic of South Africa

GOVERNMENT PROCUREMENT:

GENERAL CONDITIONS OF CONTRACT

July 2010

NOTES

The purpose of this document is to:

(i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and

(ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if (applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

NOTES

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TABLE OF CLAUSES

28. Limitation of liability

29. Governing language

30. Applicable law

31. Notices

32. Taxes and duties

33. National Industrial Participation Programme (NIPP)

34. Prohibition of restrictive practices

1. DEFINITIONS

The following terms shall be interpreted as indicated:

1.1. **“Closing time”** means the date and hour specified in the bidding documents for the receipt of bids.

1.2. **“Contract”** means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

1.3. **“Contract price”** means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.

1.4. **“Corrupt practice”** means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.

1.5. **"Countervailing duties"** are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.

1.6. **“Country of origin”** means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.

1.7. **“Day”** means calendar day.

1.8. **“Delivery”** means delivery in compliance of the conditions of the contract or order.

1.9. **“Delivery ex stock”** means immediate delivery directly from stock actually on hand.

1.10. **“Delivery into consignees store or to his site”** means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.

1.11. "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.

1.12. “Force majeure” means an event beyond the control of the supplier and not involving the supplier’s fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

1.13. “Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.

1.14. “GCC” means the General Conditions of Contract.

1.15. “Goods” means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.

1.16. “Imported content” means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.

1.17. “Local content” means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.

1.18. “Manufacture” means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.

1.19. “Order” means an official written order issued for the supply of goods or works or the rendering of a service.

1.20. “Project site,” where applicable, means the place indicated in bidding documents.

1.21. “Purchaser” means the organization purchasing the goods.

1.22. “Republic” means the Republic of South Africa.

1.23. “SCC” means the Special Conditions of Contract.

1.24. “Services” means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.

1.25. “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.

2. Application

2.1. These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.

2.2. Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.

2.3. Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

3.1. Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.

3.2. With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za.

4. Standards

4.1. The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

5. Use of contract documents and information; inspection.

5.1. The supplier shall not, without the purchaser’s prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

5.2. The supplier shall not, without the purchaser’s prior written consent, make use of any document or information mentioned in GCC clause except for purposes of performing the contract.

5.3. Any document, other than the contract itself mentioned in GCC clause shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier’s performance under the contract if so required by the purchaser.

5.4. The supplier shall permit the purchaser to inspect the supplier’s records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent rights

6.1. The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

7. Performance security

7.1. Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.

7.2. The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier’s failure to complete his obligations under the contract.

7.3. The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:

a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser’s country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or

b) a cashier’s or certified cheque

7.4. The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier’s performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

8. Inspections, tests, and analyses

8.1. All pre-bidding testing will be for the account of the bidder.

8.2. If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.

8.3. If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.

8.4. If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.

8.5. Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.

8.6. Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.

8.7. Any contract supplies may on or after delivery be inspected, tested or analysed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal, the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

8.8. The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9. Packing

9.1. The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.

9.2. The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

10.1. Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.

10.2. Documents to be submitted by the supplier are specified in SCC.

11. Insurance

11.1. The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

12. Transportation

12.1. Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. Incidental services

13.1. The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:

a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2. Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

14.1. As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and

b) in the event of termination of production of the spare parts:

i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and

ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1. The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2. This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3. The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4. Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5. If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

16. Payment

16.1. The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.

16.2. The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of other obligations stipulated in the contract.

16.3. Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.

16.4. Payment will be made in Rand unless otherwise stipulated in SCC.

17. Prices

17.1. Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

18. Contract amendments

18.1. No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

19. Assignment

19.1. The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. Subcontracts

20.1. The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. Delays in the supplier's performance

21.1. Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.

21.2. If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.

21.3. No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.

21.4. The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

21.5. Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6. Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

22.1. Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

23.1. The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
b) if the Supplier fails to perform any other obligation(s) under the contract; or
c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2. In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3. Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4. If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5. Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6. If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

i) the name and address of the supplier and / or person restricted by the purchaser;
ii) the date of commencement of the restriction
iii) the period of restriction; and
iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7. If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Anti-dumping and countervailing duties and rights

24.1. When, after the date of bid, provisional payments are required, or antidumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him

25. Force Majeure

25.1. Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

25.2. If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for insolvency

26.1. The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

27. 27. Settlement of Disputes

27.1. If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

27.2. If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.

27.3. Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

27.4. Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.

27.5. Notwithstanding any reference to mediation and/or court proceedings herein,

a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
b) the purchaser shall pay the supplier any monies due the supplier.

28. Limitation of liability

28.1. Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6.:

a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

29. Governing language

29.1. The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.

30. Applicable law

30.1. The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.

31. Notices

31.1. Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice

31.2. The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

32. Taxes and duties

32.1. A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.

32.2. A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.

32.3. No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.

33. National Industrial Participation (NIP) Programme

33.1. The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.

34. Prohibition of Restrictive practices

34.1. In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).

34.2. If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

34.3. If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.

General Conditions of Contract (revised July 2010)

ANNEXURE B

SITE INSPECTION SCHEDULE

DISTRICT	BUILDING	PHYSICAL ADDRESS	SITE INSPECTION DATE	TIME
UMGUNGUNDLOVU	NATALIA BUILDING	330 Langalibalele Street, Pietermaritzburg, 3201	**18/11/2025**	**@10:00AM**
	IRIS MARWICK BUILDING/ KZN COLLEGE OF NURSING	Iris Marwick Building: Townhill Hospital Complex, Hyslop Road, Pietermaritzburg, 3201.	**18/11/2025**	**@10:00AM**
	BUILDING	**PHYSICAL ADDRESS**	**SITE INSPECTION DATE**	**TIME**
	OLD BOYS SCHOOL MODEL BUILDING (SCM)	310 Jabu Ndlovu Street Pietermaritzburg, 3201.	**19/11/2025**	**@10:00AM**
	HAST UNIT (OLD GREYS HOSPITAL COMPLEX)	230 Prince Alfred Street Pietermaritzburg 3201	**19/11/2025**	**@10:00AM**
	ORTHOPEDIC SERVICES (OLD GREY'S HOSPITAL COMPLEX)	230 Prince Alfred Street Pietermaritzburg	**19/11/2025**	**@10:00AM**
	CENTRAL PROVINCIAL STORES (CPS)	200 Mayors walk Pietermaritzburg 3201	**19/11/2025**	**@10:00AM**
	TOWNHILL OFFICE PARK	Townhill Hospital Complex Hyslop Road Pietermaritzburg 3201	**19/11/2025**	**@10:00AM**
DISTRICT	**BUILDING**	**PHYSICAL ADDRESS**	**SITE INSPECTION DATE**	**TIME**
ETHEKWINI	COLLEGE OF EMERGENCY CARE (COEC)	89 McCord Road, Overport, Durban: Within McCord Hospital Premises	**20/11/2025**	**@10:00AM**
	ETHEKWINI MAINTENANCE HUB	60 Dr. RD Naidu Road, Sydenham, 2044. Opposite Sydenham/ Dormerton Post Office, 75 Dr RD Naidu Road, Asherville, Durban, 4091.	**20/11/2025**	**@10:00AM**