



An agency of the
Department of Sport, Arts and Culture

COMPREHENSIVE HYGIENE AND CLEANING SERVICE TENDER

TERMS OF REFERENCE

BID REFERENCE NUMBER: RIM01-IFM-2025/26

DESCRIPTION:

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

CLOSING DATE: 02 JUNE 2025

VALIDITY DATE: 90 DAYS

Enquiries : RIM SCM Office

Tel : 021 413 4200

Reference : RIM01-IFM-
2025/26

**SUBJECT: TO RENDER A COMPREHENSIVE HYGIENE AND CLEANING SERVICES FOR ROBBER ISLAND MUSEUM
FOR A PERIOD OF THIRTY-SIX (36) MONTHS**

REQUIRED BY: ROBBER ISLAND MUSEUM (RIM) ENTITY

1. Kindly furnish the Entity with a bid for the services shown on the attached forms.
2. The General Conditions of Contract (GCC), Terms of Reference as well as the SBD1, SBD 3.1, SBD 4, and SBD 6.1, forms are attached for completion. These Forms must be returned with your bid.
3. Bid documents must be submitted on an envelope stipulating the following information: Name and Address of the Bidder
Bid Number, and Closing
Date of the Bid.

Interested parties are requested to provide one original hard copy and one electronic copy (submitted in USB) of the original documents.

4. Bidders should deposit their bid documents into the tender box available on the ground floor Reception at the following address:
Nelson Mandela Gateway, Waterfront, Cape Town
5. **Compulsory briefing session on the following:**
Date and Time: - 15 May 2025 at 11:00 am
6. The tender's closing date is – **02 June 2025 at 11:00 am.**

**PART A
INVITATION TO BID**

BID NUMBER:	RIM01-IFM-2025/26	CLOSING DATE:	02 June 2025	CLOSING TIME:	11.00 AM
DESCRIPTION	TO RENDER A COMPREHENSIVE HYGIENE AND CLEANING SERVICES FOR ROBBERN ISLAND MUSEUM FOR A PERIOD OF THIRTY-SIX (36) MONTHS				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
ROBBEN ISLAND MUSEUM (RIM) ENTITY					
NELSON MANDELA GATEWAY					
CAPE TOWN					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	SCM		CONTACT PERSON	YANDISA TOTOSE	
TELEPHONE NUMBER			TELEPHONE NUMBER	021 413 4200	
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS			E-MAIL ADDRESS	yandisat@robbern-island.org	
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
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> 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, 2022, 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:

- If not to specification, indicate deviation(s)
- Period required for delivery
*Delivery: Firm/not firm

- Delivery basis

Note: All delivery costs must be included in the bid price, for delivery at the prescribed destination.

** "all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

*Delete if not applicable

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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

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

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

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

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

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.

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 they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, ... the ... undersigned,
(name)...in

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

- 3.1 I have read and I understand the contents of this disclosure.
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect.
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the

contract.

3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

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.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

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

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

..... Signature
Date

..... Position
Name of bidder

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

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

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

1. GENERAL CONDITIONS

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

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

1.2 To be completed by the organ of state

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

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

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

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

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

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

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

2. **DEFINITIONS**

(a) “**tender**” means a written offer in the form determined by an organ of state in

response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

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

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

$$\begin{array}{ccc} 80/20 & \text{or} & 90/10 \\ \\ Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right) & \text{or} & Ps = 90 \left(1 - \frac{Pt - Pmin}{Pmin} \right) \end{array}$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

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

3.2.1. POINTS AWARDED FOR PRICE

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

$$80/20 \quad \text{or} \quad 90/10$$
$$Ps = 80 \left(1 + \frac{Pt - Pmax}{Pmax}\right) \quad \text{or} \quad Ps = 90 \left(1 + \frac{Pt - Pmax}{Pmax}\right)$$

Where

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

4. POINTS AWARDED FOR SPECIFIC GOALS

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

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

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

The specific goals allocated points in terms of this tender (Specific goals 10 points)	Achievement Level	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)
Black Ownership		10	
Women Owned	100% women ownership	10	

DECLARATION WITH REGARD TO COMPANY/FIRM

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

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

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

[TICK APPLICABLE BOX]

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

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in

addition to any other remedy it may have –

- (a) disqualify the person from the tendering process;
- (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution, if deemed necessary.

	SIGNATURE(S) OF TENDERER(S)
SURNAME AND NAME:
DATE:
ADDRESS:

