

TENDER DOCUMENT GOODS AND SERVICES		 CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD
SUPPLY CHAIN MANAGEMENT		
SCM - 542	Approved by Branch Manager: February 2024	Version: 10

<p>TENDER NO: 181S/2025/26</p> <p>TENDER DESCRIPTION: General Facility Cleaning Services– Leased and Owned Facilities for Community Services and Health: Recreation and Parks</p> <p>CONTRACT PERIOD: 36MONTHS FROM THE COMMENCEMENT DATE OF THE CONTRACT</p>
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CLOSING DATE	30 April 2026
CLOSING TIME	10:00 am
TENDER BOX NUMBER	239
TENDER FEE	R200.00

Non – refundable tender fee payable to the City of Cape Town (CCT) for a hard copy of the tender document. This fee is not applicable to website downloads of the tender document.

TENDERER	
NAME of Company/Close Corporation or Partnership / Joint Venture/ Consortium or Sole Proprietor /Individual (hereinafter the "Tenderer")	
TRADING AS (if different from above)	
Registration number of Tenderer	
Physical address and chosen domicilium citandi et executandi of Tenderer	

NATURE OF TENDER OFFER (please indicate below)	
Main Offer (see clause 2.2.11.1)	
Alternative Offer (see clause 2.2.11.1)	

TENDER SERIAL NO.:
SIGNATURES OF CCT OFFICIALS AT TENDER OPENING
1
2
3

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THE TENDER

T.1 GENERAL TENDER INFORMATION

TENDER ADVERTISED	:	27 March 2026
SITE VISIT/CLARIFICATION MEETING	:	Time: 10:30 on Date: 10 April 2026 (Compulsory)
VENUE FOR SITE VISIT/CLARIFICATION MEETING	:	Via Microsoft Teams meeting. Below is link: https://teams.microsoft.com/meet/35901264247795?p=yFqtMbtXo5FrOwSQAn Meeting ID: 359 012 642 477 95 Passcode: qG2h6iV2
TENDER BOX & ADDRESS	:	<p>Tender Box as per front cover at the Tender & Quotation Boxes Office, 2nd Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town.</p> <p style="margin-left: 20px;">:</p> <p>The Tender Document (which includes the Form of Offer and Acceptance) completed and signed in all respects, plus any additional supporting documents required, must be submitted in a sealed envelope with the name and address of the tenderer, the endorsement "TENDER NO. 181S/2025/26 : TENDER DESCRIPTION: General Facility Cleaning Services– Leased and Owned Facilities for Community Services and Health: Recreation and Parks", the tender box number. and the closing date indicated on the envelope. The sealed envelope must be inserted into the appropriate official tender box before closing time.</p> <p>If the tender offer is too large to fit into the abovementioned box or the box is full, please enquire at the public counter (Tender Distribution Office) for alternative instructions. It remains the tenderer's responsibility to ensure that the tender is placed in either the original box or as alternatively instructed.</p>
CCT TENDER REPRESENTATIVE	:	Email: SCM.Tenders25@capetown.gov.za

TENDERERS MUST NOTE THAT WHEREVER THIS DOCUMENT REFERS TO ANY PARTICULAR TRADE MARK, NAME, PATENT, DESIGN, TYPE, SPECIFIC ORIGIN OR PRODUCER, SUCH REFERENCE SHALL BE DEEMED TO BE ACCOMPANIED BY THE WORDS "OR EQUIVALENT"

T.2 CONDITIONS OF TENDER

2.1 General

2.1.1 Actions

2.1.1.1 The City of Cape Town (hereafter referred to as the "CCT") and each tenderer submitting a tender offer (hereinafter referred to as the "tenderer" or the "supplier") shall comply with item T.2 of this Tender Document Goods and Services (hereinafter referred to as these "Conditions of Tender"). The tenderer and the CCT shall collectively hereinafter be referred to as the "Parties" and individually a "Party"). In their dealings with each other, the Parties shall discharge their duties and obligations as set out in these Conditions of Tender, timeously and with integrity, and behave equitably, honestly and transparently, and shall comply with all legal obligations imposed on the Parties herein and in accordance with all applicable laws.

The Parties agree that this tender Tender Document Goods and Services (hereinafter referred to as the "Tender" / "Tender Document"), its evaluation and acceptance and any resulting contract shall also be subject to the CCT's Supply Chain Management Policy ('SCM Policy') that was applicable on the date the bid was advertised and as amended from time to time. If the CCT adopts a new SCM Policy which contemplates that any clause therein would apply to the Contract emanating from this tender (hereinafter referred to as the "Contract"), such clause shall also be applicable to that Contract. Please refer to this document contained on the CCT's website.

Abuse of the supply chain management system is not permitted and may result, inter alia, (1) in the tender being rejected; (2) cancellation of the contract; (3) restriction of the supplier, and/or (4) the exercise by the CCT of any other remedies available to it as provided for in the SCM Policy and/or the the Contract and/or this tender and/or any applicable laws .

2.1.1.2 The CCT, the tenderer and their agents and employees involved in the tender process shall avoid conflicts of interest and where a conflict of interest is perceived or known, declare any such conflict of interest, indicating the nature of such conflict. Tenderers shall declare any potential conflict of interest in their tender submissions. Employees, agents and advisors of the CCT shall declare any conflict of interest to the CCT at the start of any deliberations relating to the procurement process or as soon as they become aware of such conflict, and abstain from any decisions where such conflict exists or recuse themselves from the procurement process, as appropriate.

2.1.1.3 The CCT shall not seek, and a tenderer shall not submit a tender, without having a firm intention and capacity to proceed with the contract.

2.1.2 Interpretation

2.1.2.1 The additional requirements contained in Annexure F to the contract (hereinafter referred to as the “returnable documents” / “Returnable Schedules”) are part of these Conditions of Tender and are specifically hereby incorporated into these Conditions of Tender.

2.1.2.2 These Conditions of Tender and returnable Documents which are required for CCT's tender evaluation purposes herein, shall form part of the Contract arising from the CCT's corresponding invitation to tender.

2.1.3 Communication during tender process

Verbal or any other form of communication, from the CCT, its employees, agents or advisors during site visits/clarification meetings or at any other time prior to the award of the Contract, will not be regarded as binding on the CCT, unless communicated by the CCT in writing to suppliers / tenderers by its Director: Supply Chain Management or his nominee. Similarly, any communication of the tenderer / supplier that is not reduced to writing by the tenderer / supplier, its employees, agents or advisors, shall not be regarded as binding on the CCT, unless communicated to the CCT in writing by the suppliers / tenderers, or their duly authorised representatives.

2.1.4 The CCT's right to accept or reject any tender offer

2.1.4.1 The CCT may accept or reject any tender offer and may cancel the corresponding tender process or reject all tender offers at any time before the formation of a contract. The CCT may, prior to the award of the tender, cancel a tender if:

- (a) due to changed circumstances, there is no longer a need for the services, works or goods requested;
or
- (b) funds are no longer available to cover the total envisaged expenditure; or
- (c) no acceptable tenders are received;
- (d) there is a material irregularity in the tender process; or
- (e) the Parties are unable to negotiate market related pricing.

The CCT shall not accept or incur any liability to a tenderer for such cancellation or rejection, but will give written reasons for such action upon receiving a written request to do so.

2.1.5 Procurement procedures

2.1.5.1 General

The CCT intends to appoint four tenderers. the highest ranked tenderer (“the winner”) and in addition of one (“alternative tenderer”) for the allocation of work per region. If insufficient responsive bids are received, the CCT reserves the right to appoint fewer tenderers, or not to appoint any tenderers at all.

Suppliers, once appointed and subject to operational requirements, will be invited to deliver the goods or services on a “winner-takes-all” basis, whereby the order will always be offered and, if accepted, allocated to the highest ranked tenderer (“the winner”), and only if he refuses will the work be offered to the next highest ranked tenderer from the alternative tenderers).

Each region shall be evaluated **independently**.(Tenderers are to Indicate which region(s) making submission for. (See, schedule F.13)

2.1.5.2 Regional Evaluation and Appointment Structure

For each region, the City shall make the following appointments, subject to the outcome of the tender evaluation process:

Region North

The highest-scoring acceptable Tenderer shall be appointed as **the winner: Region North**.

The second-highest scoring acceptable Tenderer shall be appointed as **alternative: Region North**.

Region South

The highest-scoring acceptable Tenderer shall be appointed as **the winner: Region South**.

The second-highest scoring acceptable Tenderer shall be appointed as **alternative: Region South**.

2.1.5.3 Winner-Takes-All Allocation Mechanism

The City shall apply a **winner-takes-all** allocation mechanism in each region.

Accordingly:

1. All orders, instructions, or allocations of work shall first be offered to the “the Winner” for the relevant region.
2. Should the Winner:
 - decline the work,
 - fail to respond to an order,
 - be unable or unwilling to perform,
 - fail to meet contractual obligations, performance standards, or operational readiness requirements, or

- default in any manner under the contract,

The City shall be entitled, without limitation, to allocate such work to the **Alternative** for that region.

3. If the “Winner” fails to respond or fails to remedy a deficiency within **twenty-four (24) hours** of receiving a written notice from the City, the Alternative may be activated immediately.

The City retains the discretion to activate the Alternative at any time where necessary to ensure service continuity, operational stability, or compliance with statutory obligations.

The contract period shall be for a period of THIRTY-SIX (36) MONTHS from the commencement date of the contract..

2.1.5.2 Proposal procedure using the two stage-system

A two-stage system will not be followed

2.1.5.3 Nomination of Standby Bidder

“Standby Bidder” means a bidder, identified by the CCT at the time of awarding a bid that will be considered for award should the contract be terminated for any reason whatsoever. In the event that a contract is terminated during the execution thereof, the CCT may consider the award of the contract, or non-award, to the Standby Bidder in terms of the procedures included its SCM Policy, as amended from time to time.

2.1.6 Objections, complaints, queries and disputes/ Appeals in terms of Section 62 of the Systems Act/ Access to court

2.1.6.1 Disputes, objections, complaints and queries

In terms of Regulations 49 and 50 of the Local Government: Municipal Finance Management Act, 56 of 2003 Municipal Supply Chain Management Regulations (Board Notice 868 of 2005):

- a) Persons aggrieved by decisions or actions taken by the CCT in the implementation of its supply chain management system, may lodge within 14 days of the decision or action, a written objection or complaint or query or dispute against the decision or action.

2.1.6.2 Appeals

- a) In terms of Section 62 of the Local Government: Municipal Systems Act, 32 of 2000 a person whose rights are affected by a decision taken by the CCT, may appeal against that decision by giving written notice of the appeal and reasons to the City Manager within 21 days of the date of the notification of the decision.

- b) An appeal must contain the following:
- i. Must be in writing
 - ii. It must set out the reasons for the appeal
 - iii. It must state in which way the Appellant's rights were affected by the decision;
 - iv. It must state the remedy sought; and
 - v. It must be accompanied with a copy of the notification advising the person of the decision
- c) The relevant CCT appeal authority must consider the appeal and **may confirm, vary or revoke** the decision that has been appealed, but no such revocation of a decision may detract from any rights that may have accrued as a result of the decision.

2.1.6.3 Right to approach the courts and rights in terms of Promotion of Administrative Justice Act, 3 of 2000 and Promotion of Access to Information Act, 2 of 2000

The sub- clauses above do not influence any affected person's rights to approach the High Court at any time or its rights in terms of the Promotion of Administrative Justice Act (PAJA) and Promotion of Access to Information Act (PAIA).

2.1.6.4 All requests referring to sub clauses 2.1.6.1 and 2.1.6.2 must be submitted in writing to:

The City Manager - C/o the Manager: Legal Compliance Unit, Legal Services Department, Office of the City Manager

Via hand delivery at: 20th Floor, Tower Block, 12 Hertzog Boulevard, Cape Town 8001

Via post at: Private Bag X918, Cape Town, 8000

Via email at: MSA.Appeals@capetown.gov.za

2.1.6.5 All requests referring to clause 2.1.6.3 must be submitted in writing to:

The City Manager - C/o the Manager: Access to Information Unit, Legal Service Department, Office of the City Manager

Via hand delivery at: 20th Floor, Tower Block, 12 Hertzog Boulevard, Cape Town 8001

Via post at: Private Bag X918, Cape Town, 8000

Via email at: Access2info.Act@capetown.gov.za

2.1.6.6 The minimum standards regarding accessing and 'processing' of any personal information belonging to another in terms of Protection of Personal Information Act, 2013 (POPIA).

For purposes of this clause 2.1.6.6, the contract and these Conditions of Tender, the terms "data subject", "Personal Information" and "Processing" shall have the meaning as set out in section 1 of POPIA, and "Process" shall have the corresponding meaning.

The CCT, its employees, representatives and sub-contractors may, from time to time, Process the tenderer's and/or its employees', representatives' and/or sub-contractors' Personal Information, for purposes of, and/or relating to, the tender, the contract and these Conditions of Tender, for research purposes, and/or as otherwise may be envisaged in the CCT's Privacy Notice and/or in relation to the CCT's Supply Chain Management Policy or as may be otherwise permitted by law. This includes the Processing of the latter Personal Information by the CCT's due diligence assurance provider,

professional advisors and the Appeal Authority as applicable. The CCT's justification for the processing of such aforesaid Personal Information is based on section 11(1)(b) of POPIA, i.e., in terms of which the CCT's Processing of the said Personal Information is necessary to carry out actions for the conclusion and/or performance of the contract, to which the applicable data subject (envisaged in this clause 2.1.6.6 above) is a party.

All requests relating to data protection must be submitted in writing to:

The City Manager - C/o the Information Officer, Office of the City Manager

Via hand delivery at: 20th Floor, Tower Block, 12 Hertzog Boulevard, Cape Town 8001

Via post at: Private Bag X9181, Cape Town, 8000

Via email at: Popia@capetown.gov.za.

2.1.6.7 Compliance to the CCTs Appeals Policy.

In terms of the CCT's Appeals Policy, a fixed upfront administration fee will be charged. In addition, a surcharge may be imposed for vexatious and frivolous or otherwise manifestly inappropriate tender related appeals.

The current approved administration fee is R300.00 and may be paid at any of the Municipal Offices or at the Civic Centre in Cape Town using the GL Data Capture Receipt attached as Annexure F.13: Appeal Application Form. Alternatively, via EFT into the CCT's NEDBANK Account: CITY OF CAPE TOWN and using Reference number: 198158966. You are required to send proof of payment when lodging your appeal.

The current surcharge for vexatious and frivolous or otherwise manifestly inappropriate tender related appeals will be calculated as $\frac{1}{2}$ (Administrative cost of the tender appeal) + 0.25 % (Appellant's tender price).

Should the payment of the administration fee of R300.00 or the surcharge not be received, such fee or surcharge will be added as a Sundry Tariff to the bidder's municipal account.

In the event where the bidder does not have a Municipal account with the CCT, the fee or surcharge may be recovered in terms of the CCT's Credit Control and Debt Collection By-law, 2006 (as amended) and its Credit Control and Debt Collection Policy.

2.1.7 CCT Supplier Database Registration

Tenderers are required to be registered on the CCT Supplier Database as a service provider. Tenderers must register as such upon being requested to do so in writing and within the period contained in such a request, failing which no orders can be raised or payments processed from the resulting contract. In the case of Joint Venture partnerships this requirement will apply individually to each party of the Joint Venture.

Tenderers who wish to register on the CCT's Supplier Database may collect registration forms from the

Supplier Management Unit located within the Supplier Management / Registration Office, 2nd Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town (Tel 021 400 9242/3/4/5). Registration forms and related information are also available on the CCT's website www.capetown.gov.za (follow the Supply Chain Management link to Supplier registration).

It is each tenderer's responsibility to keep all the information on the CCT Supplier Database updated.

2.1.8 National Treasury Web Based Central Supplier Database (CSD) Registration

Tenderers are required to be registered on the National Treasury Web Based Central Supplier Database (CSD) as a service provider. Tenderers must register as such upon being requested to do so in writing and within the period contained in such a request, failing which no orders can be raised or payments processed from the resulting contract. In the case of Joint Venture partnerships this requirement will apply individually to each party of the Joint Venture.

Tenderers who wish to register on the National Treasury Web Based Central Supplier Database (CSD) may do so via the web address <https://secure.csd.gov.za>.

It is each tenderer's responsibility to keep all the information on the National Treasury Web Based Central Supplier Database (CSD) updated.

2.2 Tenderer's obligations

2.2.1 Eligibility Criteria

2.2.1.1 Tenderers are obligated to submit a tender offer that complies in all aspects to the conditions as detailed in this tender document and the Conditions of Tender. An 'acceptable tender must "COMPLY IN ALL" aspects with the tender, Conditions of Tender, all Specifications (i.e., item C.5 below, hereinafter the "Specifications"), pricing instructions herein and the Contract including its conditions.

2.2.1.1.1 Submit a tender offer

Only those tender submissions from which it can be established, *inter alia* that a clear, irrevocable and unambiguous offer has been made to CCT, by whom the offer has been made and what the offer constitutes, will be declared responsive.

2.2.1.1.2 Compliance with requirements of CCT SCM Policy and procedures

Only those tenders that are compliant with the requirements below will be declared responsive:

- a) A completed **Details of Tenderer** to be provided (applicable schedule below to be completed);
- b) A completed **Certificate of Authority for Partnerships/ Joint Ventures/ Consortiums** to be provided authorising the tender to be made and the signatory to sign the tender on the partnership /joint venture/consortium's (applicable schedule below to be completed);

- c) A copy of the partnership / joint venture / consortium agreement to be provided, where applicable.
- d) A completed **Declaration of Interest – State Employees** to be provided and which does not indicate any non-compliance with the legal requirements relating to state employees (applicable schedule below to be completed);
- e) A completed **Declaration – Conflict of Interest and Declaration of Bidders’ past Supply Chain Management Practices** to be provided and which does not indicate any conflict or past practises that renders the tender non-responsive based on the conditions contained thereon (applicable schedules below to be completed);
- f) A completed **Certificate of Independent Bid Determination** to be provided and which does not indicate any non-compliance with the requirements of the schedule (applicable schedule below to be completed);
- g) The tenderer (including any of its representatives, directors or members), has not been restricted in terms of abuse of the Supply Chain Management Policy,
- h) The tenderer’s tax matters with SARS are in order, or the tenderer is a foreign supplier that is not required to be registered for tax compliance with SARS;
- i) The tenderer is not an advisor or consultant contracted with the CCT whose prior or current obligations creates any conflict of interest or unfair advantage;
- j) The tenderer is not a person, advisor, corporate entity or a director of such corporate entity, who is directly or indirectly involved or associated with the bid specification committee;
- k) A completed **Authorisation for the Deduction of Outstanding Amounts Owed to the CCT** to be provided and which does not indicate any details that renders the tender non-responsive based on the conditions contained thereon (applicable schedules below to be completed);
- l) The tenderer (including any of its representatives, directors or members), has not been found guilty of contravening the Competition Act 89 of 1998, as amended from time to time;
- m) The tenderer (including any of its representatives, directors or members), has not been found guilty on any other basis listed in the Supply Chain Management Policy.

2.2.1.1.3 Compulsory clarification meeting

Tenderers are advised to attend the compulsory clarification meeting at which they may familiarise themselves with aspects of the proposed work, services or supply and pose questions.

Details of the meeting(s) are stated in the General Tender Information

Only those tenders submitted by tenderers whose attendance at this meeting have been recorded, will be declared responsive.

2.2.1.1.4 Minimum score for functionality

Only those tenders submitted by tenderers who achieve the minimum score for functionality as stated below will be declared responsive.

The description of the functionality criteria and the maximum possible score for each is shown in the table below. The score achieved for functionality will be the sum of the scores achieved, in the evaluation process, for the individual criteria.