TERMS OF REFERENCE

1. DURATION AND CONDITIONS OF THE TENDER

1.1 BACKGROUND

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

1.2 SERVICE REQUIREMENT

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

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

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

1.2.2 Scope of work

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

1.3 OPERATIONAL CONDITIONS

1.3.1 Service required

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

- i) All the chemicals, detergents, and other related materials to be used must be compliant to South African Bureau of Standards and meet the OHS Act requirements.
- j) All the cleaning and hygiene services are to be undertaken in compliance with the Occupational Health and Safety Act 85 of 1993.
- k) The service provider to provide a laundry service. Robben Island Museum does not have a laundry facility, and the laundry must be done on the mainland. The service provider is responsible for washing all bedding of the Guesthouse, Multi-Purpose Learning Centre (MPLC) and Clinic after every use. There are 15 beds in the Guesthouse, 100 beds in the Multi-Purpose Learning Centre and 6 beds at the clinic.
- l) The service provider to provide a high window cleaning service at Nelson Mandela Gateway and on Robben Island.
- m) The services to meet the Hazard Analysis and Critical Control Point (HACCP) PRINCIPLES / ISO 2200 requirements.
- n) Upon request by RIM, the service provider shall furnish all necessary documentation to demonstrate its compliance with relevant laws and regulations.
- o) Product price to be fixed for a year upon appointment. Price escalations on each anniversary day to be in accordance with statutory price pronouncements (per Labour Law Gazettes).
- p) Mandatory monthly meetings between the service provider staff representatives and RIM.
- q) The service provider must comply in all material respects with all laws and regulations to which it is subject, including but not limited to Taxation laws, Labour laws, and anti-corruption laws.
- r) RIM may, from time to time request a reduction or increase in the number of cleaning personnel.
- s) The service provider will be subjected to quarterly performance evaluations by RIM.
- t) The prospective service provider is required to have one diesel vehicle on the Island to transport the cleaning equipment. The vehicle must display the company's logo. RIM will make available a cargo vessel to transport the vehicle to and from the island at no cost. The cleaning supervisor on the Island must be in possession of a valid driver's license.

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

1.3.2 **Description of services**

1.3.2.1 **Cleaning Services**

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

- l) Special cleaning – Exhibitions and Artifacts

1.3.2.2 **Hygiene Services**

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

1.3.2.3 **Deep Cleaning**

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

1.3.3 **Minimum Quality Standards**

1.3.3.1 **Sweeping**

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

1.3.3.2 **Mopping**

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

1.3.3.3 **Dusting**

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

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

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

1.3.3.5 **Toilet Areas**

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

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

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

1.3.3.7 **Cleaning of internal walls**

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

1.3.3.8 **Cleaning of hard floors**

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

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

1.3.3.9 **Waxing**

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

1.3.3.10 **Cleaning of carpeted floors**

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

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

1.3.3.11 **General Spot Cleaning**

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

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

1.3.3.12 **Staircases and Landings**

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

1.3.3.13 **Tea Services**

The above will only apply to Executive Management, the RIM Council, and their visitors.

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

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

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

1.3.3.15 **Cleaning of elevators**

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

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

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

1.3.3.16 **Kitchen Cleaning**

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

1.3.3.17 **House Keeping**

Special training must be given to staff regarding the making of beds. The bedding will be washed and ironed immediately after use and stored.

1.3.4 **Cleaning Services**

AREA	SERVICE SPECIFICATION	TASK FREQUENCY	PERFORMANCE STANDARD
Murrays Bay Harbour - Quay area - Offices - Toilets - Exhibitions areas - Outside area	<ul style="list-style-type: none"> • Sweep, mop, buff, dust, wet wipe, clean, remove litter, disinfect, clean windows. • Replenish supplies in toilets on a regular basis • Specialised cleaning of exhibitions for which RIM will provide training • Cleaning staff are trained to use the correct cleaning method and chemicals. • Sweep quayside • Pick up litter and cigarette butts on the quayside • Report maintenance problems to the Public Services Manager. • Sanitary service 	<ul style="list-style-type: none"> • Clean daily and special clean once a week. • Disinfect daily: before, during and after tours. • Toilets cleaned daily and before, during, and after tours. Replenish consumables • Deep cleaning once a month • Clean windows once a month and as and when required • Sanitary service as specified in terms and reference document 	<ul style="list-style-type: none"> • Toilets are kept spotless and germ/virus-free • Floors are clean, shiny but not slippery • Concrete surfaces are kept clean and litter-free • The windows are clean • Waste bins are uncluttered and clean • Office surfaces are clean, dust free and polished • Consumables available in all dispensers • Sanitary equipment is serviced and in working order
Visitors Centre - Cells - Passageways - Foyers - Toilets - Outside areas - Exhibitions	<ul style="list-style-type: none"> • Sweep, mop, buff, dust, wet wipe, clean, remove litter, disinfect, clean windows. • Replenish supplies in toilets basis regularly 	<ul style="list-style-type: none"> • Clean and disinfect daily • Clean toilets as and when required • Deep cleaning once a month • Clean windows once a month and as and when required 	<ul style="list-style-type: none"> • Toilets are kept spotless and germ/free virus-free • Floors are clean, shiny but not slippery • Concrete surfaces are cleaned • Waste bins are uncluttered, and the area is generally litter-free • Consumables available in all dispensers • Sanitary equipment is serviced and in working order

	<ul style="list-style-type: none"> • Specialised cleaning of exhibitions for which RIM will provide training • Cleaning staff are trained to use the correct cleaning methods • Report maintenance problems to the Public Services Manager. • Sanitary service 	<ul style="list-style-type: none"> • Special cleaning once a week • Sanitary service as specified in terms and reference document 	
<p>Maximum Prison Complex</p> <ul style="list-style-type: none"> - Sections A, B, C, D, E, F, G - Hospital section - inside and outside toilets - All the Cells and the passages within the various sections - Open spaces - Exhibitions - Tours office block - Dining hall - Kitchen 	<ul style="list-style-type: none"> • Sweep, mop, polish, buff, dust, remove litter, wet wipe, disinfect, clean windows. • Replenish supplies in toilets • Specialised cleaning of the exhibition for which RIM will provide training • Cleaning staff are expected to report maintenance problems relating to all the buildings to the Public Services Manager. • Sanitary service 	<ul style="list-style-type: none"> • Clean and disinfect daily and special clean once a week • Toilets are to be cleaned on as and when required • Regular toilet, hand liquid, and other supply checks and replenishment • Deep clean toilets once a week • Clean windows once a month and as and when required • Sanitary service as specified in terms and reference document 	<ul style="list-style-type: none"> • Floors are clean, shiny but not slippery • The windows are always clean • Waste bins are uncluttered • All areas are germ/virus-free. • Office surfaces are clean, dust free and polished • Toilets are kept spotless and disinfected. • Sanitary equipment is serviced and in working order.

Robert Sobukwe house and surrounding buildings and toilets	<ul style="list-style-type: none"> • Sweep, mop, Polish, buff, dust, remove litter, wet wipe. • Clean windows • Sanitary service • Specialised cleaning of exhibitions, RIM will provide training. 	<ul style="list-style-type: none"> • Clean and disinfect daily • Special cleaning once a week. • Cleaning of toilets as and when required • Sanitary service as specified in terms and reference document 	<ul style="list-style-type: none"> • Ensure that space is always clean and germ/virus free • Ensure that toilets are spotless • Consumables available in all dispensers • Sanitary equipment is serviced and in working order
Medium complex/ (Multi-Purpose Learning Centre) Also known as MPLC	<ul style="list-style-type: none"> • Sweep, mop, polish, buff, dust, remove litter, wet wipe and clean windows • Clean lecture rooms and teaching facilities • Clean accommodation and ablution facilities • Clean offices. • Clean two small kitchens and one fully equipped kitchen. • Keep courtyards and open spaces clean • Sanitary service 	<ul style="list-style-type: none"> • Cleaning and disinfect daily • Special cleaning once a week or before and after visiting groups. • Deep cleaning once a month • Sanitary service as specified in terms and reference document 	<ul style="list-style-type: none"> • Cleaning up to Bed and breakfast standard or hostel accommodation • Sanitary equipment is serviced and in working order • All areas are spotless and germ/virus free

1. VILLAGE PRECINCT

1.1 OFFICE ACCOMMODATION AND WORK AREAS

AREAS	WHAT IS REQUIRED	TASK FREQUENCY	PERFORMANCE STANDARD
Administrative offices, Kitchen and Toilets	<ul style="list-style-type: none"> • Sweep, mop, polish, buff, dust, remove litter, wet wipe, disinfect, and clean windows. • Deodorise and disinfect offices • Clean carpets and floor rugs • Ensure that the environment is litter-free • Sanitary service 	<ul style="list-style-type: none"> • Clean and disinfect facilities daily • Deep clean once a month • Vacuum carpets daily and deep clean once a month. • Kitchen must be cleaned as and when required • Toilets to be cleaned as and when required. • Sanitary service as specified in terms and reference document 	<ul style="list-style-type: none"> • Floors are clean, shiny but non-slip • The windows are always clean • Carpets are clean and free from dust and sand • Waste bins are emptied • Office surfaces are dust free & polished • Blinds are always clean & free of dust • Surfaces, pictures, windows and sills, walls, chairs, telephone, waste bins, and shelves are spotlessly clean and dusted thoroughly. • Rooms are deodorized and disinfected. • Toilets and kitchen must be spotless, and germ/virus free. • Sanitary equipment serviced and in working order.
Transport (Office space, quart yard, workshop, 8 x big buses, 2 x minibusses, 1 x 5 ton truck, and the following 7 vehicles) a) 2x Quantum's	<ul style="list-style-type: none"> • Sweep, mop, Polish, buff, dust, remove litter, wet wipe, disinfect. • Clean office accommodation, workshop, and windows • Wash, vacuum, and general cleaning of buses and vehicles using car cleaning products. 	<ul style="list-style-type: none"> • Clean and disinfect buses (inside and outside) daily and after every tour • Clean vehicles as and when required • Clean office accommodation and workshop daily • Toilets cleaned regularly • Toilets deep cleaned once a month 	<ul style="list-style-type: none"> • Buses that are clean, disinfected and smell good to enhance the quality of our tours • Sanitary equipment is serviced and in working order. • Offices and toilets are clean and germ-free

<p>b) 1 x Sprinter c) 1 x Bakkie d) 1x Ambulance e) 1 x VW Combi</p>	<ul style="list-style-type: none"> Sweep and clean the quart yard. Sanitary service 	<ul style="list-style-type: none"> Deep clean buses and vehicles once a month Sanitary service as specified in terms and reference document 	
<p>Clinic (medical facilities and office)</p>	<ul style="list-style-type: none"> Sweep, mop, Polish, buff, dust, remove litter, wet wipe, disinfect. Clean office, accommodation, workshop, and windows Sanitary service 	<ul style="list-style-type: none"> Clean and disinfect facility and offices daily Deep clean once a month Monthly window cleaning Sanitary service as specified in terms and reference document 	<ul style="list-style-type: none"> Toilets are kept spotless and germ/virus-free Floors clean and shiny Windows are clean Sanitary equipment is serviced and in working order.
<p>Primary school</p>	<ul style="list-style-type: none"> Sweep, mop, Polish, buff, dust, remove litter, wet wipe disinfect, clean windows 	<ul style="list-style-type: none"> Clean Quarterly (building not in use) 	<ul style="list-style-type: none"> Floors are clean The windows are cleaned as necessary.
<p>Heritage Department</p>	<ul style="list-style-type: none"> Sweep, mop, Polish, buff, dust, vacuum, remove litter, wet wipe, disinfect, clean windows Deodorise and disinfect Clean carpets and floor rugs. Outside neat and clean Sanitary service 	<ul style="list-style-type: none"> Clean and disinfect facilities daily Deep clean once a month Vacuum carpets daily and deep clean once a month Sanitary service as specified in terms and reference document. 	<ul style="list-style-type: none"> Floors must be clean and shiny but non-slip. Window must be clean Carpets must be vacuumed Waste bins, uncluttered and clean Offices must be dust-free, disinfected, and deodorized. Sanitary equipment is serviced and in working order