- Capacity (scale of delivery): Criteria A (Contract Value) = total 40 points
- Capability (proven track record): Criteria B (Company Experience) = total 40 points
- Capability (skills/management competence): Criteria C (Roles Experience) = total 20 points

Evaluation Criteria	Applicable values/points	Weight
<p>Criteria A: Commercial Contract Value – capacity/ size/scale of delivery</p> <p>Acceptable evidence for this criteria: reference letter from the Company, Signed contract of an award(s), Purchase Order(s) , completion certificates and/or job completion certificates, reference letters, Joint Venture agreement proof (10% and roles) - to be provided with the tender submission on closing date</p>	<p>One or more commercial cleaning contracts totaling the value considered over a period not exceeding 10 years up to the date of closing of the tender.</p> <p>Commercial cleaning contracts under the value of R500,000.00 = 0 points</p> <p>Commercial cleaning contracts greater than R500,001.00 and less than R1000,000.00 = 10 points</p> <p>Commercial cleaning contracts greater than R1000,001.00 and less than R1500,000.00 = 20 points</p> <p>Commercial cleaning contracts greater than R1500,001.00 and less than R2 000,000.00 = 30 points</p> <p>Commercial cleaning contracts greater than R2 000,001.00 = 40 points</p>	40
<p>Criteria B: Company Experience – capability/ years in sector</p> <p>Acceptable evidence totaling the years considered over a period not exceeding 10 years up to the date of closing of the tender for this criteria: Proof of relevant company experience within a commercial/corporate environment. A reference letter from the Client or Third Party Company with the tender submission on closing date</p>	<p>Failing to submit; or less than 1 year = 0 points</p> <ul style="list-style-type: none"> • Between 1 - 2 years = 10 points • More than 2 and less than 4 years = 20 points • More than 4 and less than 6 years = 30 points • More than 6+ years = 40 points 	40
<p>Criteria C: Roles Experience –</p>	<p>Failing to submit any will result in (00 points)</p>	20

<p>competency/key personnel</p> <p>Acceptable evidence totaling the value considered over a period not exceeding 10 years up to the date of closing of the tender for this criteria: Proof of relevant CVs and contactable references, to be provided with the tender submission on closing date</p>	<p>Managing Director (or equivalent) – Senior/executive cleaning services management</p> <ul style="list-style-type: none"> • Between 1 - 2 years = 1 point • More than 2 and less than 4 years = 3 points • More than 5+ years = 5 points <p>Key Account Manager (or equivalent) – Managing cleaning account(s)</p> <ul style="list-style-type: none"> • Between 1 - 2 years = 1 point • More than 2 and less than 4 years = 3 points • More than 5+ years = 5 points <p>Operations Manager – Cleaning services operational experience</p> <ul style="list-style-type: none"> • Between 1 - 2 years = 1 point • More than 2 and less than 4 years = 3 points • More than 5+ years = 5 points <p>Area Coordinator – Cleaning services operational experience</p> <ul style="list-style-type: none"> • Between 1 - 2 years = 1 point • More than 2 and less than 4 years = 3 points • More than 5+ years = 5 points 	
Total		100

The minimum qualifying score for functionality is **60** out of a maximum of **100**.

A **commercial contract** is defined as an agreement between 1 and/or more business entities, for the rendering of cleaning services and does not include contracts where cleaning services have been provided to private households.

Where the entity tendering is a **Joint Venture**, the tenderer’s tender response must be accompanied by a statement describing exactly what aspects of the work will be undertaken by each party to the joint venture, in relation to commercial cleaning contracts.

Tenderers shall ensure that all relevant information has been submitted with the tender offer in the prescribed format to ensure optimal scoring of functionality points for each Evaluation Criteria. Failure to provide all information **IN THIS TENDER SUBMISSION** could result in the tenderer not being able to achieve the specified minimum scoring.

A more detailed explanation of the functionality criteria is given under **Schedule F.13**

2.2.1.1.7 Provision of samples

Not applicable for this tender.

2.2.2 Cost of tendering

The CCT will not be liable for any costs incurred in the preparation and submission of a tender offer, including the costs of any testing necessary to demonstrate that aspects of the offer complies with requirements.

2.2.3 Check documents

The documents issued by the CCT for the purpose of a tender offer are listed in the index of this tender document.

Before submission of any tender, the tenderer should check the number of pages, and if any are found to be missing or duplicated, or the figures or writing is indistinct, or if the Price Schedule contains any obvious errors, the tenderer must apply to the CCT at once to have the same rectified.

2.2.4 Confidentiality and copyright of documents

The tenderer shall treat as strictly confidential all matters arising in connection with the tender. Use and copy the documents issued by the CCT only for the purpose of preparing and submitting a tender offer in response to the invitation.

2.2.5 Reference documents

The tenderer shall obtain, as necessary for submitting a tender offer, copies of the latest versions of standards, specifications, Conditions of Contract and other publications, which are not attached but which are incorporated into the tender document(s) by reference.

2.2.6 Acknowledge and comply with notices

The tenderer shall acknowledge receipt of notices to the tender documents, which the CCT may issue, and shall fully comply with all instructions issued in the said notices, and if necessary, apply for an extension of the closing time stated on the front page of the tender document, in order to take the notices into account. Notwithstanding any requests for confirmation of receipt of the said notices issued, the tenderer shall be deemed to have received such notices if the CCT can show proof of transmission thereof via electronic mail, facsimile, or registered post or other lawful means.

2.2.7 Clarification meeting

Attend, a compulsory clarification meeting at which Tenderers may familiarise themselves with aspects of the

proposed work, services or supply and pose questions. Details of the meeting(s) are stated in the General Tender Information.

Tenderers should be represented at the site visit/clarification meeting by a person who is suitably qualified and experienced to comprehend the implications of the work involved.

Tenderers should be represented at the site visit/clarification meeting by a duly authorised person who is suitably qualified and experienced to comprehend the implications of the work involved.

2.2.8 Seek clarification

The tenderer shall request clarification of the tender documents, if necessary, by notifying the CCT at least one week before the closing time stated in the General Tender Information (i.e., in item T.1 above), where possible.

2.2.9 Pricing the tender offer

2.2.9.1 The tenderer shall comply with all pricing instructions as stated on the Price Schedule.

2.2.10 Alterations to documents

The tenderer shall not make any alterations or additions to the tender documents, except to comply with instructions issued by the CCT in writing, or necessary to correct errors made by the tenderer. All signatories to the tender offer shall initial all such alterations.

2.2.11 Alternative tender offers

2.2.11.1 Unless otherwise stated in the Conditions of Tender, the tenderers may submit alternative tender offers only if a main tender offer, strictly in accordance with all the requirements of the tender documents, is also submitted.

If a tenderer wishes to submit an alternative tender offer, he/she/it shall do so as a separate offer on a complete set of tender documents. The alternative tender offer shall be submitted in a separate sealed envelope clearly marked "Alternative Tender" in order to distinguish it from the main tender offer.

Only the alternative of the highest ranked acceptable main tender offer (that is, submitted by the same tenderer) will be considered, and if appropriate, recommended for award.

Alternative tender offers of any but the highest ranked main tender offer will not be considered.

An alternative tender offer to the highest ranked acceptable main tender offer that is priced higher than

the main tender offer may be recommended for award, provided that the ranking of the alternative tender offer is higher than the ranking of the next ranked acceptable main tender offer.

The CCT will not be bound to consider alternative tenders and shall have sole discretion in this regard.

In the event that the alternative is accepted, the tenderer warrants that the alternative offer complies in all respects with the CCT's standards and requirements as set out in the tender document.

2.2.11.2 Acceptance of an alternative tender offer by the CCT may be based only on the criteria stated in the Conditions of Tender or applicable criteria otherwise acceptable to the CCT.

2.2.12 Submitting a tender offer

2.2.12.1 The tenderer is required to submit one tender offer only on the original tender documents as issued by the CCT, either as a single tendering entity or as a member in a joint venture to provide the whole of the works, services or supply identified in the Conditions of Contract and described in the Specifications. Only those tenders submitted on the tender documents as issued by the CCT together with all Tender Returnable Documents duly completed and signed will be declared responsive.

2.2.12.2 The tenderer shall return the entire tender document to the CCT after completing it in its entirety, either electronically (if they were issued in electronic format) or by writing legibly in non-erasable ink.

2.2.12.3 The tenderer shall sign the original tender offer where required in terms of the Conditions of Tender. The tender shall be signed by a person duly authorised by the tenderer to do so. Tenders submitted by joint ventures of two or more firms shall be accompanied by the document of formation / founding document of the joint venture or any other document signed by all Parties, in which is defined precisely the conditions under which the joint venture will function, its period of duration, the persons authorised to represent and obligate it, the participation of the several firms forming the joint venture, and any other information necessary to permit a full appraisal of its functioning. Signatories for tenderers proposing to contract as joint ventures shall state which of the signatories is the lead partner.

2.2.12.4 Where a two-envelope system is required in terms of the Conditions of Tender, place and seal the returnable documents listed in the Conditions of Tender in an envelope marked "financial proposal" and place the remaining returnable documents in an envelope marked "technical proposal". Each envelope shall state on the outside the CCT's address and identification details stated in the General Tender Information (i.e., item T.1 above), as well as the tenderer's name and contact address.

2.2.12.5 The tenderer shall seal the original tender offer and copy packages together in an outer package that states on the outside only the CCT's address and identification details as stated in the General Tender Information. . If it is not possible to submit the original tender and the required copies (see 2.2.12.3) in a single envelope, then the tenderer must seal the original and each copy of the tender offer as separate packages marking the packages as "ORIGINAL" and "COPY" in addition to the

aforementioned tender submission details.

2.2.12.6 The CCT shall not assume any responsibility for the misplacement or premature opening of the tender offer if the outer package is not sealed and marked as stated.

2.2.12.7 Tender offers submitted by facsimile or e-mail will be rejected by the CCT, unless stated otherwise in the Conditions of Tender.

2.2.12.8 By signing the offer part of the Form of Offer (**Section 5, Part A hereto**) the tenderer warrants and agrees that all information provided in the tender submission is true and correct.

2.2.12.9 Tenderers shall properly deposit its bid in the designated tender box (as detailed on the front page of this tender document) on or before the closing date and before the closing time, in the relevant tender box at the Tender & Quotation Boxes Office situated on the 2nd floor, Concourse Level, Civic Centre, 12 Hertzog Boulevard, Cape Town. If the tender submission is too large to fit in the allocated box, please enquire at the public counter for assistance.

2.2.12.10 The tenderer must record and reference all information submitted contained in other documents for example cover letters, brochures, catalogues, etc. in the Returnable Schedule titled **List of Other Documents Attached by Tenderer**.

2.2.13 Information and data to be completed in all respects

Tender offers, which do not provide all the data or information requested completely and in the form required, may be regarded by the CCT as non-responsive.

2.2.14 Closing time

2.2.14.1 The tenderer shall ensure that the CCT receives the tender offer, together with all applicable documents specified herein, at the address specified in the General Tender Information herein prior to the closing time stated on the front page of the tender document.

2.2.14.2 If the CCT extends the closing time stated on the front page of the tender document for any reason, the requirements of these Conditions of Tender apply equally to the extended deadline.

2.2.14.3 The CCT shall not consider tenders that are received after the closing date and time for such a tender (late tenders).

2.2.15 Tender offer validity and withdrawal of tenders

2.2.15.1 The tenderer shall warrant that the tender offer(s) remains valid, irrevocable and open for acceptance

by the CCT at any time for a period of 120 days after the closing date stated on the front page of the tender document.

2.2.15.2 Notwithstanding the period stated in clause 2.2.15.1 above, bids shall remain valid for acceptance for a period of twelve (12) months after the expiry of the original validity period, unless the CCT is notified in writing of anything to the contrary by the bidder. The validity of bids may be further extended by a period of not more than six months subject to mutual agreement by the parties, administrative processes and upon approval by the City Manager, unless the required extension is as a result of an appeal process or court ruling.

In circumstances where the validity period of a tender has expired, and the tender has not been awarded, the tender process is considered "completed", despite there being no decision (award or cancellation) made. This anomaly does not fall under any of the listed grounds of cancellation and should be treated as a "non award". A "non award" is supported as a recommendation to the CCT's Bod Adjudication Committee ("BAC") for noting.

2.2.15.3 A tenderer may request in writing, after the closing date, that its tender offer be withdrawn. Such withdrawal will be permitted or refused at the sole discretion of the CCT after consideration of the reasons for the withdrawal, which shall be fully set out by the tenderer in such written request for withdrawal. Should the tender offer be withdrawn in contravention hereof, the tenderer agrees that:

- a) it shall be liable to the CCT for any additional expense incurred or losses suffered by the CCT in having either to accept another tender or, if new tenders have to be invited, the additional expenses incurred or losses suffered by the invitation of new tenders and the subsequent acceptance of any other tender;
- b) the CCT shall also have the right to recover such additional expenses or losses by set-off against monies which may be due or become due to the tenderer under this or any other tender or contract or against any guarantee or deposit that may have been furnished by the tenderer or on its behalf for the due fulfilment of this or any other tender or contract. Pending the ascertainment of the amount of such additional expenses or losses, the CCT shall be entitled to retain such monies, guarantee or deposit as security for any such expenses or loss, without prejudice to the CCT's other rights and/or remedies available to it in accordance with any applicable laws.

2.2.16 Clarification of tender offer, or additional information, after submission

Tenderer's shall promptly provide clarification of its tender offer, or additional information, in response to a written request to do so from the CCT during the evaluation of tender offers within the time period stated in such request. No change in the competitive position of tenderers or substance of the tender offer is sought, offered, or permitted.

Note: This clause does not preclude the negotiation of the final terms of the contract with a preferred tenderer following a competitive selection process, should the CCT elect to do so.

Failure, or refusal, to provide such clarification or additional information within the time for submission stated in the CCT's written request may render the tender non-responsive.

2.2.17 Provide other material

2.2.17.1 Tenderer's shall promptly provide, upon request by the CCT, any other material that has a bearing on the tender offer, the tenderer's commercial position (including joint venture agreements), preferencing arrangements, or samples of materials, considered necessary by the CCT for the purpose of the evaluation of the tender. Should the tenderer not provide the material, or a satisfactory reason as to why it cannot be provided, by the time for submission stated in the CCT's request, the CCT may regard the tender offer as non-responsive.

2.2.17.2 The tenderer shall provide, on written request by the CCT, where the transaction value inclusive of VAT **exceeds R 10 million**:

- a) audited annual financial statement for the past 3 years, or for the period since establishment if established during the past 3 years, if required by law to prepare annual financial statements for auditing;
- b) a certificate signed by the tenderer certifying that the tenderer has no undisputed commitments for municipal services towards a municipality or other service provider in respect of which payment is overdue for more than 30 days;
- c) particulars of any contracts awarded to the tenderer by an organ of state during the past five years, including particulars of any material non-compliance or dispute concerning the execution of such contract;
- d) a statement indicating whether any portion of the goods or services are expected to be sourced from outside the Republic, and, if so, what portion and whether any portion of payment from the municipality or municipal entity is expected to be transferred out of the Republic.

Each entity to a Consortium/Joint Venture bid shall submit separate certificates/statements in the above regard.

2.2.17.3 Tenderers shall be required to undertake to fully cooperate with the CCT's external service provider appointed to perform a due diligence review and risk assessment upon receipt of such written instruction from the CCT.

2.2.18 Samples, Inspections, tests and analysis

Tenderers shall provide access during working hours to premises for inspections, tests and analysis as provided for in the Conditions of Tender or Specifications.

If the Specifications requires the tenderer to provide samples, these shall be provided strictly in accordance with the instructions set out in the Specification.

If such samples are not submitted as required in the bid documents or within any further time stipulated by the CCT in writing, then the bid concerned may be declared non-responsive.

The samples provided by all successful bidders will be retained by the CCT for the duration of any subsequent contract. Bidders are to note that samples are requested for testing purposes therefore samples submitted to the CCT may not in all instances be returned in the same state of supply and in other instances may not be returned at all. Unsuccessful bidders will be advised by the Project Manager or dedicated CCT Official to collect their samples, save in the aforementioned instances where the samples would not be returned.

2.2.19 Certificates

The tenderer must provide the CCT with all certificates as stated below:

2.2.19.1. Preference Points for Specific Goals

In order to qualify for preference points for HDI and/or Specific Goals, it is the responsibility of the tenderer to submit documentary proof (Company registration certification, Central Supplier Database report, BBBEE certificate, Proof of Disability, Financial Statements, commissioned sworn affidavits, etc.) in support of tenderer claims for such preference for that specific goal.

Tenderers are further referred to the content of the Preference Schedule for the full terms and conditions applicable to the awarding of preference points.

2.2.19.2 Evidence of tax compliance

Tenderers shall be registered with the South African Revenue Service (SARS) and their tax affairs must be in order and they must be tax compliant subject to the requirements of clause 2.2.1.1.2.h. In this regard, it is the responsibility of the Tenderer to submit evidence in the form of a valid Tax Compliance Status PIN issued by SARS to the CCT at the Supplier Management Unit located within the Supplier Management / Registration Office, 2nd Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town (Tel 021 400 9242/3/4/5), or included with this tender. The tenderer must record its Tax Compliance Status PIN number on the **Details of Tenderer** pages of the tender submission.

Each party to a Consortium/Joint Venture shall submit a separate Tax Compliance Status Pin.

Before making an award the CCT must verify the bidder's tax compliance status. Where the recommended bidder is not tax compliant, the bidder should be notified of the non-compliant status and be requested to submit to the CCT, within 7 working days, written proof from SARS that they have made arrangement to meet their outstanding tax obligations. The proof of tax compliance submitted by the bidder must be verified by the CCT via CSD or e-Filing. The CCT should reject a bid submitted by the bidder if such bidder fails to provide

proof of tax compliance within the timeframe stated herein.

Only foreign suppliers who have answered “NO” to all the questions contained in the Questionnaire to Bidding Foreign Suppliers section on the **Details of Tenderer** pages of the tender submission, are not required to register for a tax compliance status with SARS.

2.2.20 Compliance with Occupational Health and Safety Act, 85 of 1993

Tenderers are to note the requirements of the Occupational Health and Safety Act, 85 of 1993. The Tenderer shall be deemed to have read and fully understood the requirements of the above Act and Regulations and to have allowed for all costs in compliance therewith.

In this regard the Tenderer shall submit **upon written request to do so by the CCT**, a Health and Safety Plan in sufficient detail to demonstrate the necessary competencies and resources to deliver the goods or services all in accordance with the Act, Regulations and Health and Safety Specification.

2.2.21 Claims arising from submission of tender

By responding to the tender herein, the tenderer warrants that it has:

- a) Inspected the Specifications and read and fully understood the Conditions of Contract.
- b) Read and fully understood the whole text of the Specifications and Price Schedule and thoroughly acquainted himself with the nature of the goods or services proposed and generally of all matters which may influence the Contract.
- c) visited the site(s) where delivery of the proposed goods will take place, carefully examined existing conditions, the means of access to the site(s), the conditions under which the delivery is to be made, and acquainted himself with any limitations or restrictions that may be imposed by the Municipal or other Authorities in regard to access and transport of materials, plant and equipment to and from the site(s) and made the necessary provisions for any additional costs involved thereby.
- d) requested the CCT to clarify the actual requirements of anything in the Specifications and Price Schedule, the exact meaning or interpretation of which is not clearly intelligible to the Tenderer.
- e) Received any notices to the tender documents which have been issued in accordance with the CCT’s Supply Chain Management Policy.

The CCT will therefore not be liable for the payment of any extra costs or claims arising from the submission of the tender.

2.2.22 Collection and issuing of tender documents

The CCT will only issue tender documents through its Tender Distribution Office and/or the official CCT tender portal. Bidders who obtain documents through any means other than described herein, will not be known to the CCT and may thus not receive tender notices and addendums. Tenderers are not allowed to distribute tender documents to other potential bidders.

It is the responsibility of bidders who obtain documents through any means other than described herein, to notify the CCT tender representative thereof that they are participating in the tender. The CCT accepts no liability for any tender notices or addendums not reaching any bidders, who obtained documents through any means other than described herein or who provided incorrect contact details to the CCT.”

2.3 The CCT's undertakings

2.3.1 Respond to requests from the tenderer

2.3.1.1 Unless otherwise stated in the Conditions of Tender, the CCT shall respond to a request for clarification received up to one week (where possible) before the tender closing time stated on the front page of the tender document.

2.3.1.2 The CCT's duly authorised representative for the purpose of this tender is stated on the General Tender Information page above.

2.3.2 Issue Notices

If necessary, the CCT may issue addenda in writing that may amend or amplify the tender documents to each tenderer during the period from the date the tender documents are available until one week before the tender closing time stated in the Tender Data. The CCT reserves its rights to issue addenda less than one week before the tender closing time in exceptional circumstances. If, as a result a tenderer applies for an extension to the closing time stated on the front page of the tender document, the CCT may grant such extension and, shall then notify all tenderers who drew documents.

Notwithstanding any requests for confirmation of receipt of notices issued, the tenderer shall be deemed to have received such notices if the CCT can show proof of transmission thereof via electronic mail, facsimile or registered post.

2.3.3 Opening of tender submissions

2.3.3.1 Unless the two-envelope system is to be followed, CCT shall open tender submissions in the presence of tenderers' agents who choose to attend at the time and place stated in the Conditions of Tender.

Tenders will be opened immediately after the closing time for receipt of tenders as stated on the front page of the tender document, or as stated in any Notice extending the closing date and at the closing venue as stated in the General Tender Information.

2.3.3.2 Announce at the meeting held immediately after the opening of tender submissions, at the closing venue as stated in the General Tender Information, the name of each tenderer whose tender offer is opened and, where possible, the prices indicated.

2.3.3.3 Make available a record of the details announced at the tender opening meeting on the CCT's website

(<http://www.capetown.gov.za/en/SupplyChainManagement/Pages/default.aspx>.)

2.3.4 two-envelope system

2.3.4.1 Where stated in the Conditions of Tender that a two-envelope system is to be followed, the CCT shall open only the technical proposal of tenders in the presence of tenderers' agents who choose to attend at the time and place stated in the Conditions of Tender and announce the name of each tenderer whose technical proposal is opened.

2.3.4.2 The CCT shall evaluate the quality of the technical proposals offered by tenderers, then advise tenderers who have submitted responsive technical proposals of the time and place when the financial proposals will be opened. The CCT shall open only the financial proposals of tenderers, who have submitted responsive technical proposals in accordance with the requirements as stated in the Conditions of Tender, and announce the total price and any preference claimed. Return unopened financial proposals to tenderers whose technical proposals were non responsive.

2.3.5 Non-disclosure

The CCT shall not disclose to tenderers, or to any other person not officially concerned with such processes, information relating to the evaluation and comparison of tender offers and recommendations for the award of a contract, until after the award of the contract to the successful tenderer.

2.3.6 Grounds for rejection and disqualification

The CCT shall determine whether there has been any effort by a tenderer to influence the processing of tender offers and instantly disqualify a tenderer (and his tender offer) if it is established that he engaged in corrupt or fraudulent practices.

2.3.7 Test for responsiveness

2.3.7.1 Appoint a Bid Evaluation Committee and determine after opening whether each tender offer properly received:

- a) complies with the requirements of these Conditions of Tender,
- b) has been properly and fully completed and signed, and
- c) is responsive to the other requirements of the tender documents.

2.3.7.2 A responsive tender is one that conforms to all the terms, conditions, and specifications of the tender documents without material deviation or qualification. A material deviation or qualification is one which, in the CCT's opinion, would:

- a) Detrimentially affect the scope, quality, or performance of the goods, services or supply identified in the Specifications,

- b) Significantly change the CCT's or the tenderer's risks and responsibilities under the contract, or
- c) affect the competitive position of other tenderers presenting responsive tenders, if it were to be rectified.

Reject a non-responsive tender offer, and not allow it to be subsequently made responsive by correction or withdrawal of any material deviation or qualification.

The CCT reserves the right to accept a tender offer which does not, in the CCT's opinion, materially and/or substantially deviate from the terms, conditions, and specifications of the tender documents.

2.3.8 Arithmetical errors, omissions and discrepancies

2.3.8.1 Check the responsive tenders for:

- a) The gross misplacement of the decimal point in any unit rate;
- b) Omissions made in completing the Price Schedule; or
- c) Arithmetic errors in:
 - i) line item totals resulting from the product of a unit rate and a quantity in the Price Schedule; or
 - ii) The summation of the prices; or
 - iii) Calculation of individual rates.

2.3.8.2 The CCT must correct the arithmetical errors in the following manner:

- a) Where there is a discrepancy between the amounts in words and amounts in figures, the amount in words shall govern.
- b) If pricing schedules apply and there is an error in the line item total resulting from the product of the unit rate and the quantity, the line item total shall govern and the rate shall be corrected. Where there is an obviously gross misplacement of the decimal point in the unit rate, the line item total as tendered shall govern, and the unit rate shall be corrected.
- c) Where there is an error in the total of the prices either as a result of other corrections required by this checking process or in the tenderer's addition of prices, the total of the prices shall govern and the tenderer will be asked to revise selected item prices (and their rates if Price Schedules apply) to achieve the tendered total of the prices.

Consider the rejection of a tender offer if the tenderer does not correct or accept the correction of the arithmetical error in the manner described above.

- 2.3.8.3** In the event of tendered rates or lump sums being declared by the CCT to be unacceptable to it because they are not priced, either excessively low or high, or not in proper balance with other rates or lump sums, the tenderer may be required to produce evidence and advance arguments in support

of the tendered rates or lump sums objected to. If, after submission of such evidence and any further evidence requested, the CCT is still not satisfied with the tendered rates or lump sums objected to, it may request the tenderer to amend these rates and lump sums along the lines indicated by it.

The tenderer will then have the option to alter and/or amend the rates and lump sums objected to and such other related amounts as are agreed on by the CCT, but this shall be done without altering the tender offer in accordance with this clause.

Should the tenderer fail to amend his tender in a manner acceptable to and within the time stated by the CCT, the CCT may declare the tender as non-responsive.

2.3.9 Clarification of a tender offer

The CCT may, after the closing date, request additional information or clarification from tenderers, in writing on any matter affecting the evaluation of the tender offer or that could give rise to ambiguity in a contract arising from the tender offer, which written request and related response shall not change or affect their competitive position or the substance of their offer. Such request may only be made in writing by the Director: Supply Chain Management using any means as appropriate.

2.3.10 Evaluation of tender offers

2.3.10.1 General

2.3.10.1.1 The CCT may reduce each responsive tender offer to a comparative price and evaluate them using the tender evaluation methods and associated evaluation criteria and weightings that are specified in the Conditions of Tender.

2.3.10.1.2 For evaluation purposes only, the effects of the relevant contract price adjustment methods will be considered in the determination of comparative prices as follows:

- a) If the selected method is based on bidders supplying rates or percentages for outer years, comparative prices would be determined over the entire contract period based on such rates or percentages.
- b) If the selected method is based on a formula, indices, coefficients, etc. that is the same for all bidders during the contract period, comparative prices would be the prices as tendered for year one.
- c) If the selected method is based on a formula, indices, coefficients, etc. that varies between bidders, comparative prices would be determined over the entire contract period based on published indices relevant during the 12 months prior to the closing date of tenders.
- d) If the selected method includes an imported content requiring rate of exchange variation, comparative prices would be determined based on the exchange rates tendered for the prices as tendered for year one. The rand equivalent of the applicable currency 14 days prior to the closing

date of tender will be used (the CCT will check all quoted rates against those supplied by its own bank).

- e) If the selected method is based on suppliers' price lists, comparative prices would be the prices as tendered for year one.
- f) If the selected method is based on suppliers' price lists and / or rate of exchange, comparative prices would be determined as tendered for year one whilst taking into account the tendered percentage subject to rate of exchange (see sub clause (d) for details on the calculation of the rate of exchange).

2.3.10.1.3 Where the scoring of functionality forms part of a bid process, each member of the Bid Evaluation Committee must individually score functionality. The individual scores must then be interrogated and calibrated if required where there are significant discrepancies. The individual scores must then be added together and averaged to determine the final score.

2.3.10.2 Decimal places

Score financial offers, preferences and functionality, as relevant, to two decimal places.

2.3.10.3 Scoring of tenders (price and preference)

2.3.10.3.1 Points for price will be allocated in accordance with the formula set out in this clause based on the tender sum / amount as set out in the **Price Schedule (Section 7)**.

- Based on the sum of the prices/rates in relation to the estimated quantities.

2.3.10.3.2 Points for preference will be allocated in accordance with the provisions of **Preference Schedule** and the table in this clause.

2.3.10.3.3 The terms and conditions of **Preference Schedule** as it relates to preference shall apply in all respects to the tender evaluation process and any subsequent contract.

2.3.10.3.4 Applicable formula:

Either the 80/20 or 90/10 preference point system will apply to this tender or the lowest acceptable tender will be used to determine the applicable preferences

The 80/20 price/preference points system will be applied to the evaluation of responsive tenders up to and including a Rand value of R50'000'000 (all applicable taxes included), whereby the order(s) will be placed with the tenderer(s) scoring the highest total number of adjudication points.

Price shall be scored as follows:

$$Ps = 80 \times (1 - \frac{Pt - Pmin}{Pmax - Pmin})$$

Pmin

Where: Ps is the number of points scored for price;
 Pt is the price of the tender under consideration;
 Pmin is the price of the lowest responsive tender.

Preference points shall be based on the Specific Goal as per below:

Table B1: Awards above R750 000 and up to R50 mil (VAT Inclusive)

#	Specific goals allocated points	Preference Points (80/20) <i>Equal/ below R50 mil</i>	Evidence	Additional Guidance
<i>Persons, or categories of persons, historically disadvantaged- (HDI) by unfair discrimination on the basis of</i>				
1	Gender are women (ownership)* >75% - 100% women ownership: 5 points >50% - 75% women ownership: 4 points >25% - 50% women ownership: 3 points >0% - 25% women ownership: 2 points 0% women ownership = 0 points	5	<ul style="list-style-type: none"> Company Registration Certification Central Supplier Database report 	<ul style="list-style-type: none"> Issued by the Companies and Intellectual Property Commission Report name: CSD Registration report
2	Race are black persons (ownership)* >75% - 100% black ownership: 5 points >50% - 75% black ownership: 4 points >25% - 50% black ownership: 3 points >0% - 25% black ownership: 2 points 0% black ownership = 0 points	5	<ul style="list-style-type: none"> B-BBEE certificate; Company Registration Certification Central Supplier Database report 	<ul style="list-style-type: none"> South African National Accreditation System approved certificate or commissioned sworn affidavit Issued by the Companies and Intellectual Property Commission Report name: CSD Registration report
3	Disability are disabled persons (ownership)* WHO disability guideline >2% ownership: 3 points >0% - 2% ownership: 1.5 point 0% ownership = 0 points	3	<ul style="list-style-type: none"> Proof of disability Company Registration Certification 	<ul style="list-style-type: none"> Medical certificate/ South African Revenue Services disability registration Issued by the Companies and Intellectual Property Commission
<i>Reconstruction and Development Programme (RDP) as published in Government Gazette</i>				
4	Promotion of Micro and Small Enterprises Micro with a turnover up to R20million and Small with a turnover up to R80 million as per National Small Enterprise Act, 1996 (Act No.102 of 1996) SME partnership, sub-contracting, joint venture or consortiums	7	<ul style="list-style-type: none"> B-BBEE status level of contributor; South African owned enterprises; 	<ul style="list-style-type: none"> Specifically in line with the respective sector codes which the company operates, South African National Accreditation System approved certificate or commissioned sworn affidavit Certificate of incorporation or commissioned sworn affidavit

			<ul style="list-style-type: none"> Financial Statement to determine annual turnover 	<ul style="list-style-type: none"> Latest financial statements (1 Year)
	Total points	20		

*Ownership: main tendering entity

AND

The 90/10 price/preference points system will be applied to the evaluation of responsive tenders above a Rand value of R50'000'000 (all applicable taxes included), whereby the order(s) will be placed with the tenderer(s) scoring the highest total number of adjudication points.

Price shall be scored as follows:

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

Where: Ps is the number of points scored for price;
Pt is the price of the tender under consideration;
Pmin is the price of the lowest responsive tender.

Preference points shall be based on the Specific Goal as per below:

Table B2: Awards above R50 mil (VAT Inclusive)

#	Specific goals allocated points	Preference Points (90/10) <i>Above R50 mil</i>	Evidence	Additional Guidance
<i>Persons, or categories of persons, historically disadvantaged- (HDI) by unfair discrimination on the basis of</i>				
1	Gender are women (ownership)* >75% - 100% women ownership: 3 points >50% - 75% women ownership: 2 points >25% - 50% women ownership: 1 point >0% - 25% women ownership: 0.5 point 0% women ownership = 0 points	3	<ul style="list-style-type: none"> Company Registration Certification Central Supplier Database report 	<ul style="list-style-type: none"> Issued by the Companies and Intellectual Property Commission Report name: CSD Registration report
2	Race are black persons (ownership)* >75% - 100% black ownership: 3 points >50% - 75% black ownership: 2 points >25% - 50% black ownership: 1 point >0% - 25% black ownership: 0.5 point 0% black ownership = 0 points	3	<ul style="list-style-type: none"> B-BBEE certificate; Company Registration Certification Central Supplier Database report 	<ul style="list-style-type: none"> South African National Accreditation System approved certificate or commissioned sworn affidavit Issued by the Companies and Intellectual Property Commission Report name: CSD Registration report
3	Disability are disabled persons (ownership)* WHO disability guideline >2% ownership: 1 points >0% - 2% ownership: 0.5 point 0% ownership = 0 point	1	<ul style="list-style-type: none"> Proof of disability Company Registration Certification 	<ul style="list-style-type: none"> Medical certificate/ South African Revenue Services disability registration Issued by the Companies and Intellectual Property Commission

Reconstruction and Development Programme (RDP) as published in Government Gazette				
4	<p>Promotion of Micro and Small Enterprises <i>Micro with a turnover up to R20million and Small with a turnover up to R80 million as per National Small Enterprise Act, 1996 (Act No.102 of 1996)</i></p> <p><i>SME partnership, sub-contracting, joint venture or consortiums</i></p>	3	<ul style="list-style-type: none"> • B-BBEE status level of contributor; • South African owned enterprises; • Financial Statement to determine annual turnover 	<ul style="list-style-type: none"> • Specifically in line with the respective sector codes which the company operates, • South African National Accreditation System approved certificate or commissioned sworn affidavit • Certificate of incorporation or commissioned sworn affidavit • Latest financial statements (1 Year)
Total points		10		

*Ownership: main tendering entity

2.3.10.5 Risk Analysis

Notwithstanding compliance with regard to any requirements of the tender, the CCT will perform a risk analysis in respect of the following:

- a) reasonableness of the financial offer
- b) reasonableness of unit rates and prices
- c) the tenderer's ability to fulfil its obligations in terms of the tender document, that is, that the tenderer can demonstrate that he/she possesses the necessary professional and technical qualifications, professional and technical competence, financial resources, equipment and other physical facilities, managerial capability, reliability, capacity, experience, reputation, personnel to perform the contract, etc.; the CCT reserves the right to consider a tenderer's existing contracts with the CCT in this regard
- d) any other matter relating to the submitted bid, the tendering entity, matters of compliance, verification of submitted information and documents, etc.

The conclusions drawn from this risk analysis will be used by the CCT in determining the acceptability of the tender offer.

No tenderer will be recommended for an award unless the tenderer has demonstrated to the satisfaction of the CCT that he/she has the resources and skills required.

2.3.11 Negotiations with preferred tenderers

The CCT may negotiate the final terms of a contract with tenderers identified through a competitive tendering process as preferred tenderers provided that such negotiation:

- a) Does not allow any preferred tenderer a second or unfair opportunity;
- b) Is not to the detriment of any other tenderer; and
- c) Does not lead to a higher price than the tender as submitted.

If negotiations fail to result in acceptable contract terms, the City Manager (or his delegated authority) may terminate the negotiations and cancel the tender, or invite the next ranked tenderer for negotiations. The original preferred tenderer should be informed of the reasons for termination of the negotiations. If the decision is to invite the next highest ranked tenderer for negotiations, the failed earlier negotiations may not be reopened by the CCT.

Minutes of any such negotiations shall be kept for record purposes.

The provisions of this clause will be equally applicable to any invitation to negotiate with any other tenderers.

In terms of the CCT's SCM Policy, tenders must be cancelled in the event that negotiations fail to achieve a market related price with any of the three highest scoring tenderers.

2.3.12 Acceptance of tender offer

Notwithstanding any other provisions contained in the tender document, the CCT reserves the right to:

2.3.12.1 Accept a tender offer(s) which does not, in the CCT's opinion, materially and/or substantially deviate from the terms, conditions, and specifications of the tender document.

2.3.12.2 Accept the whole tender or part of a tender or any item or part of any item or items from multiple manufacturers, or to accept more than one tender (in the event of a number of items being offered), and the CCT is not obliged to accept the lowest or any tender.

2.3.12.3 Accept the tender offer(s), if in the opinion of the CCT, it does not present any material risk and only if the tenderer(s):

- a) is not under restrictions, has any principals who are under restrictions, or is not currently a supplier to whom notice has been served for abuse of the supply chain management system, preventing participation in the CCT's procurement,
- b) can, as necessary and in relation to the proposed contract, demonstrate that he or she possesses the professional and technical qualifications, professional and technical competence, financial resources, equipment and other physical facilities, managerial capability, reliability, experience and reputation, expertise and the personnel, to perform the contract,
- c) has the legal capacity to enter into the contract,
- d) is not insolvent, in receivership, under Business Rescue as provided for in chapter 6 of the Companies Act, 2008, bankrupt or being wound up, has his affairs administered by a court or

a judicial officer, has suspended his business activities, or is subject to legal proceedings in respect of any of the foregoing, complies with the legal requirements, if any, stated in the tender data, and

- e) is able, in the opinion of the CCT, to perform the contract free of conflicts of interest.

If an award cannot be made in terms of anything contained herein, the CCT reserves the right to consider the next ranked tenderer(s).

2.3.12.4 The CCT reserves the right not to make an award, or revoke an award already made, where the implementation of the contract may result in reputational risk or harm to the CCT as a result of (inter alia):

- a) reports of poor governance or unethical behaviour, or both;
- b) association with known notorious individuals and family of notorious individuals;
- c) poor performance issues, known to the CCT;
- d) negative media reports, including negative social media reports;
- e) adverse assurance (e.g. due diligence) report outcomes; and
- f) circumstances where the relevant vendor has employed, or is directed by, anyone who was previously employed in the service of the state (as defined in clause 1.53 of the SCM Policy), where the person is or was negatively implicated in any SCM irregularity.

2.3.12.5 The CCT reserves the right to nominate an StandbyBidder at the time when an award is made and in the event that a contract is terminated during the execution thereof, the CCT may consider the award of the contract, or non-award, to the Standby Bidder in terms of the procedures included its SCM Policy.

2.3.13 Prepare contract documents

2.3.13.1 If necessary, revise documents that shall form part of the contract and that were issued by the CCT as part of the tender documents to take account of:

- a) Notices issued during the tender period,
- b) Inclusion of some of the returnable documents, and
- c) Other revisions agreed between the CCT and the successful tenderer.

2.3.13.2 Complete the schedule of deviations attached to the form of offer and acceptance, if any.

2.3.14 Notice to successful and unsuccessful tenderers

2.3.14.1 Before accepting the tender of the successful tenderer the CCT shall notify the successful tenderer in writing of the decision of the CCT's Bid Adjudication Committee to award the tender to the successful tenderer. No rights shall accrue to the successful tenderer in terms of this notice

2.3.14.2 The CCT shall, at the same time as notifying the successful tenderer of the Bid Adjudication Committee's decision to award the tender to the successful tenderer, also give written notice to the other tenderers informing them that they have been unsuccessful.

2.3.15 Provide written reasons for actions taken

Provide upon request written reasons to tenderers for any action that is taken in applying these Conditions of Tender, but withhold information which is not in the public interest to be divulged, which is considered to prejudice the legitimate commercial interests of tenderers or might prejudice fair competition between tenderers.

TENDER DOCUMENT GOODS AND SERVICES		 CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD
SUPPLY CHAIN MANAGEMENT		
SCM - 542	Approved by Branch Manager: February 2024	Version: 10 Page 34 of 80

<p>TENDER NO: 181S/2025/26</p> <p>TENDER DESCRIPTION: General Facility Cleaning Services– Leased and Owned Facilities for Community Services and Health: Recreation and Parks</p> <p>CONTRACT PERIOD: 36 MONTHS FROM THE COMMENCEMENT DATE OF THE CONTRACT</p>

THE CONTRACT

THE CITY OF CAPE TOWN	
A metropolitan municipality, established in terms of the Local Government: Municipal Structures Act, 117 of 1998 read with the Province of the Western Cape: Provincial Gazette 5588 dated 22 September 2000, as amended (“the Purchaser”) herein represented by	
AUTHORISED REPRESENTATIVE	

AND

SUPPLIER	
NAME of Company/Close Corporation or Partnership / Joint Venture/ Consortium or Sole Proprietor /Individual (The “Supplier” / “tenderer”)	
TRADING AS (if different from above)	
REGISTRATION NUMBER	
PHYSICAL ADDRESS / CHOSEN DOMICILIUM CITANI ET EXECTUANDI OF THE SUPPLIER	
AUTHORISED REPRESENTATIVE	
CAPACITY OF AUTHORISED REPRESENTATIVE	

(HEREINAFTER COLLECTIVELY REFERRED TO AS “THE PARTIES” AND INDIVIDUALLY A “PARTY”)

NATURE OF TENDER OFFER (please indicate below)	
Main Offer (see clause 2.2.11.1)	

Alternative Offer (see clause 2.2.11.1)	
--	--

Department of Employment & Labour Registration – proof/certificate certified copy (≤3 months).	<input type="checkbox"/> Yes <input type="checkbox"/> No
Compensation for Occupational Injuries and Diseases Act (COIDA) - Letter of Good Standing	<input type="checkbox"/> Yes <input type="checkbox"/> No

C.2 FORM OF OFFER AND ACCEPTANCE

TENDER: 181S/2025/26 - General Facility Cleaning Services– Leased and Owned Facilities for Community Services and Health: Recreation and Parks

C.2.1 Offer (To Be Completed by the Tenderer as Part of Tender Submission)

The tenderer, identified in the offer signature table below,

HEREBY AGREES THAT by signing the *Form of Offer and Acceptance*, the tenderer:

1. confirms that it has examined the documents listed in the Index (including Schedules and Annexures) and has accepted all the Conditions of Tender;
2. confirms that it has received and incorporated any and all notices issued to tenderers issued by the CCT;
3. confirms that it has satisfied itself as to the correctness and validity of the tender offer; that the price(s) and rate(s) offered cover all the goods and/or services specified in the tender documents; that the price(s) and rate(s) cover all its obligations and accepts that any mistakes regarding price(s), rate(s) and calculations will be at its own risk;
4. offers to supply all or any of the goods and/or render all or any of the services described in the tender document to the CCT in accordance with the:
 - 4.1 terms and conditions stipulated in this tender document;
 - 4.2 specifications stipulated in this tender document; and
 - 4.3 at the prices as set out in the **Price Schedule**.
5. accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on it in terms of the Contract.