1.2 OVERNIGHT ACCOMMODATION AND CONFERENCE FACILITIES

AREAS	WHAT IS REQUIRED	TASK FREQUENCY	PERFORMANCE INDICATORS
Guesthouse conference facility and bedrooms	<ul style="list-style-type: none"> • Vacuum, dust, sweep, mop, polish, buff, remove litter, and wet wipe, and clean windows to include furniture and fittings • Clean all carpets, upholstery curtains and drapes and ensure that they are stain free • Remove and wash linen, blankets and other bedding • Clean and shine mirrors • Deodorise rooms and ensure that they are fresh, clean • Mattresses, beds, and protectors to be aired and cleaned • Ensure that bathrooms are cleaned including but not limited to fixtures, fittings, towels, mats, doors, door frames • Sanitary service 	<ul style="list-style-type: none"> • Clean and disinfect once a week and as and when required • Deep clean once a month • Vacuum once a week and as and when required • Clean toilets as and when required and when the guesthouse is in use • Deep clean toilets once a month • The stoep must be cleaned weekly and as and when required • Vacuum and air the mattresses on a monthly basis • Sanitary service as specified in terms and reference document 	<ul style="list-style-type: none"> • All rooms must be dust and pest free • All rooms must be disinfected to ensure it is germ/virus free • Beds must be mite free • Outside stoep clean • Sanitary equipment must be serviced and in working order.
C & D-block and female asylum	Sweep, mop, polish, buff, dust and remove litter	<ul style="list-style-type: none"> • Clean and disinfect toilets, showers, and passages daily 	<ul style="list-style-type: none"> • Toilets and showers must be Spotless and germ/virus free • Passage floors must be swept mopped and buffed.
Bus stop behind the Guesthouse and opposite the Administration building	Dust, sweep, and clean windows	<ul style="list-style-type: none"> • Clean once a week 	<ul style="list-style-type: none"> • Floors must be clean • Windowsills must be dust-free
John Craig Hall	<ul style="list-style-type: none"> • Sweep, mop, Polish, buff, dust, remove litter, wet wipe 	<ul style="list-style-type: none"> • Clean once a week, inside and outside 	<ul style="list-style-type: none"> • Floors must be swept, mopped and buffed.

	<ul style="list-style-type: none"> • Clean windows • Clean Kitchen • Clean the under-roof area at the back of the JC Hall • Sanitary service 	<ul style="list-style-type: none"> • During conferences and workshops daily • Toilets cleaned frequently and deep cleaned once a quarter • Kitchen to be cleaned once a week and as and when required during the events • Windows must be cleaned quarterly • Sanitary service as specified in terms and reference document 	<ul style="list-style-type: none"> • It must be shiny but not slippery. • Toilets must be spotless • Kitchen must be spotless • The under-roof area at the back of the JC Hall must be swept and neat • Windows must be clean • Sanitary equipment is serviced and in working order.
Houses 40, 47, and 48 (Breakaway houses), Houses 17, 26, 49, and 90, (Ferry crew) House 67 (HR) House 68 (Edu) House 70 (IT) House 71 (IT) House 74	<ul style="list-style-type: none"> • Dust, sweep, mop, polish, buff, remove litter, and wet wipe, clean windows. 	<ul style="list-style-type: none"> • Must be cleaned and disinfected after it was used otherwise once a week • Windows to be cleaned once a quarter • The Ferry crew houses must be cleaned once a week. (every Friday) 	<ul style="list-style-type: none"> • Floors must be polished but not Slippery. • Surfaces must be dust-free • Windows must be clean • Toilets must be spotless • Kitchens must be spotless