SIGNED AT _____ (PLACE) ON THE ____ (DAY) OF _____ (MONTH AND YEAR)

 For and on behalf of the Supplier
 (Duly Authorised)
 Name and Surname:

 Witness 1 Signature
 Name and Surname:

 Witness 2 Signature
 Name and Surname:

INITIALS OF CCT OFFICIALS		
1	2	3

FORM OF OFFER AND ACCEPTANCE (continued)

TENDER: 181S/2025/26 - General Facility Cleaning Services– Leased and Owned Facilities for Community Services and Health: Recreation and Parks

C.2.2 Acceptance (To Be Completed by the CCT)

By signing this part of this *Form of Offer and Acceptance*, the CCT accepts the tenderer's (if awarded the Supplier's) offer. In consideration thereof, the CCT shall pay the Supplier the amount due in accordance with the conditions of contract. Acceptance of the Supplier's offer shall form an agreement between the CCT and the Supplier upon the terms and conditions contained in this document.

The terms of the agreement are contained in the Contract (as defined) including drawings and documents or parts thereof, which may be incorporated by reference.

Deviations from and amendments to the documents listed in the tender data and any addenda thereto as listed in the *Tender Returnable Documents* as well as any changes to the terms of the offer agreed by the tenderer and the CCT during this process of offer and acceptance, are contained in the *Schedule of Deviations* attached to and forming part of this *Form of Offer and Acceptance*. No amendments to or deviations from said documents are valid unless contained in the *Schedule of Deviations*.

The Supplier shall within 2 (two) weeks after receiving a complete, copy of the Contract, including the *Schedule of Deviations* (if any), contact the CCT to arrange the delivery of any securities, bonds, guarantees, proof of insurance and any other documents to be provided in terms the *Special Conditions of Contract*. Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation / breach of the agreement.

Notwithstanding anything contained herein, this agreement comes into effect on the Commencement Date, being the date upon which the Supplier confirms receipt from the CCT of 1 (one) complete, signed copy of the Contract, including amendments or deviations contained in the *Schedule of Deviations* (if any).

For and on behalf of the City of Cape Town
(Duly Authorised)
Name and Surname:

Witness 1 Signature
Name and Surname:

Witness 2 Signature
Name and Surname:

FORM OF OFFER AND ACCEPTANCE (continued)

TENDER: 181S/2025/26 - General Facility Cleaning Services– Leased and Owned Facilities for Community Services and Health: Recreation and Parks

C.2.4 Confirmation of Receipt (To be Completed by Supplier upon Acceptance)

The Supplier identified in the offer part of the Contract hereby confirms receipt from the CCT of 1 (one) complete, signed copy of the Contract, including the *Schedule of Deviations* (if any) on:

The..... (Day)
Of..... (Month)
20..... (year)
At..... (Place)

For the Supplier: Signature(s)
Name(s)
Capacity
Signature and name of witness:
Signature Name

ONLY TO BE COMPLETED AT ACCEPTANCE STAGE

C.3 OCCUPATIONAL HEALTH AND SAFETY AGREEMENT

**AGREEMENT MADE AND ENTERED INTO BETWEEN THE CCT (HEREINAFTER CALLED THE "CCT")
AND**

.....
(Supplier/Mandatory/Company/CC Name)

IN TERMS OF SECTION 37(2) OF THE OCCUPATIONAL HEALTH AND SAFETY ACT, 85 OF 1993 AS AMENDED.

I,, representing

....., as an employer in its own right in its own right, do hereby undertake to ensure, as far as is reasonably practicable, that all work will be performed, and all equipment, machinery or plant used in such a manner as to comply with the provisions of the Occupational Health and Safety Act (hereafter "OHSa") and the Regulations promulgated thereunder.

I furthermore confirm that I am/we are registered with the Compensation Commissioner and that all registration and assessment monies due to the Compensation Commissioner have been fully paid or that I/We are insured with an approved licensed compensation insurer.

COID ACT Registration Number:

OR Compensation Insurer: Policy No.:

I undertake to appoint, where required, suitable competent persons, in writing, in terms of the requirements of OHSa and the Regulations and to charge him/them with the duty of ensuring that the provisions of OHSa and Regulations as well as the Council's Special Conditions of Contract, Way Leave, Lock-Out and Work Permit Procedures are adhered to as far as reasonably practicable.

I further undertake to ensure that any subcontractors employed by me will enter into an occupational health and safety agreement separately, and that such subcontractors comply with the conditions set.

I hereby declare that I have read and understand the Occupational Health and Safety Specifications contained in this tender and undertake to comply therewith at all times.

I hereby also undertake to comply with the Occupational Health and Safety Specification and Plan submitted and approved in terms thereof.

Signed aton the.....day of.....20....

Witness

Mandatory

Signed at..... on the.....day of.....20

Witness

for and on behalf of
CCT

C.4 PRICE SCHEDULE

Bid specifications may not make any reference to any particular trade mark, name, patent, design, type, specific origin or producer, unless there is no other sufficiently precise or intelligible way of describing the characteristics of the work, in which case such reference must be accompanied by the words "or equivalent".

Pricing Instructions

4.1 State the rates and prices in Rand unless instructed otherwise in the tender conditions.

4.2 Include in the rates, prices, and the tendered total of the prices (if any) all duties, taxes (except Value Added Tax (VAT), and other levies payable by the successful tenderer, such duties, taxes and levies being those applicable 14 days before the closing time stated in the General Tender Information. [The **tendered price** must include all: insurances, services, labour, equipment, cleaning materials and any government levied tax that may be applicable, such as: **Personal Protective Equipment [OHS Act: Equipment:** As required in terms of the Occupational Health & Safety Act. All staff must also be provided with uniforms and PPC (personal protective clothing and name tags to ensure easy identification. Uniforms provided must display the company logo]; **Staff Remuneration** [The amount payable to contract staff every month must comply applicable labour laws and regulations.]; **UIF – Company Portion (Compliant with Legislation); COIDA [Valid** Compensation for Occupational Injuries and Diseases Act Insurance]; **Office administration** [Pro-rata cost contributing to your office administration e.g. public liability, stationery, postage, telephone rental, etc.]; **Tax (on profit)** [Tax payable on estimated profit derived from this contract.]; etc.; but **excludes value added tax (VAT).**]

4.3 All prices tendered must include all expenses, disbursements and costs (e.g. transport, accommodation etc.) that may be required for the execution of the tenderer's obligations in terms of the Contract, and shall cover the cost of all general risks, liabilities and obligations set forth or implied in the Contract as well as overhead charges and profit (in the event that the tender is successful). All prices tendered will be final and binding.

4.4 All prices shall be tendered in accordance with the units specified in this schedule.

4.5 Where a value is given in the Quantity column, a Rate and Price (the product of the Quantity and Rate) is required to be inserted in the relevant columns.

4.6 The successful Tenderer is required to perform all tasks listed against each item. The Tenderer must therefore tender prices/rates on all items as per the section in the Price Schedule. **An item against which no rate is/are entered, or if anything other than a rate or a nil rate (for example, a zero, a dash or the word "included" or abbreviations thereof) is entered against an item, it will also be regarded as a nil rate having been entered against that item, i.e. that there is no charge for that item. The Tenderer may be requested to clarify nil rates, or items regarded as having nil rates; and the Employer may also perform a risk analysis with regard to the reasonableness of such rates.**

4.7 Provide fixed rates and prices for the duration of the contract that are not subject to adjustment except as otherwise provided for in clause 17 of the Conditions of Contract and as amplified in the Special Conditions of Contract.

4.8 Tenderers may tender for one or more or both regions as per the pricing schedule (North and South).

4.9 Tenderers must price for all line items per area (region) to be considered responsive for the respective area (region). Failure to price any item within a region will result in outright disqualification for that region

4.10 The quoted price/s must include all labour, transport, PPE clothing, materials and consumables; as listed in Schedule C.5.1.7, Unless expressly separated in the Price Schedule, every rate tendered shall be fully inclusive of all direct and indirect costs necessary for the complete execution of the services

4.11 The rates tendered for Cleaners and Supervisors shall be:

- Fixed daily or hourly rates per Cleaners or Supervisors,
- Inclusive of all labour, statutory costs, PPE/uniforms, required to deploy staff to any facility within the awarded region,
- Exclusive of transport, consumables and chemicals, unless otherwise stated.

No additional transport, mobilisation, PPE or supervision fees will be accepted for routine services

4.12 Transport Fees apply only where explicitly provided for in the Price Schedule.

These fees shall be tendered per kilometre, per shift, per time band, and shall be strictly all-inclusive.

They must cover:

- Vehicles, fleet, fuel, insurance
- Staff mobilisation/demobilisation
- Any number of personnel and any quantity of equipment
- All travel time and logistical arrangements

No mileage-based, trip-based, distance-based or surcharge-based claims beyond this rate will be accepted.

4.13 All specialised and ad hoc services must be priced as fully inclusive unit rates (per m², per hour, or per item as specified).

These rates shall include:

- All required consumables, chemicals, agents and materials
- All equipment needed for execution, including fuel, wear, maintenance and operation
- These rates shall exclude labour only where indicated.

4.14 A Flat Call-Out & Transport Fee shall be charged once per instruction, per time band (Weekday, Saturday, Sunday/Public Holiday, After-hours)..

This Fee is strictly all-inclusive, covering:

- Mobilisation and demobilisation of all personnel
- Transport of all equipment, materials and chemicals
- Any distance travelled
- Any number of personnel

- Any duration of travel time

Absolutely no additional transport, mileage, delivery, collection or mobilisation charges will be considered.

4.15 All equipment rental rates must be entered as hourly, all-inclusive operational rates per item.

These rates must include:

- Fuel, operation, maintenance and repairs
- Consumables, chemicals and wear items
- Insurance and equipment readiness
- All overheads and contractor margin

These rates must exclude:

- Labour (unless expressly indicated)

No separate charges for delivery, collection, or transportation of equipment will be accepted, except where the Schedule lists a Flat Delivery & Transport Fee.

4.16 The Tenderer is responsible for establishing and providing the full daily consumable requirement per facility, ensuring uninterrupted supply.

All equipment must remain:

- Fully operational
- Sufficient in quantity
- Well-maintained and service-ready throughout the entire contract period.

4.17 The Tenderer shall be solely responsible for determining, providing, and maintaining the full quantity of consumables and chemicals required per day and/or per square metre for all ad hoc and specialised cleaning services at any facility covered under this contract.

This obligation shall expressly take into account and be informed by:

- The Minimum Chemical Requirement List (as set out in Addendum / Schedule 1A),
- The Cleaning Matrix (routine, periodic, frequency-based requirements), and
- The approved Ad Hoc Cleaning Methodologies for each specialised service category.

4.18 Compliance With Minimum Chemical Standards

All cleaning agents and chemicals must comply fully with the Minimum Chemical Requirement List, and include the appropriate:

- Detergents
- Degreasers
- Disinfectants
- Strippers, sealers, and sanitisers
- Steam-cleaning chemicals
- Specialised chemical agents for graffiti, waste cleanup, flood response, etc.

4.19 Alignment With Ad Hoc Methodologies

Consumable usage must support the prescribed methodologies for:

- Steam cleaning (ablutions, kitchens, carpets, tiles, laminates, fabrics)
- Strip & seal operations
- Illegal dumping and waste cleanup
- Graffiti removal
- Flood response and restoration
- High-touch and hygiene-critical areas

4.20 The Tenderer must ensure that consumables selected for these services are adequate in quantity, fit-for-purpose, SABS-approved, environmentally sound where required, and suitable for the equipment used.

4.21 All costs associated with consumables and chemicals for ad hoc/specialised services shall be fully included in the Tenderer’s rates, as required under Section B of the Price Schedule.

No supplementary, once-off, “out-of-stock”, transport, or additional material charges will be considered

4.22 The Tenderer is responsible to ensure that all equipment **are readily available** and in good working condition at all times - for the duration of the contract.

4.23 The **Client is responsible to determine the amount of labour and quantity of equipment** that will be required per hour, day, m2 based on the cleaning schedule/matrix and as per their operational need.

5. PRICE SCHEDULE

<p>5.1 PRICE SCHEDULE: AREA 1 (NORTH)</p>
<p>A: CLEANING SERVICES: PRICING SCHEDULE – INCLUDE of all labour, PPE clothing, and EXCLUDE transport AND consumables/chemicals</p>
<p>Note 1: Daily/Hourly Rates for Cleaners and Supervisors A fixed daily or hourly rate per Cleaner or Supervisor shall be provided. These rates include:</p> <ul style="list-style-type: none"> • All labour costs (wages, allowances, statutory employer contributions) • All PPE clothing required in accordance with OHS legislation <p>These rates exclude:</p> <ul style="list-style-type: none"> • All transport and logistics required to deploy the Cleaner/Supervisor to the facility • All consumables, chemicals, detergents, and cleaning materials <p>No additional charges for labour or PPE may be levied beyond these rates. The rates submitted must reflect the full and final cost for providing a Cleaner or Supervisor for the applicable time band, excluding transport and consumables/chemicals.</p>
<p>Note 2: Transport Fee (Per Applicable Time Band, Per km, Per time band) A transport fee shall be charged per applicable time band, per kilometre, and per shift, for the mobilisation and demobilisation of personnel, equipment, and vehicles required to deliver cleaning services.</p>

This fee shall **include**:

- All transport related costs (vehicle usage, fleet, fuel, logistics, and insurance)
- All labour associated with mobilisation and demobilisation
- All administrative and operational overheads connected to transport activities

This fee applies to the shortest distance travelled between the contractor's base and the designated facility, and is charged irrespective of:

- The number of personnel deployed
- The time taken to travel
- The quantity or type of equipment transported

The fee must be priced per time band (Weekdays, Saturdays, Sundays/Public Holidays, After hours), per km travelled, and per shift. No additional mileage, trip fees, vehicle costs, mobilisation charges, or transport related surcharges may be levied beyond this fee.

Item No.	Description	Unit of Measure	TOTAL UNIT PRICE Excl. VAT Year 1
5.1.1	LABOUR: PER CLEANER Daily rate Mon–Fri (8h): (between 06:00 - 18:00)	Per day (8h)	R
5.1.2	LABOUR: PER CLEANER Daily rate Saturday (8h): (between 06:00 - 18:00)	Per day (8h)	R
5.1.3	LABOUR: PER CLEANER Daily rate Sunday/Public Holiday (8h): (between 06:00 - 18:00)	Per day (8h)	R
5.1.4	LABOUR: PER CLEANER Hourly rate Mon–Fri: (between 06:00 - 18:00)	Per hour	R
5.1.5	LABOUR: PER CLEANER Hourly rate Saturday: (between 06:00 - 18:00)	Per hour	R
5.1.6	LABOUR: PER CLEANER Hourly rate Sunday/Public Holiday: (between 06:00 - 18:00)	Per hour	R
5.1.7	LABOUR: PER CLEANER Hourly rate after-hours/night shift services: Mon–Fri: (between 18:00–06:00)	Per hour	R
5.1.8	LABOUR: PER CLEANER Hourly rate after-hours/night shift services: Saturdays (between 18:00–06:00)	Per hour	R

5.1.9	LABOUR: PER CLEANER Hourly rate after-hours/night Sunday/Public Holiday (between 18:00–06:00):	Per hour	R
5.1.10	LABOUR: PER SUPERVISOR Daily rate Mon–Fri (8h): (between 06:00 - 18:00)	Per day (8h)	R
5.1.11	LABOUR: PER SUPERVISOR Daily rate Saturday (8h): (between 06:00 - 18:00)	Per day (8h)	R
5.1.12	LABOUR: PER SUPERVISOR Daily rate Sunday/Public Holiday (8h): (between 06:00 - 18:00)	Per day (8h)	R
5.1.13	LABOUR: PER SUPERVISOR Hourly rate Mon–Fri: (between 06:00 - 18:00)	Per hour	R
5.1.14	LABOUR: PER SUPERVISOR Hourly rate Saturday: (between 06:00 - 18:00)	Per hour	R
5.1.15	LABOUR: PER SUPERVISOR Hourly rate Sunday/Public Holiday: (between 06:00 - 18:00)	Per hour	R
5.1.16	LABOUR: PER SUPERVISOR Hourly rate after-hours/night shift services: Mon–Fri: (between 18:00–06:00)	Per hour	R
5.1.17	LABOUR: PER SUPERVISOR Hourly rate after-hours/night shift services: Saturdays (between 18:00–06:00)	Per hour	R
5.1.18	LABOUR: PER SUPERVISOR Hourly rate after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per hour	R
5.1.19	TRANSPORT FEE Mon–Fri: (between 06:00 - 18:00)	Per KM	R
5.1.20	TRANSPORT FEE Saturday: (between 06:00 - 18:00)	Per KM	R
5.1.21	TRANSPORT FEE Sunday/Public Holiday: (between 06:00 - 18:00)	Per KM	R

5.1.22	TRANSPORT FEE after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per KM	R
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B: AD HOC SPECIALISED SERVICES: PRICING SCHEDULE –INCLUDE consumables, chemicals and equipment AND EXCLUDE of all labour, PPE clothing, transport;

Note 1: AD HOC SPECIALISED SERVICES

All ad hoc specialised services shall be priced as **inclusive rates** per m², per hour, or per item, as applicable.

These rates shall **INCLUDE**:

- All consumables and materials necessary to carry out the service
- All equipment required—together with its operation, fuel, maintenance, servicing, and readiness
- All operational overheads directly associated with the service

These rates shall **EXCLUDE**:

- All labour required to execute the task
- All PPE clothing required in terms of OHS legislation

No additional charges for labour, chemicals, materials, equipment, transport, fuel, or any support services may be charged outside the prescribed line items. The rate provided must constitute the **complete and final cost** for delivering the required service.

Note 2: Flat Call-Out and Transport Fee

A fixed, once-off, **all-inclusive** charge payable **per call-out instruction** for the mobilisation and demobilisation of all personnel, equipment, and vehicles required to deliver any ad hoc or specialised cleaning service.

This fee shall include:

- All transport-related costs, including vehicle usage, fleet, fuel, logistics, and insurance
- All labour associated with mobilisation and demobilisation activities
- All administrative and operational overheads related to transport and deployment

This fee applies **irrespective of**:

- The distance travelled
- The number of personnel deployed
- The time spent travelling
- The type or quantity of equipment mobilised

The fee must be priced per applicable time band (Weekdays, Saturdays, Sundays/Public Holidays, After-hours). No additional mileage, trip fees, transport surcharges, or any other transport-related charges may be levied beyond this fee.