1.3 OTHER AMENITIES

AREAS	WHAT IS REQUIRED	TASK FREQUENCY	PERFORMANCE STANDARDS
Swimming Pool Area	<ul style="list-style-type: none"> Sweep, mop, dust, remove litter, wet wipe, disinfect and clean windows 	<ul style="list-style-type: none"> Clean toilets daily when the swimming pool is in use Clean windows quarterly Outside area to be cleaned as and when required 	<ul style="list-style-type: none"> Toilets must be spotless Windows must be clean Outside area must be litter-free
Post Office (Security office) (building not in use)	<ul style="list-style-type: none"> Sweep, mop, Polish, buff, dust, remove litter, wet wipe, clean windows. 	<ul style="list-style-type: none"> Clean monthly Clean windows quarterly (building not in use) 	<ul style="list-style-type: none"> Floors clean and shiny Windows must be clean Surfaces must be dust-free Toilets must be spotless
Village Shop (not being used at the moment)	<ul style="list-style-type: none"> Sweep, mop, Polish, buff, dust, remove litter, wet wipe, disinfect, clean windows 	<ul style="list-style-type: none"> Clean quarterly: Toilets, Floors, and flat surfaces. High windows must be cleaned quarterly (building not in use) 	<ul style="list-style-type: none"> Floors must be clean and buffed. Windows must be clean Surfaces must be clean and dust-free.
Alpha 1	<ul style="list-style-type: none"> Sweep, mop, Polish, vacuum, buff, dust, remove litter, wet wipe, disinfect, clean windows. Sanitary service 	<ul style="list-style-type: none"> General cleaning and disinfect daily Toilet facilities inside and outside cleaned Constantly (high volume area) Deep cleaned once a Month Clean windows weekly Carpets steam cleaned once a quarter Sanitary service as specified in terms and reference document. 	<ul style="list-style-type: none"> Carpets must be vacuumed and free from dust and sand. Carpets steam cleaned Windows must be clean Toilets must be spotless Floors must be dust-free and Clean ➤ Consumables available in all Dispensers ➤ Sanitary equipment is serviced and in working order.

Places of religion: Garrison church, Church of Good Sheppard and the Kramat	<ul style="list-style-type: none"> Sweep, mop, Polish, buff, dust, remove litter, wet wipe, clean windows. 	<ul style="list-style-type: none"> Clean the Kramat once a week Clean the churches once a week and when required 	<ul style="list-style-type: none"> Floors are clean and shiny. Windows are always clean Toilets at the church of the Good Sheppard is spotless All surfaces are clean and dust free. ➤ Sensitivity to be observed in accordance with religion
RIM Owned Vessels Krotoa, Dias, and Sikhululekile)	<ul style="list-style-type: none"> Sweep, mop, dust, remove litter, wet wipe surfaces, and clean inside windows. Sanitary service 	<ul style="list-style-type: none"> Clean and disinfect RIM ferries every day after it has been parked in the presence of the RIM crew. At NMG, clean RIM owned vessels' toilets when the boat stops at NMG in between tours Sanitary service as specified in terms and reference document 	<ul style="list-style-type: none"> Toilets are spotless Carpets are vacuumed Chairs are vacuumed and wiped The windows are clean on the inside Surfaces are dust-free and clean Sanitary equipment is serviced and in working order

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

AREAS	WHAT IS REQUIRED	TASK FREQUENCY	PERFORMANCE INDICATORS
Offices, Meeting rooms, Auditorium, Reception areas, Ticket Sales, switchboard, Elevator, Foyers, Clock Tower and Docks area.	<ul style="list-style-type: none"> Wipe, dust, clean, polish, brush down, sweep, buff, disinfect: <ul style="list-style-type: none"> Doors and door frames Windowsills Blinds Desks Chairs Cupboards 	<i>Meeting rooms and Auditorium:</i> <ul style="list-style-type: none"> <u>Daily</u> but to monitor every hour and immediately after use based on a booking schedule. Offices, Reception areas, Ticket Sales, Switchboard area, Elevator, Foyers, Clock Tower	<ul style="list-style-type: none"> Floors are clean, shiny but non-slip The windows are always clean The glass doors have no finger marks The mats are clean, in the correct position, and free from dust and sand

	<p>Carpets & skirting's Telephones Dustbins Shredders</p>	<ul style="list-style-type: none"> • <u>Daily</u> but to assess the status of cleanliness every hour. • Windows must be cleaned daily. • <u>Weekly</u>: Thorough cleaning and dusting in high areas • <u>Monthly</u>: Clean blinds, walls • High window cleaning monthly 	<ul style="list-style-type: none"> • Waste bins are uncluttered • Office surfaces are dust free & polished • Blinds are always clean & free of dust • Surfaces, pictures, windows and sills, walls, chairs, telephone, waste bins, shelves must be spotlessly clean and dusted thoroughly. • Rooms are deodorized
All toilets	<ul style="list-style-type: none"> • Wipe, dust, polish, brush down, mop and disinfect: Washbasins Tile grouting Sealant Floors and tiles Skirtings Toilet inside and out Doors, doorframes Rubbish bin Mirrors Taps and fixtures Outlet plugs Light fixtures Baby changers Cleaning graffiti • Mop the floor at urinals with disinfectant and remove mineral deposits from the drain 	<ul style="list-style-type: none"> • <u>Toilets to be kept clean and always disinfected</u> • Regular spot checks by the Supervisor • <u>Weekly</u>: Washing all windowsills and ledges. Damp wiping all tiled walls and surfaces, doors & partitions • <u>Monthly</u>: Washing all tiled walls Damp wiping high ledges & pipes • Sanitary service as specified in the terms and reference document 	<ul style="list-style-type: none"> • Mirrors are always clean and free of marks • Hand-washing basins are always neat, tidy, and free of watermarks • To always be well-stocked • Toilets are always clean, disinfected, and free from marks • Taps are always clean, disinfected, and free of marks, hairs, etc. • Wash basins are clean, disinfected, and free of hair • Report if lights and appliances are not in working order • Bins are empty & uncluttered • Floors are clean, swept, and free of litter. • Sanitary equipment is serviced and in working order.