Item No.	Description	Unit of Measure	TOTAL UNIT PRICE Excl. VAT Year 1
5.1.23	Flat Call out and transport fee Mon–Fri: (between 06:00 - 18:00)	Per Shift	R
5.1.24	Flat Call out and transport fee Saturday: (between 06:00 - 18:00)	Per Shift	R
5.1.25	Flat Call out and transport fee Sunday/Public Holiday: (between 06:00 - 18:00)	Per Shift	R
5.1.26	Flat Call out and transport fee after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per Shift	R
5.1.27	Steam cleaning: Ablutions/Kitchens: Sanitary appliances, showers, traps, gullies, etc. Mon–Fri: (between 06:00 - 18:00)	Per m ²	R
5.1.28	Steam cleaning: Ablutions/Kitchens: Sanitary appliances, showers, traps, gullies, etc Saturday: (between 06:00 - 18:00)	Per m ²	R
5.1.29	Steam cleaning: Ablutions/Kitchens: Sanitary appliances, showers, traps, gullies, etc Sunday/Public Holiday: (between 06:00 - 18:00)	Per m ²	R
5.1.30	Steam cleaning: Ablutions/Kitchens: Sanitary appliances, showers, traps, gullies, etc after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per m ²	R
5.1.31	Steam cleaning: Flooring: Carpets Mon–Fri: (between 06:00 - 18:00)	Per m ²	R
5.1.32	Steam cleaning: Flooring: Carpets Saturday: (between 06:00 - 18:00)	Per m ²	R
5.1.33	Steam cleaning: Flooring: Carpets Sunday/Public Holiday: (between 06:00 - 18:00)	Per m ²	R
5.1.34	Steam cleaning: Flooring: Carpets after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per m ²	R

5.1.35	Steam cleaning: Flooring: Tiles Mon–Fri: (between 06:00 - 18:00)	Per m ²	R
5.1.36	Steam cleaning: Flooring: Tiles Saturday: (between 06:00 - 18:00)	Per m ²	R
5.1.37	Steam cleaning: Flooring: Tiles Sunday/Public Holiday: (between 06:00 - 18:00)	Per m ²	R
5.1.38	Steam cleaning: Flooring: Tiles after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per m ²	R
5.1.39	Steam cleaning: Flooring: Laminated flooring Mon–Fri: (between 06:00 - 18:00)	Per m ²	R
5.1.40	Steam cleaning: Flooring: Laminated flooring Saturday: (between 06:00 - 18:00)	Per m ²	R
5.1.41	Steam cleaning: Flooring: Laminated flooring Sunday/Public Holiday: (between 06:00 - 18:00)	Per m ²	R
5.1.42	Steam cleaning: Flooring: Laminated flooring after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per m ²	R
5.1.43	Steam cleaning: Blinds, curtains and/or fabrics (upholstery) Mon–Fri: (between 06:00 - 18:00)	Per m ²	R
5.1.44	Steam cleaning: Blinds, curtains and/or fabrics (upholstery) Saturday: (between 06:00 - 18:00)	Per m ²	R
5.1.45	Steam cleaning: Blinds, curtains and/or fabrics (upholstery) Sunday/Public Holiday: (between 06:00 - 18:00)	Per m ²	R
5.1.46	Steam cleaning: Blinds, curtains and/or fabrics (upholstery) after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per m ²	R
5.1.47	Steam cleaning: Cashier cubicles/Public Interface cubicles Mon–Fri: (between 06:00 - 18:00)	Per m ²	R

5.1.48	Steam cleaning: Cashier cubicles/Public Interface cubicles Saturday: (between 06:00 - 18:00)	Per m ²	R
5.1.49	Steam cleaning: Cashier cubicles/Public Interface cubicles Sunday/Public Holiday: (between 06:00 - 18:00)	Per m ²	R
5.1.50	Steam cleaning: Cashier cubicles/Public Interface cubicles after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per m ²	R
5.1.51	Strip and Seal Mon–Fri: (between 06:00 - 18:00)	Per m ²	R
5.1.52	Strip and Seal Saturday: (between 06:00 - 18:00)	Per m ²	R
5.1.53	Strip and Seal Sunday/Public Holiday: (between 06:00 - 18:00)	Per m ²	R
5.1.54	Strip and Seal after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per m ²	R
5.1.55	Illegal Dumping & Waste Clean-up (collection, loading, site clean-up, transport and disposal) Mon–Fri: (between 06:00 - 18:00)	Per m ³	R
5.1.56	Illegal Dumping & Waste Clean-up (collection, loading, site clean-up, transport and disposal) Saturday: (between 06:00 - 18:00)	Per m ³	R
5.1.57	Illegal Dumping & Waste Clean-up (collection, loading, site clean-up, transport and disposal) Sunday/Public Holiday: (between 06:00 - 18:00)	Per m ³	R
5.1.58	Illegal Dumping & Waste Clean-up (collection, loading, site clean-up, transport and disposal) after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per m ³	R
5.1.59	Graffiti Removal (Includes surface cleaning, chemical removal) Mon–Fri: (between 06:00 - 18:00)	Per m ²	R
5.1.60	Graffiti Removal (Includes surface cleaning, chemical removal) Saturday: (between 06:00 - 18:00)	Per m ²	R

5.1.61	Graffiti Removal (Includes surface cleaning, chemical removal) Sunday/Public Holiday: (between 06:00 - 18:00)	Per m ²	R
5.1.62	Graffiti Removal (Includes surface cleaning, chemical removal) after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per m ²	R
5.1.63	Emergency flood response (extraction of water, clearing of storm debris, mud/silt removal, wash-down of floors/walls, sanitation of affected areas) Mon–Fri: (between 06:00 - 18:00)	Per m ²	R
5.1.64	Emergency flood response (extraction of water, clearing of storm debris, mud/silt removal, wash-down of floors/walls, sanitation of affected areas) Saturday: (between 06:00 - 18:00)	Per m ²	R
5.1.65	Emergency flood response (extraction of water, clearing of storm debris, mud/silt removal, wash-down of floors/walls, sanitation of affected areas) Sunday/Public Holiday: (between 06:00 - 18:00)	Per m ²	R
5.1.66	Emergency flood response (extraction of water, clearing of storm debris, mud/silt removal, wash-down of floors/walls, sanitation of affected areas) after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per m ²	R

The (above) quoted price/s must include all materials and equipment. The Tenderer is responsible to ensure that all equipment **are readily available** and in good working condition at all times.

C. EQUIPMENT: Full-service operational rental (all-inclusive) per hour per ITEM, INCLUDE consumables/materials and equipment AND EXCLUDE of all labour, PPE clothing

Note 1: Full-Service Operational Rental (All-Inclusive) Per Hour Per Item

A fixed, all-inclusive hourly rate for the provision and operation of a specified item of equipment.

This rate shall **include**:

- All consumables, chemicals, and materials required for operation
- Fuel, maintenance, and repairs
- Equipment readiness and availability
- Operational overheads
- Insurance
- Contractor margin

This rate shall **exclude**:

- All labour
- All cleaners/supervisors
- All PPE clothing

The amount submitted must represent the **complete and final cost** to the City for one (1) hour of equipment operation. **No additional charges** may be levied for transport, labour, consumables, fuel, materials, or any ancillary costs outside this rate.

Note 2: Flat Delivery and Transport Fee (Per Shift)

A fixed, once-off, all-inclusive charge payable **per instruction** for the mobilisation and demobilisation of personnel, equipment, and vehicles to and from the site.

This fee shall **include**:

- All transport costs (including fuel, fleet, vehicle insurance, and logistics)
- All labour associated with transport
- All administrative and operational overheads

This fee applies **irrespective of**:

- Distance travelled
- Time taken
- Number of personnel deployed
- Quantity or type of equipment transported

The fee must be priced separately for each applicable time band as listed in the Pricing Schedule. No additional mileage, call-out, trip, or transport-related costs may be charged unless expressly stated in the tender.

Item No.	Description	Unit of Measure	TOTAL UNIT PRICE Excl. VAT Year 1
5.1.67	Flat delivery and transport fee Mon–Fri: (between 06:00 - 18:00)	Per Shift	R
5.1.68	Flat delivery and transport fee Saturday: (between 06:00 - 18:00)	Per Shift	R
5.1.69	Flat delivery and transport fee Sunday/Public Holiday: (between 06:00 - 18:00)	Per Shift	R
5.1.70	Flat delivery and transport fee after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per Shift	R
5.1.71	Industrial type Vacuum Cleaners (wet and dry) Mon–Fri: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.1.72	Industrial type Vacuum Cleaners (wet and dry) Saturday: (between 06:00 - 18:00)	RENTAL per hour per Item	R

5.1.73	Industrial type Vacuum Cleaners (wet and dry) Sunday/Public Holiday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.1.74	Industrial type Vacuum Cleaners (wet and dry) after-hours/night Sunday/Public Holiday (between 18:00–06:00)	RENTAL per hour per Item	R
5.1.75	Industrial Auto Scrubbers Mon–Fri: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.1.76	Industrial Auto Scrubbers Saturday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.1.77	Industrial Auto Scrubbers Sunday/Public Holiday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.1.78	Industrial Auto Scrubbers after-hours/night Sunday/Public Holiday (between 18:00–06:00)	RENTAL per hour per Item	R
5.1.79	Industrial Multi Speed Burnishes Mon–Fri: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.1.80	Industrial Multi Speed Burnishes Saturday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.1.81	Industrial Multi Speed Burnishes Sunday/Public Holiday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.1.82	Industrial Multi Speed Burnishes after- hours/night Sunday/Public Holiday (between 18:00–06:00)	RENTAL per hour per Item	R
5.1.83	Industrial Machine Sweepers (internal and external) Mon–Fri: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.1.84	Industrial Machine Sweepers Saturday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.1.85	Industrial Machine Sweepers Sunday/Public Holiday: (between 06:00 - 18:00)	RENTAL per hour per Item	R

5.1.86	Industrial Machine Sweepers after-hours/night Sunday/Public Holiday (between 18:00–06:00)	RENTAL per hour per Item	R
5.1.87	Industrial Carpet Cleaners Mon–Fri: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.1.88	Industrial Carpet Cleaners Saturday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.1.89	Industrial Carpet Cleaners Sunday/Public Holiday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.1.90	Industrial Carpet Cleaners after-hours/night Sunday/Public Holiday (between 18:00–06:00)	RENTAL per hour per Item	R
5.1.91	Industrial Polishers Mon–Fri: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.1.92	Industrial Polishers Saturday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.1.93	Industrial Polishers Sunday/Public Holiday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.1.94	Industrial Polishers after-hours/night Sunday/Public Holiday (between 18:00–06:00)	RENTAL per hour per Item	R
5.1.95	High Pressure Cleaners Mon–Fri: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.1.96	High Pressure Cleaners Saturday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.1.97	High Pressure Cleaners Sunday/Public Holiday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.1.98	High Pressure Cleaners after-hours/night Sunday/Public Holiday (between 18:00–06:00)	RENTAL per hour per Item	R

5.1.99	Industrial type DEHUMIDIFIER (moisture extraction and drying of flooded, water-damaged or damp facilities) Mon–Fri: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.1.100	Industrial type DEHUMIDIFIER (moisture extraction and drying of flooded, water-damaged or damp facilities) Saturday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.1.101	Industrial type DEHUMIDIFIER (moisture extraction and drying of flooded, water-damaged or damp facilities) Sunday/Public Holiday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.1.102	Industrial type DEHUMIDIFIER (moisture extraction and drying of flooded, water-damaged or damp facilities) after-hours/night Sunday/Public Holiday (between 18:00–06:00)	RENTAL per hour per Item	R

The (above) quoted price/s must include all materials, chemicals and equipment. The Tenderer is responsible to ensure that all equipment **are readily available** and in good working condition at all times.

5.2 PRICE SCHEDULE: AREA 2 (SOUTH)

A: CLEANING SERVICES: PRICING SCHEDULE – INCLUDE of all labour, PPE clothing, and EXCLUDE transport AND consumables/chemicals

Note 1: Daily/Hourly Rates for Cleaners and Supervisors

A fixed daily or hourly rate per Cleaner or Supervisor shall be provided. These rates **include**:

- All labour costs (wages, allowances, statutory employer contributions)
- All PPE clothing required in accordance with OHS legislation

These rates **exclude**:

- All transport and logistics required to deploy the Cleaner/Supervisor to the facility
- All consumables, chemicals, detergents, and cleaning materials

No additional charges for labour or PPE may be levied beyond these rates. The rates submitted must reflect the **full and final cost** for providing a Cleaner or Supervisor for the applicable time band, excluding transport and consumables/chemicals.

Note 2: Transport Fee (Per Applicable Time Band, Per km, Per time band)

A transport fee shall be charged **per applicable time band, per kilometre, and per shift**, for the mobilisation and demobilisation of personnel, equipment, and vehicles required to deliver cleaning services.

This fee shall include:

- All transport-related costs (vehicle usage, fleet, fuel, logistics, and insurance)
- All labour associated with mobilisation and demobilisation
- All administrative and operational overheads connected to transport activities

This fee applies to the **shortest distance travelled** between the contractor's base and the designated facility, and is charged **irrespective of**:

- The number of personnel deployed
- The time taken to travel
- The quantity or type of equipment transported

The fee must be priced **per time band** (Weekdays, Saturdays, Sundays/Public Holidays, After-hours), **per km travelled**, and **per shift**. No additional mileage, trip fees, vehicle costs, mobilisation charges, or transport-related surcharges may be levied beyond this fee.

Item No.	Description	Unit of Measure	TOTAL UNIT PRICE Excl. VAT Year 1
5.2.1	LABOUR: PER CLEANER Daily rate Mon–Fri (8h): (between 06:00 - 18:00)	Per day (8h)	R
5.2.2	LABOUR: PER CLEANER Daily rate Saturday (8h): (between 06:00 - 18:00)	Per day (8h)	R
5.2.3	LABOUR: PER CLEANER Daily rate Sunday/Public Holiday (8h): (between 06:00 - 18:00)	Per day (8h)	R
5.2.4	LABOUR: PER CLEANER Hourly rate Mon–Fri: (between 06:00 - 18:00)	Per hour	R
5.2.5	LABOUR: PER CLEANER Hourly rate Saturday: (between 06:00 - 18:00)	Per hour	R
5.2.6	LABOUR: PER CLEANER Hourly rate Sunday/Public Holiday: (between 06:00 - 18:00)	Per hour	R
5.2.7	LABOUR: PER CLEANER Hourly rate after-hours/night shift services: Mon–Fri: (between 18:00–06:00)	Per hour	R
5.2.8	LABOUR: PER CLEANER Hourly rate after-hours/night shift services: Saturdays (between 18:00–06:00)	Per hour	R
5.2.9	LABOUR: PER CLEANER Hourly rate after-hours/night shift services: Sunday/Public Holiday (between 18:00–06:00):	Per hour	R
5.2.10	LABOUR: PER SUPERVISOR Daily rate Mon–Fri (8h): (between 06:00 - 18:00)	Per day (8h)	R

5.2.11	LABOUR: PER SUPERVISOR Daily rate Saturday (8h): (between 06:00 - 18:00)	Per day (8h)	R
5.2.12	LABOUR: PER SUPERVISOR Daily rate Sunday/Public Holiday (8h): (between 06:00 - 18:00)	Per day (8h)	R
5.2.13	LABOUR: PER SUPERVISOR Hourly rate Mon–Fri: (between 06:00 - 18:00)	Per hour	R
5.2.14	LABOUR: PER SUPERVISOR Hourly rate Saturday: (between 06:00 - 18:00)	Per hour	R
5.2.15	LABOUR: PER SUPERVISOR Hourly rate Sunday/Public Holiday: (between 06:00 - 18:00)	Per hour	R
5.2.16	LABOUR: PER SUPERVISOR Hourly rate after-hours/night shift services: Mon–Fri: (between 18:00–06:00)	Per hour	R
5.2.17	LABOUR: PER SUPERVISOR Hourly rate after-hours/night shift services: Saturdays (between 18:00–06:00)	Per hour	R
5.2.18	LABOUR: PER SUPERVISOR Hourly rate after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per hour	R
5.2.19	TRANSPORT FEE Mon–Fri: (between 06:00 - 18:00)	Per KM	R
5.2.20	TRANSPORT FEE Saturday: (between 06:00 - 18:00)	Per KM	R
5.2.21	TRANSPORT FEE Sunday/Public Holiday: (between 06:00 - 18:00)	Per KM	R
5.2.22	TRANSPORT FEE after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per KM	R

B: AD HOC SPECIALISED SERVICES: PRICING SCHEDULE –INCLUDE consumables, chemicals and equipment AND EXCLUDE of all labour, PPE clothing, transport;

Note 1: AD HOC SPECIALISED SERVICES

All ad hoc specialised services shall be priced as **inclusive rates** per m², per hour, or per item, as applicable.

These rates shall **INCLUDE**:

- All consumables and materials necessary to carry out the service
- All equipment required—together with its operation, fuel, maintenance, servicing, and readiness
- All operational overheads directly associated with the service

These rates shall **EXCLUDE**:

- All labour required to execute the task
- All PPE clothing required in terms of OHS legislation

No additional charges for labour, chemicals, materials, equipment, transport, fuel, or any support services may be charged outside the prescribed line items. The rate provided must constitute the **complete and final cost** for delivering the required service.

Note 2: Flat Call-Out and Transport Fee

A fixed, once-off, **all-inclusive** charge payable **per call-out instruction** for the mobilisation and demobilisation of all personnel, equipment, and vehicles required to deliver any ad hoc or specialised cleaning service.

This fee shall include:

- All transport-related costs, including vehicle usage, fleet, fuel, logistics, and insurance
- All labour associated with mobilisation and demobilisation activities
- All administrative and operational overheads related to transport and deployment

This fee applies **irrespective of**:

- The distance travelled
- The number of personnel deployed
- The time spent travelling
- The type or quantity of equipment mobilised

The fee must be priced per applicable time band (Weekdays, Saturdays, Sundays/Public Holidays, After-hours). No additional mileage, trip fees, transport surcharges, or any other transport-related charges may be levied beyond this fee.

Item No.	Description	Unit of Measure	TOTAL UNIT PRICE Excl. VAT Year 1
5.2.23	Flat Call out and transport fee Mon–Fri: (between 06:00 - 18:00)	Per Shift	R

5.2.24	Flat Call out and transport fee Saturday: (between 06:00 - 18:00)	Per Shift	R
5.2.25	Flat Call out and transport fee Sunday/Public Holiday: (between 06:00 - 18:00)	Per Shift	R
5.2.26	Flat Call out and transport fee after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per Shift	R
5.2.27	Steam cleaning: Ablutions/Kitchens: Sanitary appliances, showers, traps, gullies, etc. Mon–Fri: (between 06:00 - 18:00)	Per m ²	R
5.2.28	Steam cleaning: Ablutions/Kitchens: Sanitary appliances, showers, traps, gullies, etc Saturday: (between 06:00 - 18:00)	Per m ²	R
5.2.29	Steam cleaning: Ablutions/Kitchens: Sanitary appliances, showers, traps, gullies, etc Sunday/Public Holiday: (between 06:00 - 18:00)	Per m ²	R
5.2.30	Steam cleaning: Ablutions/Kitchens: Sanitary appliances, showers, traps, gullies, etc after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per m ²	R
5.2.31	Steam cleaning: Flooring: Carpets Mon–Fri: (between 06:00 - 18:00)	Per m ²	R
5.2.32	Steam cleaning: Flooring: Carpets Saturday: (between 06:00 - 18:00)	Per m ²	R
5.2.33	Steam cleaning: Flooring: Carpets Sunday/Public Holiday: (between 06:00 - 18:00)	Per m ²	R
5.2.34	Steam cleaning: Flooring: Carpets after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per m ²	R
5.2.35	Steam cleaning: Flooring: Tiles Mon–Fri: (between 06:00 - 18:00)	Per m ²	R
5.2.36	Steam cleaning: Flooring: Tiles Saturday: (between 06:00 - 18:00)	Per m ²	R

5.2.37	Steam cleaning: Flooring: Tiles Sunday/Public Holiday: (between 06:00 - 18:00)	Per m ²	R
5.2.38	Steam cleaning: Flooring: Tiles after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per m ²	R
5.2.39	Steam cleaning: Flooring: Laminated flooring Mon–Fri: (between 06:00 - 18:00)	Per m ²	R
5.2.40	Steam cleaning: Flooring: Laminated flooring Saturday: (between 06:00 - 18:00)	Per m ²	R
5.2.41	Steam cleaning: Flooring: Laminated flooring Sunday/Public Holiday: (between 06:00 - 18:00)	Per m ²	R
5.2.42	Steam cleaning: Flooring: Laminated flooring after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per m ²	R
5.2.43	Steam cleaning: Blinds, curtains and/or fabrics (upholstery) Mon–Fri: (between 06:00 - 18:00)	Per m ²	R
5.2.44	Steam cleaning: Blinds, curtains and/or fabrics (upholstery) Saturday: (between 06:00 - 18:00)	Per m ²	R
5.2.45	Steam cleaning: Blinds, curtains and/or fabrics (upholstery) Sunday/Public Holiday: (between 06:00 - 18:00)	Per m ²	R
5.2.46	Steam cleaning: Blinds, curtains and/or fabrics (upholstery) after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per m ²	R
5.2.47	Steam cleaning: Cashier cubicles/Public Interface cubicles Mon–Fri: (between 06:00 - 18:00)	Per m ²	R
5.2.48	Steam cleaning: Cashier cubicles/Public Interface cubicles Saturday: (between 06:00 - 18:00)	Per m ²	R
5.2.49	Steam cleaning: Cashier cubicles/Public Interface cubicles Sunday/Public Holiday: (between 06:00 - 18:00)	Per m ²	R

5.2.50	Steam cleaning: Cashier cubicles/Public Interface cubicles after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per m ²	R
5.2.51	Strip and Seal Mon–Fri: (between 06:00 - 18:00)	Per m ²	R
5.2.52	Strip and Seal Saturday: (between 06:00 - 18:00)	Per m ²	R
5.2.53	Strip and Seal Sunday/Public Holiday: (between 06:00 - 18:00)	Per m ²	R
5.2.54	Strip and Seal after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per m ²	R
5.2.55	Illegal Dumping & Waste Clean-up (collection, loading, site clean-up, transport and disposal) Mon–Fri: (between 06:00 - 18:00)	Per m ³	R
5.2.56	Illegal Dumping & Waste Clean-up (collection, loading, site clean-up, transport and disposal) Saturday: (between 06:00 - 18:00)	Per m ³	R
5.2.57	Illegal Dumping & Waste Clean-up (collection, loading, site clean-up, transport and disposal) Sunday/Public Holiday: (between 06:00 - 18:00)	Per m ³	R
5.2.58	Illegal Dumping & Waste Clean-up (collection, loading, site clean-up, transport and disposal) after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per m ³	R
5.2.59	Graffiti Removal (Includes surface cleaning, chemical removal) Mon–Fri: (between 06:00 - 18:00)	Per m ²	R
5.2.60	Graffiti Removal (Includes surface cleaning, chemical removal) Saturday: (between 06:00 - 18:00)	Per m ²	R
5.2.61	Graffiti Removal (Includes surface cleaning, chemical removal) Sunday/Public Holiday: (between 06:00 - 18:00)	Per m ²	R
5.2.62	Graffiti Removal (Includes surface cleaning, chemical removal) after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per m ²	R

5.2.63	Emergency flood response (extraction of water, clearing of storm debris, mud/silt removal, wash-down of floors/walls, sanitation of affected areas) Mon–Fri: (between 06:00 - 18:00)	Per m ²	R
5.2.64	Emergency flood response (extraction of water, clearing of storm debris, mud/silt removal, wash-down of floors/walls, sanitation of affected areas) Saturday: (between 06:00 - 18:00)	Per m ²	R
5.2.65	Emergency flood response (extraction of water, clearing of storm debris, mud/silt removal, wash-down of floors/walls, sanitation of affected areas) Sunday/Public Holiday: (between 06:00 - 18:00)	Per m ²	R
5.2.66	Emergency flood response (extraction of water, clearing of storm debris, mud/silt removal, wash-down of floors/walls, sanitation of affected areas) after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per m ²	R

The (above) quoted price/s must include all materials and equipment. The Tenderer is responsible to ensure that all equipment **are readily available** and in good working condition at all times.

C. EQUIPMENT: Full-service operational rental (all-inclusive) per hour per ITEM, INCLUDE consumables/materials and equipment AND EXCLUDE of all labour, PPE clothing

Note 1: Full-Service Operational Rental (All-Inclusive) Per Hour Per Item

A fixed, all-inclusive hourly rate for the provision and operation of a specified item of equipment.

This rate shall **include**:

- All consumables, chemicals, and materials required for operation
- Fuel, maintenance, and repairs
- Equipment readiness and availability
- Operational overheads
- Insurance
- Contractor margin

This rate shall **exclude**:

- All labour
- All cleaners/supervisors
- All PPE clothing

The amount submitted must represent the **complete and final cost** to the City for one (1) hour of equipment operation. **No additional charges** may be levied for transport, labour, consumables, fuel, materials, or any ancillary costs outside this rate.

Note 2: Flat Delivery and Transport Fee (Per Shift)

A fixed, once-off, all-inclusive charge payable **per instruction** for the mobilisation and demobilisation of personnel, equipment, and vehicles to and from the site.

This fee shall **include**:

- All transport costs (including fuel, fleet, vehicle insurance, and logistics)
- All labour associated with transport
- All administrative and operational overheads

This fee applies **irrespective of**:

- Distance travelled
- Time taken
- Number of personnel deployed
- Quantity or type of equipment transported

The fee must be priced separately for each applicable time band as listed in the Pricing Schedule. No additional mileage, call-out, trip, or transport-related costs may be charged unless expressly stated in the tender.

Item No.	Description	Unit of Measure	TOTAL UNIT PRICE Excl. VAT Year 1
5.2.67	Flat delivery and transport fee Mon–Fri: (between 06:00 - 18:00)	Per Shift	R
5.2.68	Flat delivery and transport fee Saturday: (between 06:00 - 18:00)	Per Shift	R
5.2.69	Flat delivery and transport fee Sunday/Public Holiday: (between 06:00 - 18:00)	Per Shift	R
5.2.70	Flat delivery and transport fee after-hours/night Sunday/Public Holiday (between 18:00–06:00)	Per Shift	R
5.2.71	Industrial type Vacuum Cleaners (wet and dry) Mon–Fri: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.2.72	Industrial type Vacuum Cleaners (wet and dry) Saturday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.2.73	Industrial type Vacuum Cleaners (wet and dry) Sunday/Public Holiday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.2.74	Industrial type Vacuum Cleaners (wet and dry) after-hours/night Sunday/Public Holiday (between 18:00–06:00)	RENTAL per hour per Item	R

5.2.75	Industrial Auto Scrubbers Mon–Fri: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.2.76	Industrial Auto Scrubbers Saturday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.2.77	Industrial Auto Scrubbers Sunday/Public Holiday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.2.78	Industrial Auto Scrubbers after-hours/night Sunday/Public Holiday (between 18:00–06:00)	RENTAL per hour per Item	R
5.2.79	Industrial Multi Speed Burnishes Mon–Fri: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.2.80	Industrial Multi Speed Burnishes Saturday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.2.81	Industrial Multi Speed Burnishes Sunday/Public Holiday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.2.82	Industrial Multi Speed Burnishes after-hours/night Sunday/Public Holiday (between 18:00–06:00)	RENTAL per hour per Item	R
5.2.83	Industrial Machine Sweepers (internal and external) Mon–Fri: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.2.84	Industrial Machine Sweepers Saturday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.2.85	Industrial Machine Sweepers Sunday/Public Holiday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.2.86	Industrial Machine Sweepers after-hours/night Sunday/Public Holiday (between 18:00–06:00)	RENTAL per hour per Item	R
5.2.87	Industrial Carpet Cleaners Mon–Fri: (between 06:00 - 18:00)	RENTAL per hour per Item	R

5.2.88	Industrial Carpet Cleaners Saturday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.2.89	Industrial Carpet Cleaners Sunday/Public Holiday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.2.90	Industrial Carpet Cleaners after-hours/night Sunday/Public Holiday (between 18:00–06:00)	RENTAL per hour per Item	R
5.2.91	Industrial Polishers Mon–Fri: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.2.92	Industrial Polishers Saturday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.2.93	Industrial Polishers Sunday/Public Holiday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.2.94	Industrial Polishers after-hours/night Sunday/Public Holiday (between 18:00–06:00)	RENTAL per hour per Item	R
5.2.95	High Pressure Cleaners Mon–Fri: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.2.96	High Pressure Cleaners Saturday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.2.97	High Pressure Cleaners Sunday/Public Holiday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.2.98	High Pressure Cleaners after-hours/night Sunday/Public Holiday (between 18:00–06:00)	RENTAL per hour per Item	R
5.2.99	Industrial type DEHUMIDIFIER (moisture extraction and drying of flooded, water-damaged or damp facilities) Mon–Fri: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.2.100	Industrial type DEHUMIDIFIER (moisture extraction and drying of flooded, water-damaged or damp facilities) Saturday: (between 06:00 - 18:00)	RENTAL per hour per Item	R

5.2.101	Industrial type DEHUMIDIFIER (moisture extraction and drying of flooded, water-damaged or damp facilities) Sunday/Public Holiday: (between 06:00 - 18:00)	RENTAL per hour per Item	R
5.2.102	Industrial type DEHUMIDIFIER (moisture extraction and drying of flooded, water-damaged or damp facilities) after-hours/night Sunday/Public Holiday (between 18:00–06:00)	RENTAL per hour per Item	R

The (above) quoted price/s must include all materials, chemicals and equipment. The Tenderer is responsible to ensure that all equipment **are readily available** and in good working condition at all times.

INITIALS OF CCT OFFICIALS		
1	2	3

C.5 SPECIFICATION(S)

C.5.1. SCOPE OF WORKS

C.5.1.1. General

Section A: CLEANING SERVICES

Note 1: Daily/Hourly Rates for Cleaners and Supervisors

A fixed daily or hourly rate per Cleaner or Supervisor shall be provided. These rates **include**:

- All labour costs (wages, allowances, statutory employer contributions)
- All PPE clothing required in accordance with OHS legislation

These rates **exclude**:

- All transport and logistics required to deploy the Cleaner/Supervisor to the facility
- All consumables, chemicals, detergents, and cleaning materials

No additional charges for labour or PPE may be levied beyond these rates. The rates submitted must reflect the **full and final cost** for providing a Cleaner or Supervisor for the applicable time band, excluding transport and consumables/chemicals.

Note 2: Transport Fee (Per Applicable Time Band, Per km, Per time band)

A transport fee shall be charged **per applicable time band, per kilometre, and per shift**, for the mobilisation and demobilisation of personnel, equipment, and vehicles required to deliver cleaning services.

This fee shall **include**:

- All transport-related costs (vehicle usage, fleet, fuel, logistics, and insurance)
- All labour associated with mobilisation and demobilisation
- All administrative and operational overheads connected to transport activities

This fee applies to the **shortest distance travelled** between the contractor's base and the designated facility, and is charged **irrespective of**:

- The number of personnel deployed
- The time taken to travel
- The quantity or type of equipment transported

The fee must be priced **per time band** (Weekdays, Saturdays, Sundays/Public Holidays, After-hours), **per km travelled**, and **per shift**. No additional mileage, trip fees, vehicle costs, mobilisation charges, or transport-related surcharges may be levied beyond this fee.

Section B: AD HOC SPECIALISED SERVICES

Note 1: AD HOC SPECIALISED SERVICES

All ad hoc specialised services shall be priced as **inclusive rates** per m², per hour, or per item, as applicable.

These rates shall **include**:

- All consumables and materials necessary to carry out the service
- All equipment required—together with its operation, fuel, maintenance, servicing, and readiness
- All operational overheads directly associated with the service

These rates shall **exclude**:

- All labour required to execute the task
- All PPE clothing required in terms of OHS legislation

No additional charges for labour, chemicals, materials, equipment, transport, fuel, or any support services may be charged outside the prescribed line items. The rate provided must constitute the **complete and final cost** for delivering the required service.

Note 2: Flat Call-Out and Transport Fee

A fixed, once-off, **all-inclusive** charge payable **per call-out instruction** for the mobilisation and demobilisation of all personnel, equipment, and vehicles required to deliver any ad hoc or specialised cleaning service.

This fee shall include:

- All transport-related costs, including vehicle usage, fleet, fuel, logistics, and insurance
- All labour associated with mobilisation and demobilisation activities
- All administrative and operational overheads related to transport and deployment

This fee applies **irrespective of**:

- The distance travelled
- The number of personnel deployed
- The time spent travelling
- The type or quantity of equipment mobilised

The fee must be priced per applicable time band (Weekdays, Saturdays, Sundays/Public Holidays, After-hours).

No additional mileage, trip fees, transport surcharges, or any other transport-related charges may be levied beyond this fee.

Section C: Equipment

Note 1: Full-Service Operational Rental (All-Inclusive) Per Hour Per Item

A fixed, all-inclusive hourly rate for the provision and operation of a specified item of equipment.

This rate shall **include**:

- All consumables, chemicals, and materials required for operation
- Fuel, maintenance, and repairs
- Equipment readiness and availability
- Operational overheads
- Insurance
- Contractor margin

This rate shall **exclude**:

- All labour
- All cleaners/supervisors
- All PPE clothing

The amount submitted must represent the **complete and final cost** to the City for one (1) hour of equipment operation. **No additional charges** may be levied for transport, labour, consumables, fuel, materials, or any ancillary costs outside this rate.

Note 2: Flat Delivery and Transport Fee (Per Shift)

A fixed, once-off, all-inclusive charge payable **per instruction** for the mobilisation and demobilisation of personnel, equipment, and vehicles to and from the site.

This fee shall include:

- All transport costs (including fuel, fleet, vehicle insurance, and logistics)
- All labour associated with transport
- All administrative and operational overheads

This fee applies **irrespective of**:

- Distance travelled
- Time taken
- Number of personnel deployed
- Quantity or type of equipment transported

The fee must be priced separately for each applicable time band as listed in the Pricing Schedule. No additional mileage, call-out, trip, or transport-related costs may be charged unless expressly stated in the tender.

C.5.1.2. General Requirements

The successful Bidder (“the Contractor”) shall provide a comprehensive cleaning service in accordance with these Specifications, all applicable standards, and the operational requirements of the City of Cape Town’s Community Services & Health Directorate: Recreation and Parks.

The cleaning services required in this tender shall include inter alia all surfaces, all public areas, offices (including open plans), boardrooms, kitchens, all ablution facilities, toilets, cloakrooms, sick bays, meeting rooms, training rooms, rest rooms, foyers, entrance ways (inside and outside), staircases, emergency exits, lifts, passages and walkways, workshops, all internal windows and glass doors, external windows and glass doors on the ground floor, basements, garage and workshop areas, braai areas, external grounds and surrounds up to and including boundaries, etc

The above services apply across all facilities listed, but not limited, in the tender, forming part of:

- Region North – Winner & Alternative Contractor
- Region South – Main & Alternative Contractor

The CCT intends to appoint four tenderers. the highest ranked tenderer (“the winner”) and in addition of one “alternative tenderer”) for the allocation of work per region. If insufficient responsive bids are received, the CCT reserves the right to appoint fewer tenderers, or not to appoint any tenderers at all.

Suppliers, once appointed and subject to operational requirements, will be invited to deliver the goods or services on a “winner-takes-all” basis, whereby the order will always be offered and, if accepted, allocated to the highest ranked tenderer (“the winner”), and only if he refuses will the work be offered to the next highest ranked tenderer from the alternative tenderers).

Each region shall be evaluated **independently**. (Tenderers are to Indicate which region(s) making submission for. (See, schedule F.13)

Applicability to Both Leased and Owned Facilities

1.1 All requirements apply equally to:

- Facilities owned by the City of Cape Town: Recreation and Parks
- Facilities leased by the the City of Cape Town: Recreation and Parks, for operational use
- Any temporary or transitional facilities brought into operation
- The Supplier must maintain operational readiness to deliver cleaning services at all such facilities, regardless of ownership model, throughout the entire contract period.

1.2 The Contractor shall ensure that all staffing, consumables, equipment, materials, methodologies and service delivery comply fully with this specification and are available at the times and frequencies required as per price schedule.

1.3 Unless expressly stated otherwise, all costs for labour, statutory compliance, equipment, consumables, insurance, transport, administration, uniforms, PPE and all other resources required for full service delivery are deemed to be included in the tendered rates for fixed cleaning services.

1.4 Annexures included in this tender provide additional operational information relating to facilities, boundaries, frequencies, maps, cleaning matrices and ad-hoc service requirements. These annexures form an integral part of this Specification.

C.5.1.3. General Description of Cleaning Services Required

The Contractor shall render **general cleaning services** across all facilities owned or leased by the City under the Recreation & Parks portfolio, as set out in the cleaning schedule, cleaning matrix and adhoc specialised cleaning . Services include, but are not limited to:

- All interior building areas (public areas, foyers, offices, boardrooms, kitchens, storerooms, passages, lifts, staircases, meeting rooms, training rooms, sick bays, rest rooms)
- All ablution facilities (toilets, urinals, basins, showers, change rooms, cloakrooms).
- All external areas within the defined facility boundary (walkways, entrances, courtyards, paved areas, braai areas, waste areas, spectator areas, seating areas, external toilets, external ground-floor windows and doors).
- All hygiene-critical areas and high-touch surfaces.
- Waste management, including litter removal from internal and external areas.
- Deep cleaning, steam cleaning, sanitation and other specialised cleaning

The service shall ensure that all designated facilities remain hygienic, safe, compliant and fully operational at all times.

C.5.1.4. Facilities Included in the Scope

This tender applies to all Recreation & Parks facilities within the **Northern Region** and **Southern Region**, See Schedule F.15 including **(but not limited to)**:

- Beaches and Coastal/Inland Ablutions
- Community Centres / Multi-Purpose Centres
- Recreation Hubs
- Resorts

- Sports Grounds and Stadia
- Swimming Pools and Spray Parks
- Public Toilets (coastal, inland, standalone or linked)
- Public open spaces, parks and facility boundaries
- Offices, depots, administrative buildings and staff quarters

A summary of facility counts per region is included in the tender document. See **Schedule F.15A. Regional Boundary Map and Schedule F.15B Facility list**

A detailed list of facilities, boundaries and maps is included in **See Schedule F.15A. Regional Boundary Map and Schedule F.15B Facility list** and associated facility schedules.

A summary of facility counts per region (but not limited to):

	NORTHERN REGION Total	SOUTHERN REGION Total
Facilities (leased and/or owned)		
Administrative Offices and depots	32	32
Bathhouses	10	1
Beaches & Ablutions (including Inland)	78	130
Community Centres	85	124
Community/District Parks	1 880	1 680
Day Visitors sights	2	7
Public open spaces, parks	444	802
Resorts	4	19
Sports Grounds and Stadia	82	91
Swimming Pools & Spray Parks	22	22
Total (but not limited to):	2 639	2 908

C.5.1.5. Exclusions

The following are *explicitly excluded* from this tender:

- **High-access cleaning** requiring scaffolding, rope access, cherry pickers, elevated work platforms or any access beyond step-ladder height.
- Gardening, landscape maintenance or horticultural services.

Only tasks that can be performed safely from the floor or using a step/step-ladder are included.

C.5.1.6. Staffing Requirements

5.1 The Contractor shall provide adequate and appropriately trained cleaning staff to fulfil all duties required under this contract.

5.2 All staff must be uniformed, easily identifiable, and equipped with full Personal Protective Clothing (PPC) and Personal Protective Equipment (PPE) compliant with the Occupational Health and Safety Act.

5.3 The Contractor shall maintain operational readiness to activate, expand or relocate staff at any time as facility needs change.

5.4 Attendance registers for all staff must be submitted **daily by 10:00** to the City’s Authorised Official. Time-and-attendance records must be auditable and maintained for the full contract duration.

All personnel deployed under this contract — including Cleaners, Supervisors, any ad-hoc or specialised service personnel must be fully vetted and undergo pre-employment drug testing prior to deployment (staff placement confirmation within 30 min of shift)

C.5.1.7. AdHoc Specialised and Additional Services

6.1 The City may request ad-hoc cleaning or specialised services at facilities where additional interventions are required. These services will be billed separately in accordance with the pricing schedule for ad-hoc rates.

6.2 **Schedule C.5** sets out the detailed technical definitions and methodologies for ad-hoc specialised cleaning, including:

- Strip & Seal (Floor Restoration)
- Illegal Dumping & Waste Clean-Up
- Graffiti Removal
- Steam Cleaning (Ablutions, Kitchens, Carpets, Tiles, Laminates, Fabrics, Blinds, Curtains, Upholstery)
- Flood Response (Extraction, Mud Removal, Debris Clearance, Sanitation)

6.3 All consumables for ad-hoc services must be SABS-approved and supplied by the Contractor in accordance with the pricing schedule for ad-hoc rates **Schedule C.5 provide list of mimum requirements for consumables**

Definition of Response times:

Emergency: Requests, which are of and emergency nature such as leakages, spillages, breakages, etc. which require immediate attention.

Urgency: Requests, which ore of an urgent nature, such as to perform additional cleaning for areas within a specified timeframe based on the nature of the request.

Proposed Response Time: Ad-hoc work (office & after hours):

PRIORITY	DESCRIPTION	CALL OUT TIME
1	Emergency	10 — 60 min
2	Urgent	60 — 1 20 min

C.5.1.8. Travelling and Transport Costs

General Principle (Fixed Cleaning Services)

For all routine / fixed cleaning services rendered under this contract, no separate travelling or transport payments shall be made.

All costs relating to the transport, logistics, deployment and movement of staff and equipment must be fully included in the tendered Cleaner and Supervisor rates as per the Pricing Schedule.