	<ul style="list-style-type: none"> • Ensure that soap, hand towels, and toilet paper are provided and replenished when necessary • Check drain outlets for hair, tissue paper, etc, and clean • Sanitary service 		
Kitchens	<ul style="list-style-type: none"> • Wipe, dust, clean, mop, polish, brush down, buff, disinfect: Kitchen sinks Cupboards Microwave ovens Fridges Walls Windows and sills Tiles and grouting Skirtings Floors and tiles Tables and chairs Doors and door frames Rubbish bins Appliances • Make sure that the kitchen area is always neat and tidy • Clean all crockery and cutlery as required 	<ul style="list-style-type: none"> • <u>Daily/hourly</u> Damp wiping and disinfect all surfaces Sweeping and washing the entire floor area. Clean the microwave daily. Wash up dishes Empty bins • <u>Weekly:</u> Thorough cleaning of walls, tiled surfaces • <u>Monthly:</u> Defrosting and cleaning fridge inside 	<ul style="list-style-type: none"> • Clean and disinfect surfaces • Clean and disinfect appliances • Clean walls and floors • Clean swabs and cloths • Fridge & microwave free of odours • Bin always clean and no marks • Uncluttered sinks • Clean taps • Clean crockery & cutlery at all times
Exhibition spaces - Equipment	<ul style="list-style-type: none"> • As per instruction from the Heritage Department. Dedicated staff may need to be assigned here. 	<ul style="list-style-type: none"> • <u>Daily:</u> Disinfect, wipe, dust & sweep • <u>Weekly:</u> Thorough wipe down & clean • <u>Monthly:</u> Clean with specified chemicals 	<ul style="list-style-type: none"> • Exhibitions must be dust free • Benches free from dust and finger marks • Floors must be dust-free • Windows must be clean

<p>Outside front entrance at NMG, Outside side area at Docks Restaurant, Service Passage area at Security and Floating Jetty</p>	<ul style="list-style-type: none"> Sweep, clean, dust, polish; disinfect Stairs right around the building. Doors and frames Mats Back entrance onto Jetty Courtyard Pick up papers or objects that would spoil the image of the NMG and Clock Tower 	<ul style="list-style-type: none"> <u>Daily:</u> Removal of fingerprints on glass doors Sweeping steps and picking up papers, cigarette butts Dusting display units and indicator boards <u>Weekly:</u> Vacuum mats/carpets Dusting handrails <u>Monthly:</u> Washing, cleaning handrails 	<ul style="list-style-type: none"> Outside entrance must always be clean and presentable Glass doors are <u>always</u> clean and free of marks No litter or cigarette butts on the floor at any time <ul style="list-style-type: none"> ➤ Remove cigarette butts in pot plants outside.
<p>Catering services: - Meeting Rooms - Auditorium</p>	<ul style="list-style-type: none"> Table items are clean and correctly laid Stocks of service items, linen, and equipment are sufficient, clean, and ready for use Furniture and conference equipment are clean, free from dust, and correctly positioned. Tablecloths are checked and are clean free of tears or stains and in good repair Crockery is checked for chips and removed from service. 	<ul style="list-style-type: none"> <u>Daily:</u> Prepare for tea, coffee, and rooms as requested Laying out of conference tables <u>Weekly:</u> Do a weekly inventory of stock <p>Advise timeously when laundry service is needed</p>	<ul style="list-style-type: none"> Cups, Saucers and cutlery always clean and free of marks Cloths are always clean & free of marks Trays are neatly arranged No chipped cups Hygiene standards should be adhered to when working with food and drinks Tables are always laid out professionally with a clean table linen free from strains or marks.
<p>Quay 501</p>	<ul style="list-style-type: none"> Disinfect, wipe, dust, clean, polish, sweep inside the containers. Sweep and clean the outside area. Toilets must be hygienic and clean. Sanitary service 	<ul style="list-style-type: none"> Cleaning and disinfecting twice a week Sanitary service as specified in terms and reference document 	<ul style="list-style-type: none"> The containers must be clean inside. Toilets must always be clean and fresh. The outside area must be tidy and clean

			<ul style="list-style-type: none"> Sanitary equipment serviced and in working order
Jetty 1	<ul style="list-style-type: none"> Disinfect, wipe, dust, clean, polish, brush down, sweep Doors and door frames Windowsills and blinds Desks, chairs and cupboards Carpets and skirtings Ceilings Dustbins, wastepaper baskets, kitchen, Toilets and office ➤ Sanitary service Outside Jetty 1 Keep the area clean and tidy Clean exhibitions 	<ul style="list-style-type: none"> <u>Daily:</u> make sure that the area is clean and disinfected daily <u>Weekly:</u> Thorough washing and cleaning <u>Monthly:</u> Cleaning & washing of blinds, curtains, windows Sanitary service as specified in terms and reference document Exhibitions cleaned daily, RIM will provide training 	<ul style="list-style-type: none"> A clean, disinfected and fresh building always Clean toilets always free from marks and unblocked Kitchen is always clean and no cluttered sinks Bins are always clean and uncluttered Clean around the building and the entrance The Jetty must be kept clean. Sanitary equipment is serviced and in working order. Exhibitions are clean and dust-free