This includes, but is not limited to:

- transport to and from any facility in the awarded region (including outlying facilities)
- fuel, fleet, drivers, vehicle insurance
- daily mobilisation/demobilisation
- inter-facility movement during operations
- transport contingencies required to maintain service delivery

These costs are already explicitly included in the definitions of:

- CLEANER Rates (inclusive of all labour, PPE clothing, and transport)
- SUPERVISOR Rates (inclusive of all labour, PPE clothing, and transport)

No additional travelling claims may be submitted for routine services.

Transport for Ad Hoc / Specialised Services

Travelling and transport costs for Ad Hoc or Specialised Services shall be compensated only through the Flat Call-Out and Transport Fee line items in the Pricing Schedule.

These are:

- Weekday Call-Out & Transport Fee
- Saturday Call-Out & Transport Fee
- Sunday/Public Holiday Call-Out & Transport Fee
- After-Hours/Night Call-Out & Transport Fee

Key Conditions:

This fee is fixed and all-inclusive: no additional mileage, distance-based, or trip-based charges may be claimed.

The fee applies regardless of distance travelled, number of staff, equipment quantity, or time taken.

It covers complete mobilisation and demobilisation of personnel, equipment, chemicals, and vehicles.

C.5.1.9. Working Hours

Standard Operating Hours

The services shall be required on a daily or hourly basis during normal working hours, not exceeding eight hours per day, unless otherwise specified or arranged with the City's Authorised Official. The core operational hours of City facilities/buildings are generally between 06h00 to 18h00. Any operations outside these core hours shall be determined by the City based on operational requirements.

Cleaning services are required **daily** during normal operational hours between **06:00 and 18:00**, unless otherwise specified by the City.

The Contractor's staff shall only enter or remain on site within these hours, except where written authorisation is granted by the City's Authorised Official.

Facilities' core operational hours are between 06:00 - 18:00. Outside the core hours are determined as per operational requirements.

Unless specifically stated otherwise, the clauses below will apply to all the buildings/ facilities/ depots/ complexes within the Recreation and Parks North and South boundaries of the City of Cape Town. The cleaning staff shall not be permitted to enter or remain on the premises except during these hours.

Extended/Flexible Operational Requirements

Certain facilities operate on weekends, public holidays or extended hours. The City may require:

- Saturday: (between 06:00 - 18:00)
- Sunday/Public Holiday: (between 06:00 - 18:00)
- After-hours/night: Mon–Fri: (between 18:00–06:00):
- after-hours/night: Saturdays (between 18:00–06:00):
- after-hours/night Sunday/Public Holiday (between 18:00–06:00):
- Event-based or seasonal cleaning (festive period)

These requirements will be directed by operational needs and priced in accordance with the tender pricing schedule.

The Supplier's staff shall have access to the facilities from 06h00 to 18h00, Monday to Sunday, including weekends and/or Public Holidays, unless otherwise specified and agreed upon by the City's Authorised Official. The Supplier's staff shall not be permitted to enter or remain on the premises outside of normal working hours unless expressly authorised by the City's Authorised Official.

After hours and/or Ad-hoc cleaning services may be required from 18h00 – 06H00 or as per operational needs. Outside the core hours are determined as per operational requirements.

City facilities/buildings may be closed due to operational requirements i.e. construction works. During these times, Supplier's staff will not have access to facilities/buildings unless otherwise specified and approved by the City's Authorised Official. Cleaning services may be reduced or not required during these periods, and invoicing should reflect this non-service period accordingly. The Purchaser may request credit notes for days when services were not rendered.

Attendance registers of all cleaning staff are to be submitted, by 10:00 daily, to the CCT Official. Supplier to manage staff's time and attendance in order to submit auditable time and attendance records to CCT official.

C.5.1.10. Facility Closures and Billing Adjustments

Facilities may close temporarily due to construction, seasonal shutdowns, emergency works or operational reasons.

During closure periods:

- No cleaning services shall be required.
- Staff will not have access unless authorised.
- The City may request **credit notes** for days where services were not rendered.
- The daily or hourly rate (as determined per the pricing schedule) shall be used for credit calculations.

C.5.2. CLEANING METHODS AND SCHEDULE

Mopping of floors shall be done with a damp mop only. The use of a water-soaked mop is not permitted.

The surfaces of stoves, ovens, fridges, microwave ovens, sinks, counter tops, etc. shall be cleaned using non-abrasive cleaning materials only.

The Supplier shall undertake to clean and maintain the building in such a manner that is deemed to be acceptable to the relevant CCT Official and in accordance with the relevant attached "Cleaning Schedule".

The Supplier, in consultation with the relevant CCT Official, shall provide a cleaning schedule, setting out the parameters of cleaning duties of its cleaners with a facility.

All toilet and ablution facilities must be serviced at minimum 3 times a day (e.g. at 07:00, 11:00 and 15:00) and toilet paper, hand towels and liquid/foam hand soap shall be supplied and distributed/replenished continuously and be available for use at all times.

Public interfaces, meeting venues, high traffic areas and public ablutions to be attended to on a continuous basis, and take priority over normal facilities.

The cleaning of facilities includes, but is not limited to, the thorough cleaning of all surfaces, walls, floors, ceilings, windows, and doors. It also covers public areas, such as foyers, entrances (inside and outside), stairs, passages, pavements, drains, lifts, escalators, and fire escapes. Additionally, office spaces, including open-plan areas, meeting rooms, boardrooms, training rooms, reception areas, and restrooms, fall within the scope of cleaning services. Other designated areas such as public amenities, catering facilities, sick bays, clinic areas, cloakrooms, toilet/ablution facilities, mechanical plants, basement areas, garages, and parking areas are also included. Furthermore, all inside windows as well as outside windows on the ground floor, patios, and balconies with direct access must be cleaned.

The Supplier is responsible for the cleaning and maintenance of exposed reticulation systems, which include but are not limited to visible pipes and conduits forming part of the facility/building's water, electrical, and other infrastructure. This also extends to trunking, ducts, and cabling routes along walls and within service areas, as well as air vents, extractor fans, and filtration systems to ensure proper airflow and hygiene. Drainage and sewer systems, where accessible, must also be maintained to prevent blockages and contamination.

Additionally, the Supplier shall assist with water floods and spills by performing mopping, moisture extraction, dehumidifying, and steam-cleaning of affected flooring, upholstery, and furnishings. These measures are particularly important in mitigating potential damage to infrastructure.

Waste management services include the cleaning and lining of waste bins, collecting recycling bins for recycling purposes, and preparing wheelie bins for refuse collection. All wheelie bins must be cleaned, washed, and sanitized before being returned to the designated collection areas, in line with the schedule or the Building Facility Manager's instructions.

- **Emergency:** requests which are of an emergency nature such as leakages, spillages, breakages, etc. which require immediate attention.
- **Urgency:** requests which are of an urgent nature such as to perform additional cleaning for areas within a specified time frame, based on the nature of the request.

Proposed Response times (office & after hours):

PRIORITY	DESCRIPTION	CALL OUT TIME
1	Emergency	10 — 60 min
2	Urgent	60 — 120 min

Deep cleaning to be undertaken, at each facility, as per the cleaning schedule provided. This also includes: cleaning of bins, collecting waste for recycling purposes, as well as the preparation and cleaning of the wheelie bins for refuse purposes (these bins need to be sanitised and taken back to the collecting area). The Supplier has to obtain all the information needed, in order to perform the cleaning services efficiently.

Deep cleaning/Steam Cleaning: For the purpose of this contract, deep cleaning will be defined and understood as the thorough cleansing within the facility. There are a variety of deep cleaning methods each of which has its own advantages; the Supplier is welcome to advise on the method of deep cleaning for the specific asset. However; should this method not reach the desired outcome, CCT reserves the right to instruct the Supplier to apply a different method to reach the desired outcome. Deep cleaning should render the premises free of ingrained dust, dirt, scuff marks, impacted debris, and bad odours, rendering the facility clean, bright, hygienic, pleasant, fresh and odour free.

Water Closet (toilets): Clean and disinfect both internal and external surfaces of the fittings including the seats, the seat hinges, the seat covers and WC handles. Clean and disinfect all accessible surfaces of fixtures.

Urinals: Descale and remove lime, uric salts and other deposits from the fitting. Clean and disinfect both internal and external surfaces of the fittings. Clean and disinfect all accessible surfaces and fixtures. Supply and replenish whole pee-mats or urinal screens in all urinals on a regular basis, at least once a month or as per the product specification. Colour coding system to be used as agreed by Building Facility Manager to ensure replacement is being done regularly as required. This to be indicated on the schedule in the ablutions.

Washing Facilities: This includes wash hand basins, sinks, troughs and baths. Clean and disinfect both internal and external surfaces of the fittings. Clear overflows and waste pipes of any accumulated waste deposits. Descale, clean and disinfect all accessible surfaces of fixtures ensuring free flowing conditions.

Showers and Changing/Mess Rooms: Descale and degrease showerheads ensuring proper water flow from the rose. Degrease shower wall surfaces, shower door and shower tray/ tiled floor surface. Clear waste and overflow to insure free flowing conditions. Descale all pipes leading away from the shower tray ensuring free flowing

conditions. The cycling showers to be kept clean at all times. Male cleaners to service the male showers, and female cleaners the female showers.

Carpets/Tiles/Laminated Flooring: Clean floor coverings using an approved methodology which is suitable for removing stains, dirt and/or allergens.

Note: Flooring is to be stripped and re-sealed; where applicable.

Blinds/Curtains/ Fabrics: Clean and disinfect all accessible surfaces and fixtures using approved methodologies (i.e. steam cleaning of fabric components/ material, vacuuming and/or wet wiping of non-fabric components/ material).

Kitchens: Kitchens and kitchen equipment to be kept in pristine condition and sanitized with bleach to ensure cross contamination does not occur. Waste bins to be emptied and sanitized and lined with clear bin liners. Rags to be washed daily. Wash and sanitize all surfaces. Sweep and mop floors. Fridges and microwaves to be cleaned as per schedule. Crockery and cutlery to be cleaned as discussed with the Building Facility Manager or his/her representative.

Cleaning of damages to internal and/or external surfaces caused by vandalism, graffiti, oil leaks, etc: this includes, but is not limited to, the removal of graffiti, oil stains, paint marks, and other residues caused by vandalism or environmental factors on walls, floors, pavements, and building exteriors. The process ensures that affected surfaces are restored and maintained in a clean and professional state.

Maintenance and cleaning of water features, including but not limited to grey water systems (where applicable): this includes, but is not limited to, the removal of algae, debris and sediment buildup, as well as the cleaning and maintenance of filtration systems, pumps and drainage components in fountains, decorative pools and grey water systems. Routine upkeep ensures water quality, proper functionality and environmental compliance.

Cleaning of façade walls and louvres: this includes, but is not limited to, removing dirt, grime, mold and environmental pollutants from building facades, louvres and exterior surfaces. Cleaning will be limited to ground floor areas or accessible sections using a step ladder, in accordance with OHS regulations and contract provisions. Work at elevated heights are not included in the scope of this tender.

High-pressure cleaning of hard surfaces: includes, but is not limited to, tiled, concrete, epoxy and stone flooring in office areas, ablution facilities, basements and staircases. Outdoor areas such as paved walkways, entranceways, kerbs, parking bays, ramps, balconies and building facades may also required cleaning to remove dirt, grime and stains ensuring hygiene, safety and upkeep of facilities.

The acquisition of water for cleaning purposes shall be at the Supplier's own cost and the Supplier must strictly adhere to all applicable water restrictions and conservation measures as enforced by the City of Cape Town.

The Supplier is restricted from using subcontractors for these services.

The Supplier must comply with all OHS regulations and ensure that all cleaning activities are conducted safely. This includes cordoning off work areas, using appropriate signage to indicate hazards, and ensuring the safe handling and storage of cleaning equipment and chemicals. Where necessary, risk assessments must be conducted to identify and mitigate potential hazards.

Failure to adhere to the requirements outlined above, including compliance with contractual standards, OHS regulations, water restrictions, and quality assurance measures, may result in penalties, remedial action, or contract termination as per the provisions of the contract. The Supplier remains fully accountable for the delivery of services and must ensure that all work—whether performed directly or through approved subcontractors—is carried out efficiently, effectively, and in line with City regulations and expectations.

C.5.2.1. Cleaning Matrix

The Contractor shall undertake to clean and maintain the facility in such a manner that is deemed to be acceptable to the relevant CCT Official and in accordance with the agreed cleaning schedule.

The Contractor, in consultation with the relevant CCT Official, shall provide a cleaning schedule, setting out the parameters of cleaning duties of its cleaners with a facility

The Contractor shall clean and maintain all facilities in accordance with the frequencies and methodologies set out in the approved Cleaning Schedule / Matrix

This includes:

- Daily, twice daily, thrice daily tasks
- Weekly and fortnightly tasks
- Monthly, quarterly and annual tasks
- Tasks performed on request, immediately, or continuously during operating hours

The Contractor must ensure that ablution facilities are serviced a minimum of three times per day and that consumables (toilet paper, hand towels, soap, sanitiser) are replenished continuously.

The Guiding Cleaning Matrix serves as the core operational framework that defines the minimum required cleaning standards, service frequencies, and task expectations across all facility types included in this contract. It provides the City with a consistent benchmark for evaluating service delivery, and it provides the Contractor with a clear, measurable reference for planning labour, resources, consumables, and equipment deployment. This matrix ensures that cleaning activities are executed uniformly across all Recreation and Parks facilities—irrespective of region, facility size, or operational demand—by outlining the tasks to be performed daily, weekly, monthly, seasonally, and annually. It further distinguishes between routine cleaning services and specialised/ad-hoc tasks, enabling the Contractor to understand operational priorities and align staffing outputs accordingly.

The Guiding Cleaning Matrix should be used by the Contractor to:

- Determine required staffing levels, ensuring adequate personnel coverage for all required tasks.
- Plan and allocate cleaning equipment, chemicals, and consumables in accordance with facility needs and prescribed standards.
- Ensure compliance with the City's hygiene, health, and safety requirements, including preparation for inspections and performance monitoring.
- Support operational consistency across both the Northern and Southern Regions by applying standardised service levels.
- Guide training and supervision, ensuring that personnel understand expectations and deliver services that meet contractual standards.

While the matrix represents minimum requirements, Contractors are expected to adopt best-practice cleaning methodologies and proactively maintain cleanliness in response to facility usage patterns, seasonal variations, public events, and environmental conditions. The City reserves the right to revise or expand the matrix as needed to address operational realities.

Frequency Legend

Code/Term	Meaning
D	Daily
x2	Twice daily
x3	Three times daily
W	Weekly
W2	Fortnightly
M	Monthly
Q	Quarterly
Y	Yearly
Ar	As required
Or	Occasionally / on request
Im	Immediate
C	Continuous / throughout operating hours
Narrative	Where facility-specific frequency is stated in words (this schedule)

A.Beaches & Ablutions and Public Toilets (including Inland)

Item / Description	Methodology	Frequency
Ablutions (Toilets, Showers, Basins)	Clean and disinfect toilets, showers, basins; replenish consumables; mop floors; remove mineral deposits weekly.	Minimum 3× daily during operating hours; deep clean

		weekly; descaling quarterly
Ashtrays/drums	Empty & wet wipe and/or clean. Empty; clean interior; disinfect exterior surfaces.	D
Balustrades/Railings	Dust, damp wipe, disinfect, polish & buff	D
Basins, Baths & Showers	Wet wipe with hard surface cleaner & disinfectant / Remove mineral deposits (deep clean)	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Benches / Tables	Wipe; disinfect; remove litter.	D
Bins	Empty; replace liners; disinfect bin surfaces.	D
Braai Grids, stands, units	Scrape, wash, sanitise; ensure safe heat-resistant storage. Remove ash & debris; wipe metal surfaces; ensure proper disposal of coals; wash down concrete areas. Empty ash; scrub grates; wash units; sanitise handles and stands.	D
Courtyards	Sweep, remove litter & clean	x2
Doors, Handles & Switches	Damp wipe & sanitise	D
Fences & Gates	Wipe down; remove dirt/salt/cobwebs.; check hinges/locks.	W
Fire Pits	Remove ash; rake area; ensure safety clearance; clean surrounding paving.	Ar / W
Garages, Covered parking & Workshops	Remove litter / Mechanical sweeping / Remove oil spillage with degreaser (machine scrub & dry) / High pressure clean internal parking areas (floors/walls/ceilings) / Clean ventilation & extract system grilles/diffusers / Clean doors to all parking areas	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
General Floors	Sweep; remove dust; mop if required.	W
General Surfaces (tables, counters, appliances)	Wipe, sanitise, remove spills; disinfect high-touch points.	D
General Surrounds	Sweep, remove litter; wipe tables; clean walkways; high-pressure wash monthly.	D / W
Grounds & Surrounds	Raking/blowing/sweeping of hard surfaces; pick up litter; empty litter bins / Mechanical scrubbing or washing down of paved/hard surfaces / Clean external furniture (where applicable)	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly

High-Traffic Walkways	Sweep; mop; remove sand/dust; hazard check.	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
Lifeguard Towers / Stations	Sweep; disinfect touch surfaces; clear rubbish; wipe glass.	D
Mirrors & Glass surfaces	In washrooms: damp wipe and dry wipe, use glass cleaner	D / Ar
Parking & open/other areas	Remove litter/leaves / Remove dust/sand using broom or mechanical sweeper	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
Parking Areas	Remove litter; sweep; clear sand/dust; degrease spills as needed.	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
Paving/Pathways	Remove litter / Remove dust by sweeping, mop or wash where necessary.	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
Refuse Bins	Empty & damp wipe / Remove stains & disinfect	x2 / W
Roller Doors / Gates	Remove dust; wipe surfaces; inspect tracks for debris.	W
Shade Structures (Shade Cloth, Steel Frames)	Remove dust; wipe poles; inspect tension and wear.	W / M
Showers/Foot baths (Indoor & Outdoor)	Remove oils/grease from walls/doors/floors (hard surface cleaner & disinfect) / Steam clean	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Sinks/Basins/Taps	Wet wipe & sanitise / Steam clean. Clean & disinfect; remove food residue; ensure drains clear.	Minimum 3× daily during operating hours; deep clean

		weekly; descaling quarterly
Surrounds (Decking, Paving, Seating Areas, Lawns)	Sweep; remove litter; hose down; disinfect high-touch surfaces; remove algae.	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
Tables – Food court, kitchens, other	Wet wipe	x2
Taps	Wet wipe with hard surface cleaner & disinfect / Remove mineral deposits	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Toilets, Toilet suites, WCs, Urinals, Showers, etc.	Ensure usability & replenish consumables / Remove spoilage from bowl & under rim (hard surface cleaner & brush) / Remove mineral deposits / Wet wash & disinfect seat/lid/cistern/pipes / Full-time attendants required for public toilets / Disinfect all components / Wet wipe doors & walls & disinfect handles / Steam clean with appropriate equipment	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Viewing Areas	Sweep, remove litter, wipe rails, disinfect seats.	Daily and pre/post events
Walls / Splashbacks	Damp wipe; remove grease or food splashes.	W
Waste Areas	Empty bins; disinfect; replace liners.	D
Waste Bins	Empty; replace liners; disinfect bin surfaces.	D
Waste Disposal Points	Empty bins; replace liners; disinfect bin surfaces.	D
Water Fountains	Disinfect button and spout; remove mineral deposits weekly.	Daily during operating season; weekly detailed clean; monthly inspection
Water Taps	Clean; remove lime scale; disinfect handles.	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Wheelie-bins	Sanitised	W

Windows and sills (internal and external)	Clean/wash with glass cleaner. Dust and damp wipe/wash. Clean/wash & disinfect	Ar / Q
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B. Community Centres