1.3.5 Service Level Specification and Penalties

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

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

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

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

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

1.4.1 JETTY 1 AND QUAY 501 IN CAPE TOWN

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

1.4.2 NELSON MANDELA GATEWAY (NMG) AND CLOCK TOWER OFFICES

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

1.4.3 WEEKDAYS

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

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

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

1.4.4 WEEKENDS NMG

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

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

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

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

1.5.2 WEEKDAYS ROBBEN ISLAND

1.5.2.1 Thirteen (13) cleaners work during the week

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

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

1.5.3 WEEKENDS ROBBEN ISLAND

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

1.6 CLEANING EQUIPMENT

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

NR	ITEM DESCRIPTION	SITE	QUANTITY
1.6.1	Vacuum cleaner	Nelson Mandela Gateway (NMG)	3
1.6.2	Vacuum cleaner	Robben Island	3
1.6.3	Buffing machine	NMG	1
1.6.4	Buffing machine	Robben island	1
1.6.5	Carpet cleaner	NMG	1
1.6.6	Pressure washers	NMG	1
1.6.7	Pressure washers	Robben Island	2

1.7 CLEANING MATERIALS AND CONSUMABLES

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

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

NR	ITEM DESCRIPTION	SITE	QUANTITY
1.7.1	Good quality Toilet paper	Nelson Mandela Gateway (NMG)	25 bales x 48
1.7.2	Good quality Toilet paper	Robben Island	25 bales x 48
1.7.3	Folded hand towels	NMG	10 boxes x 10
1.7.4	Folded hand towels	Robben Island	12 boxes x 10
1.7.5	Light duty black bags	NMG	6 packs of 100

1.7.6	Light duty black bags	Robben Island	6 packs of 100
1.7.7	Heavy duty transparent bags	NMG, toilets and offices	5 packs of 100
1.7.8	Heavy duty transparent bags	Robben Island, toilets and offices	5 packs of 100
1.7.9	Hand soap for dispensers	NMG	5 litres x 4
1.7.10	Hand soap for dispensers	Robben Island	7 litres x 4
1.7.11	Hand sanitizer	NMG	2 Boxes with 8 units
1.7.12	Hand sanitizer	Robben Island	2 Boxes with 8 units
1.7.13	Dish washing liquid	NMG	5 litres x 3
1.7.14	Dish washing liquid	Robben Island	5 litres x 3
1.7.15	Car shampoo	Robben Island	5 litres x 1
1.7.16	Bleach	NMG	5 litres x 4
1.7.17	Bleach	Robben Island	5 litres x 4
1.7.18	Pine	NMG	25 litres x 1
1.7.19	Pine	Robben Island	25 litres x 1
1.7.20	Pledge furniture polish	NMG	8 x 300ml cans
1.7.21	Pledge furniture polish	Robben Island	8 x 300ml cans

1.8 SANITARY AND HYGIENE EQUIPMENT FOR NMG AND ROB BEN ISLAND

NR	ITEM DESCRIPTION	SERVICE	QUANTITY
1.8.1	Electronic sanitary bins with removable bags	14-day service	70 Units
1.8.2	Urinal pee mats	14-day service	14 mats
1.8.3	Air fresheners with LED display panel	14-day service	20 Units
1.8.4	Auto Sanitizers with indicator light	28-day service	70 Units
1.8.5	Deep cleaning of toilets	quarterly	70 Units
1.8.6	Deep cleaning of showers and hand basins	annually	70 Units

1.8.7	Hand dryers and service	quarterly	25 Units
1.8.8	Seat sanitizers	daily	20 Units
1.8.9	Hand soap dispensers	daily	50 Units
1.8.10	Hand sanitiser dispensers	daily	20 Units

1.9 REQUIREMENTS FOR CLEANING STAFF

1.9.1 The successful bidder must ensure that their cleaning personnel and hygiene service personnel:

- is a South African Citizen or Foreign national with valid working permit for the duration of the contract. (preference should be given to SA citizens and youth)
- be sufficiently trained.
- be able to work independently.
- be physically fit to carry out their required duties.

1.9.2 RIM holds the right to screen and interview the Cleaning and Hygiene Services Personnel supplied to render the service within seven (7) days after the commencement of the service and verbally request an immediate replacement should the personnel not meet the criteria or perform to the accepted standard

1.9.3 The bidder must submit a recent South African Police Service Criminal Record Centre record clearance certificate (at the bidder's own expense) to RIM, in respect of all personnel supplied to render the service, within fourteen (14) days after commencement of the service.

1.9.4 The service provider will be required to report on compliance with the above-mentioned requirements as and when requested by RIM, or every 6 months as part of progress reporting and performance audit.

1.10 SITE INSPECTIONS

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

2 REQUIRED DOCUMENTATION/COMPULSORY REQUIREMENTS

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

9.1 All prospective bidders MUST attach CERTIFIED COPIES of the following compulsory valid documents: FAILURE OF WHICH MAY DISQUALIFY THE BIDDER:

- a. Proof of registration with the Cleaning Body Association but not limited to the Cleaning Association of South Africa (CASA), National Contract Cleaners Association (NCAA), Black Economic Empowerment Cleaning Association (BEECA)
- b. Submit a valid Letter of Good Standing for Compensation for Occupational Injuries and Diseases Act (COIDA) of 1993 (amended in 1997) from Department of Labour.
- c. Submit proof of Public Liability Insurance for Twenty million R20,000,000.00 **(If Public Liability Insurance is not in place yet, please provide proof of intent / proof of quotation obtained).**
- d. Submit audited financial statements for the past consecutive three years showing liquidity and solvency. The letter statement should not be older than six months of the financial year.
- e. Submit a company profile indicating years' experience in commercial cleaning and hygiene services.
- f. The bidder must submit written referrals from organizations and Robben Island Museum reserves the right to contact the companies.

The reference letters must indicate the following:

- Reference letter stating satisfactory commercial cleaning and hygiene services rendered.

- Contract value
- Contact details (name telephone nr.)

3 EVALUATION CRITERIA

This proposal will be evaluated in the following manner:

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

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

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

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

Certified copies or original documents will be accepted.

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

(b) **Phase 2: Technical evaluation** Bidders will be required to submit documentation as per the technical evaluation criteria detailed below. Bidders must achieve a minimum of **70 points** to proceed to the next evaluation phase.

Item	Criteria	Description	Max Score (Points)
1	Experience in similar cleaning service agreements	<p>Evaluation of the bidder's experience in the successful execution of a cleaning service. Contracts of more or equivalent value, and referrals NOT older than 5 years. The referrals should also indicate if the service was satisfactory and if the contractor would be recommended for further work. (submit reference letters)</p> <ul style="list-style-type: none"> - 5 or more Projects =30 Points - 2- 4 Projects =15 Points - Less than 2 projects = 0 point 	30
2	References provided to indicate experience of supervisors	<p>Evaluation of the experience, of the one supervisor to be deployed to this contract and based on Robben Island Please indicate the years of experience relevant to the scope of work. (CVs to be submitted)</p> <p><u>1st Supervisor</u></p> <ul style="list-style-type: none"> - 10 years and more = 15 Points - 7- 9 years = 10 Points - 4-6 years = 5 Points - 0-3 years = 0 Point <p><u>2nd Supervisor</u></p> <ul style="list-style-type: none"> - 10 years and more = 15 Points - 7- 9 years = 10 Points 	30

		<ul style="list-style-type: none"> - 4-6 years = 5 Points - 0-3 years = 0 Point 	
3	Localization	<p>The tenderer submits the proof of business address (municipal bill). Note that proof of business address in the Western Cape will score full points while those from other provinces will 5 points. Western Cape residence= 20 points Outside Western Cape province = 5 points</p>	20
4	Cleaning personnel	<p>The tenderer to submit names of the cleaning personnel and their citizenships (copies if ID/Passports)</p> <ul style="list-style-type: none"> - 100% SA Citizen = 20 points - 90%-99% SA Citizen = 15 points - 70%-89 % SA Citizen = 10 Points - 50% - 69% SA Citizen = 5 Points - Less than 50% SA Citizen = 0 Point 	20
Total Points			100

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

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

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

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

4 COSTING

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

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

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

LABOUR COSTS- include all costs	Number of staff	Full time
Supervisors (only full-time supervisors required)	2	
Basic Salary		R.....
Provident Fund		R.....
Sick Leave		R.....
SDL		R.....
Annual Leave		R.....
COIDA		R.....
UIF		R.....
NCCA/any other approved body- if applicable		R.....
Bonus		R.....
Any Other Allowances		R.....
		Total monthly costs per Supervisor R.....
		Total costs for number of Supervisors offered per month R.....
Cleaners (only full-time cleaners required)	29	
Basic Salary		R.....
Provident Fund		R.....
Sick Leave		R.....

SDL		R.....
Annual Leave		R.....
COIDA		R.....
UIF		R.....
NCCA/any other approved body- if applicable		R.....
Bonus		R.....
Any Other Allowances		R.....
		Total monthly costs per Cleaner R.....
		Total costs for number of Cleaners offered per month R.....
A. TOTAL LABOUR COSTS FOR THE FIRST YEAR (Combined: Supervisors and Cleaners)		R.....
B. TOTAL LABOUR COST FOR THE SECOND YEAR (Combined: Supervisors and Cleaners) (estimate)		R.....
C. TOTAL LABOUR COST FOR THE THIRD YEAR (Combined: Supervisors and Cleaners) (estimate)		R.....
D. TOTAL COSTS FOR CLEANING MATERIALS, EQUIPMENT, SANITARY CONSUMABLES AND SANITARY EQUIPMENT (SUPPLY, INSTALL AND MAINTAIN), HIGH AREA CLEANING AND LAUNDRY SERVICE FOR THE 36 MONTHS		R.....

E. PROFIT MARK-UP & OTHER COSTS		R.....
GRAND TOTAL (Add A – E)		R.....

12.4 The bid price must be the Grand Total price.

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

13. COMPULSORY BRIEFING SESSION: 15 MAY 2025 AT 11:00

Bidders interested in doing a site visit will be allowed on the above-mentioned date and only 1 representative per company. Please send your company representative name and surname for booking purposes before the 12 May 2025 at 16:00 to yandisat@robben-island.org.za

After the site inspection companies are welcomed to send their questions and enquiries at a date agreed upon.

14. CLOSING DATE: 02 JUNE 2025

15. CONTACT PERSON FOR ENQUIRIES: email: yandisat@robben-island.org.za or at telephone number: 021 413 4200

16. SUBMISSION:

DEPOSITED IN THE BID BOX SITUATED: Robben Island Museum, Nelson Mandela Gateway, Tender Box, situated next to Information Centre, V & A Waterfront, Cape Town.