Item / Description	Methodology	Frequency
Ablutions (Toilets, Showers, Basins)	Clean and disinfect toilets, showers, basins; replenish consumables; mop floors; remove mineral deposits weekly.	Minimum 2× daily (or per bookings/traffic); deep clean weekly; descaling quarterly
Basins, Baths & Showers	Wet wipe with hard surface cleaner & disinfectant / Remove mineral deposits (deep clean)	Minimum 2× daily (or per bookings/traffic); deep clean weekly; descaling quarterly
Bins	Empty; replace liners; disinfect bin surfaces.	D
Chairs and/or Seating	Fabric: vacuum; spot clean; shampoo. Vinyl & leather: dust; wipe; polish.	Ar / Ar / D / F / W / W
Cupboards (Exterior and Internal)	Dust, wipe handles, damp wipe doors, disinfect	Before and after each booking/event; otherwise weekly
Desks	Natural/unsealed wood: dust. Sealed wood/glass/Formica: dust & normal polish.	W
Doors, Handles & Switches	Damp wipe & sanitise	D
Entrance Turnstiles / Ticket Counters	Disinfect touchpoints; wipe glass; clean counters.	Daily and pre/post events
Entrances	Clean, wet mop, vacuum (inside and outside)	C
Equipment (Kickboards, Buoys, Lane Ropes)	Rinse after use; disinfect; inspect for damage.	Before and after each booking/event; otherwise weekly
Floor Coverings: CARPETING	Vacuum high traffic / Vacuum low traffic / Remove spots & stains / Interim clean / Restorative clean / Shampoo & steam clean & deodorise	D / Ar / Ar / W2 / Or / Y
Floor Coverings: HARD & RESILIENT – LOW & HIGH TRAFFIC (terrazzo, ceramic, marble, granite, brick, concrete, etc.)	Remove dust with mop/disposable dust sweeper / Damp mop for spoilage / Spray clean (mechanised) / Machine scrub & dry / Strip, reseal & polish	D / D / M / Q / Y
Floor Coverings: RESILIENT – HIGH TRAFFIC (vinyl, PVC,	Remove dust with mop/disposable cloth sweeper / Damp mop for spoilage / Spray clean or burnish /	D / Ar / Ar / Q / Q

linoleum, sealed wood—not laminated, etc.)	Mechanised: light scrub & apply maintenance coat / Strip clean & reseal	
Floor Coverings: RESILIENT – LOW TRAFFIC (vinyl, PVC, linoleum, sealed wood—not laminated, etc.)	Remove dust with mop/disposable cloth sweeper / Damp mop for spoilage / Spray clean/burnish (mechanised) / Light scrub & apply maintenance / Strip, clean & reseal	D / Ar / Ar / Q / Q
Frames (Window/Picture)	Dust / Damp wipe	W / M
General Floors	Sweep; remove dust; mop if required.	W
General Surfaces (tables, counters, appliances)	Wipe, sanitise, remove spills; disinfect high-touch points.	D
Kitchens	Crockery & cutlery wash/dry/store / Floors & work surfaces damp mop/wipe, dry & sanitise / Walls & cupboard doors incl. handles damp wipe & dry / Cupboard storage cleaned damp wipe & disinfect / Deep clean	Daily (min 2×) and after events/bookings; deep clean quarterly
Lifts (including mirrors)	Sweep/damp mop/vacuum as appropriate / Remove marks from doors & disinfect control panels / Damp wipe walls & disinfect	D / D / W
Light switches	Damp wipe & disinfect	W
Meeting rooms, Board & Conference rooms	Preparation for, and clean-up afterwards	Before and after each booking/event; otherwise weekly
Mirrors & Glass surfaces	In washrooms: damp wipe and dry wipe, use glass cleaner	D / Ar
Refuse Bins	Empty & damp wipe / Remove stains & disinfect	x2 / W
Roller Doors / Gates	Remove dust; wipe surfaces; inspect tracks for debris.	W
Showers/Foot baths (Indoor & Outdoor)	Remove oils/grease from walls/doors/floors (hard surface cleaner & disinfect) / Steam clean	Minimum 2× daily (or per bookings/traffic); deep clean weekly; descaling quarterly
Sinks/Basins/Taps	Wet wipe & sanitise / Steam clean. Clean & disinfect; remove food residue; ensure drains clear.	Minimum 2× daily (or per bookings/traffic); deep clean weekly; descaling quarterly
Stairs	Sweep, dust, mop or vacuum treads	x2
Surrounds (Decking, Paving, Seating Areas, Lawns)	Sweep; remove litter; hose down; disinfect high-touch surfaces; remove algae.	D / W
Switches	Damp wipe & disinfect	D

Tables – Food court, kitchens, other	Wet wipe	x2
Taps	Wet wipe with hard surface cleaner & disinfect / Remove mineral deposits	Minimum 2× daily (or per bookings/traffic); deep clean weekly; descaling quarterly
Telephones, Televisions, Monitors, Keyboards, and other desk equipment	Wet wipe with hard surface cleaner & disinfect	Before and after each booking/event; otherwise weekly
Toilets, Toilet suites, WCs, Urinals, Showers, etc.	Ensure usability & replenish consumables / Remove spoilage from bowl & under rim (hard surface cleaner & brush) / Remove mineral deposits / Wet wash & disinfect seat/lid/cistern/pipes / Full-time attendants required for public toilets / Disinfect all components / Wet wipe doors & walls & disinfect handles / Steam clean with appropriate equipment	Minimum 2× daily (or per bookings/traffic); deep clean weekly; descaling quarterly
Waste Areas	Empty bins; disinfect; replace liners.	D
Waste Bins	Empty; replace liners; disinfect bin surfaces.	D
Waste Disposal Points	Empty bins; replace liners; disinfect bin surfaces.	D
Water Taps	Clean; remove lime scale; disinfect handles.	Minimum 2× daily (or per bookings/traffic); deep clean weekly; descaling quarterly
Wheelie-bins	Sanitised	W
Windows and sills (internal and external)	Clean/wash with glass cleaner. Dust and damp wipe/wash. Clean/wash & disinfect	Ar / Q

Offices and Staff Depos

Item / Description	Methodology	Frequency
Appliances (toasters, urns, etc.)	Wipe down; remove crumbs; sanitize surfaces.	W
Bins	Empty; replace liners; disinfect bin surfaces.	D
Ceilings & Ceiling fans	Dust and wipe air vents	Q
Concrete/Yard	Pressure wash entrance, yard, surrounds.	Q
Courtyards	Sweep, remove litter & clean	x2
Cupboards (Exterior and Internal)	Dust, wipe handles, damp wipe doors, disinfect	Before and after each booking/event; otherwise weekly

Desks	Natural/unsealed wood: dust. Sealed wood/glass/Formica: dust & normal polish.	W
Diffusers, Grilles, Heaters & Aircons	Dust; damp wipe	M
Doors, Handles & Switches	Damp wipe & sanitise	D
Equipment (Kickboards, Buoys, Lane Ropes)	Rinse after use; disinfect; inspect for damage.	Before and after each booking/event; otherwise weekly
Fences & Gates	Wipe down; remove dirt/salt/cobwebs.; check hinges/locks.	W
Floor Coverings: CARPETING	Vacuum high traffic / Vacuum low traffic / Remove spots & stains / Interim clean / Restorative clean / Shampoo & steam clean & deodorise	D / Ar / Ar / W2 / Or / Y
Floor Coverings: HARD & RESILIENT – LOW & HIGH TRAFFIC (terrazzo, ceramic, marble, granite, brick, concrete, etc.)	Remove dust with mop/disposable dust sweeper / Damp mop for spoilage / Spray clean (mechanised) / Machine scrub & dry / Strip, reseal & polish	D / D / M / Q / Y
Floor Coverings: RESILIENT – HIGH TRAFFIC (vinyl, PVC, linoleum, sealed wood—not laminated, etc.)	Remove dust with mop/disposable cloth sweeper / Damp mop for spoilage / Spray clean or burnish / Mechanised: light scrub & apply maintenance coat / Strip clean & reseal	D / Ar / Ar / Q / Q
Floor Coverings: RESILIENT – LOW TRAFFIC (vinyl, PVC, linoleum, sealed wood—not laminated, etc.)	Remove dust with mop/disposable cloth sweeper / Damp mop for spoilage / Spray clean/burnish (mechanised) / Light scrub & apply maintenance / Strip, clean & reseal	D / Ar / Ar / Q / Q
Frames (Window/Picture)	Dust / Damp wipe	W / M
Fridge	Wipe and disinfect handles & doors.remove stains.	D / W
Garages, Covered parking & Workshops	Remove litter / Mechanical sweeping / Remove oil spillage with degreaser (machine scrub & dry) / High pressure clean internal parking areas (floors/walls/ceilings) / Clean ventilation & extract system grilles/diffusers / Clean doors to all parking areas	D / D / W / Q / Q / Q
General Floors	Sweep; remove dust; mop if required.	W
General Surfaces (tables, counters, appliances)	Wipe, sanitise, remove spills; disinfect high-touch points.	D
Kitchens	Crockery & cutlery wash/dry/store / Floors & work surfaces damp mop/wipe, dry & sanitise / Walls &	Daily (min 2×) and after

	cupboard doors incl. handles damp wipe & dry / Cupboard storage cleaned damp wipe & disinfect / Deep clean	events/bookings; deep clean quarterly
Lifts (including mirrors)	Sweep/damp mop/vacuum as appropriate / Remove marks from doors & disinfect control panels / Damp wipe walls & disinfect	D / D / W
Light switches	Damp wipe & disinfect	W
Loading Bays	Sweep; remove sand/dirt; spot-clean spills.	D
Meeting rooms, Board & Conference rooms	Preparation for, and clean-up afterwards	Before and after each booking/event; otherwise weekly
Microwaves, Stoves & Ovens	Damp wipe hot plates with hard surface cleaner / Use caustic aerosol spray on enamelled oven surfaces / Wet wipe all surfaces of microwaves	Ar / D / W
Mirrors & Glass surfaces	In washrooms: damp wipe and dry wipe, use glass cleaner	D / Ar
Parking & open/other areas	Remove litter/leaves / Remove dust/sand using broom or mechanical sweeper	D / D
Parking Areas	Remove litter; sweep; clear sand/dust; degrease spills as needed.	D
Pipes	Dust / Damp wipe	W / M
Refrigerators	Damp wipe top / Damp wipe doors & sides / Remove contents & damp wipe shelves / Defrost, clean shelves & inside surface	D / Ar / W / W
Refuse Bins	Empty & damp wipe / Remove stains & disinfect	x2 / W
Roller Doors / Gates	Remove dust; wipe surfaces; inspect tracks for debris.	W
Showers/Foot baths (Indoor & Outdoor)	Remove oils/grease from walls/doors/floors (hard surface cleaner & disinfect) / Steam clean	Daily (Mon–Fri) + as required; deep clean weekly; descaling quarterly
Switches	Damp wipe & disinfect	D
Tables – Food court, kitchens, other	Wet wipe	x2
Telephones, Televisions, Monitors, Keyboards, and other desk equipment	Wet wipe with hard surface cleaner & disinfect	Before and after each booking/event; otherwise weekly
Waste Areas	Empty bins; disinfect; replace liners.	D
Waste Bins	Empty; replace liners; disinfect bin surfaces.	D
Waste Disposal Points	Empty bins; replace liners; disinfect bin surfaces.	D
Wheelie-bins	Sanitised	W

Windows and sills (internal and external)	Clean/wash with glass cleaner. Dust and damp wipe/wash. Clean/wash & disinfect	Ar / Q
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C. Public Open Spaces and Parks

Item / Description	Methodology	Frequency
Balustrades/Railings	Dust, damp wipe, disinfect, polish & buff	D
Benches / Tables	Wipe; disinfect; remove litter.	D
Bins	Empty; replace liners; disinfect bin surfaces.	D
Courtyards	Sweep, remove litter & clean	x2
Equipment (Slides, Swings, Jungle Gyms, Rockers)	Wipe and disinfect high-touch points; remove mud/dust; check for hazards and report defects.	Daily during operating season; weekly detailed clean; monthly inspection
Fences & Gates	Wipe down; remove dirt/salt/cobwebs.; check hinges/locks.	W
Garages, Covered parking & Workshops	Remove litter / Mechanical sweeping / Remove oil spillage with degreaser (machine scrub & dry) / High pressure clean internal parking areas (floors/walls/ceilings) / Clean ventilation & extract system grilles/diffusers / Clean doors to all parking areas	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
General Grounds	Remove litter; sweep/rake surfaces; inspect for hazards; empty bins; clean pathways.	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
General Surfaces (tables, counters, appliances)	Wipe, sanitise, remove spills; disinfect high-touch points.	D
General Surrounds	Sweep, remove litter; wipe tables; clean walkways; high-pressure wash monthly.	D / W
Grounds & Surrounds	Raking/blowing/sweeping of hard surfaces; pick up litter; empty litter bins / Mechanical scrubbing or washing down of paved/hard surfaces / Clean external furniture (where applicable)	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly

High-Traffic Walkways	Sweep; mop; remove sand/dust; hazard check.	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
Ornaments & Statues	Dust, damp wipe & polish	W
Parking & open/other areas	Remove litter/leaves / Remove dust/sand using broom or mechanical sweeper	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
Parking Areas	Remove litter; sweep; clear sand/dust; degrease spills as needed.	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
Paving/Pathways	Remove litter / Remove dust by sweeping, mop or wash where necessary.	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
Play Areas	Remove litter; sand raking; disinfect high-touch surfaces (swings, slides); hazard inspection.	Daily during operating season; weekly detailed clean; monthly inspection
Refuse Bins	Empty & damp wipe / Remove stains & disinfect	x2 / W
Roller Doors / Gates	Remove dust; wipe surfaces; inspect tracks for debris.	W
Shade Structures (Shade Cloth, Steel Frames)	Remove dust; wipe poles; inspect tension and wear.	W / M
Signage/Frames	Wet wipe. Clean signs; wipe frames; ensure safety rules remain visible.	M
Sinks/Basins/Taps	Wet wipe & sanitise / Steam clean. Clean & disinfect; remove food residue; ensure drains clear.	If facility has ablutions: minimum 3× daily; otherwise N/A

Surrounds (Decking, Paving, Seating Areas, Lawns)	Sweep; remove litter; hose down; disinfect high-touch surfaces; remove algae.	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
Tables – Food court, kitchens, other	Wet wipe	x2
Taps	Wet wipe with hard surface cleaner & disinfect / Remove mineral deposits	If facility has ablutions: minimum 3× daily; otherwise N/A
Waste Areas	Empty bins; disinfect; replace liners.	D
Waste Bins	Empty; replace liners; disinfect bin surfaces.	D
Waste Disposal Points	Empty bins; replace liners; disinfect bin surfaces.	D
Water Features (Geysers, Sprayers, Fountains)	Flush lines; deslime nozzles; disinfect; inspect for blockages.	Daily during operating season; weekly detailed clean; monthly inspection
Water Fountains	Disinfect button and spout; remove mineral deposits weekly.	Daily during operating season; weekly detailed clean; monthly inspection
Water Taps	Clean; remove lime scale; disinfect handles.	If facility has ablutions: minimum 3× daily; otherwise N/A
Wheelie-bins	Sanitised	W

D. Resorts

Item / Description	Methodology	Frequency
Ablutions (Toilets, Showers, Basins)	Clean and disinfect toilets, showers, basins; replenish consumables; mop floors; remove mineral deposits weekly.	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly

Ashtrays/drums	Empty & wet wipe and/or clean. Empty; clean interior; disinfect exterior surfaces.	D
Balconies & Patios	Cleaning / Scrubbing	W / D / W
Basins, Baths & Showers	Wet wipe with hard surface cleaner & disinfectant / Remove mineral deposits (deep clean)	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Bins	Empty; replace liners; disinfect bin surfaces.	D
Braai Grids, stands, units)	Scrape, wash, sanitise; ensure safe heat-resistant storage. Remove ash & debris; wipe metal surfaces; ensure proper disposal of coals; wash down concrete areas. Empty ash; scrub grates; wash units; sanitise handles and stands.	D
Courtyards	Sweep, remove litter & clean	x2
Doors, Handles & Switches	Damp wipe & sanitise	D
Fences & Gates	Wipe down; remove dirt/salt/cobwebs.; check hinges/locks.	W
Fire Pits	Remove ash; rake area; ensure safety clearance; clean surrounding paving.	Ar / W
Floor Coverings: CARPETING	Vacuum high traffic / Vacuum low traffic / Remove spots & stains / Interim clean / Restorative clean / Shampoo & steam clean & deodorise	D / Ar / Ar / W2 / Or / Y
Floor Coverings: HARD & RESILIENT – LOW & HIGH TRAFFIC (terrazzo, ceramic, marble, granite, brick, concrete, etc.)	Remove dust with mop/disposable dust sweeper / Damp mop for spoilage / Spray clean (mechanised) / Machine scrub & dry / Strip, reseal & polish	D / D / M / Q / Y
Floor Coverings: RESILIENT – HIGH TRAFFIC (vinyl, PVC, linoleum, sealed wood—not laminated, etc.)	Remove dust with mop/disposable cloth sweeper / Damp mop for spoilage / Spray clean or burnish / Mechanised: light scrub & apply maintenance coat / Strip clean & reseal	D / Ar / Ar / Q / Q
Floor Coverings: RESILIENT – LOW TRAFFIC (vinyl, PVC, linoleum, sealed wood—not laminated, etc.)	Remove dust with mop/disposable cloth sweeper / Damp mop for spoilage / Spray clean/burnish (mechanised) / Light scrub & apply maintenance / Strip, clean & reseal	D / Ar / Ar / Q / Q
Frames (Window/Picture)	Dust / Damp wipe	W / M

Garages, Covered parking & Workshops	Remove litter / Mechanical sweeping / Remove oil spillage with degreaser (machine scrub & dry) / High pressure clean internal parking areas (floors/walls/ceilings) / Clean ventilation & extract system grilles/diffusers / Clean doors to all parking areas	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
General Floors	Sweep; remove dust; mop if required.	W
General Grounds	Remove litter; sweep/rake surfaces; inspect for hazards; empty bins; clean pathways.	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
General Surfaces (tables, counters, appliances)	Wipe, sanitise, remove spills; disinfect high-touch points.	D
General Surrounds	Sweep, remove litter; wipe tables; clean walkways; high-pressure wash monthly.	D / W
Grounds & Surrounds	Raking/blowing/sweeping of hard surfaces; pick up litter; empty litter bins / Mechanical scrubbing or washing down of paved/hard surfaces / Clean external furniture (where applicable)	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
Kitchens	Crockery & cutlery wash/dry/store / Floors & work surfaces damp mop/wipe, dry & sanitise / Walls & cupboard doors incl. handles damp wipe & dry / Cupboard storage cleaned damp wipe & disinfect / Deep clean	Daily (min 2×) and after events/bookings; deep clean quarterly
Mirrors & Glass surfaces	In washrooms: damp wipe and dry wipe, use glass cleaner	D / Ar
Parking & open/other areas	Remove litter/leaves / Remove dust/sand using broom or mechanical sweeper	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
Parking Areas	Remove litter; sweep; clear sand/dust; degrease spills as needed.	Daily litter pick/sweep; additional as required;

		wash/pressure clean quarterly
Refuse Bins	Empty & damp wipe / Remove stains & disinfect	x2 / W
Roller Doors / Gates	Remove dust; wipe surfaces; inspect tracks for debris.	W
Shade Structures (Shade Cloth, Steel Frames)	Remove dust; wipe poles; inspect tension and wear.	W / M
Showers/Foot baths (Indoor & Outdoor)	Remove oils/grease from walls/doors/floors (hard surface cleaner & disinfect) / Steam clean	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Sinks/Basins/Taps	Wet wipe & sanitise / Steam clean. Clean & disinfect; remove food residue; ensure drains clear.	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Surrounds (Decking, Paving, Seating Areas, Lawns)	Sweep; remove litter; hose down; disinfect high-touch surfaces; remove algae.	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
Tables – Food court, kitchens, other	Wet wipe	x2
Taps	Wet wipe with hard surface cleaner & disinfect / Remove mineral deposits	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Toilets, Toilet suites, WCs, Urinals, Showers, etc.	Ensure usability & replenish consumables / Remove spoilage from bowl & under rim (hard surface cleaner & brush) / Remove mineral deposits / Wet wash & disinfect seat/lid/cistern/pipes / Full-time attendants required for public toilets / Disinfect all components / Wet wipe doors & walls & disinfect handles / Steam clean with appropriate equipment	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Walls / Splashbacks	Damp wipe; remove grease or food splashes.	W
Waste Areas	Empty bins; disinfect; replace liners.	D
Waste Bins	Empty; replace liners; disinfect bin surfaces.	D
Waste Disposal Points	Empty bins; replace liners; disinfect bin surfaces.	D

Water Features (Geysers, Sprayers, Fountains)	Flush lines; deslime nozzles; disinfect; inspect for blockages.	Daily during operating season; weekly detailed clean; monthly inspection
Water Taps	Clean; remove lime scale; disinfect handles.	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Wheelie-bins	Sanitised	W
Windows and sills (internal and external)	Clean/wash with glass cleaner. Dust and damp wipe/wash. Clean/wash & disinfect	Ar / Q

E. Sports Grounds and Stadia

Item / Description	Methodology	Frequency
Ablutions (Toilets, Showers, Basins)	Clean and disinfect toilets, showers, basins; replenish consumables; mop floors; remove mineral deposits weekly.	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Balustrades/Railings	Dust, damp wipe, disinfect, polish & buff	D
Basins, Baths & Showers	Wet wipe with hard surface cleaner & disinfectant / Remove mineral deposits (deep clean)	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Benches / Tables	Wipe; disinfect; remove litter.	D
Bins	Empty; replace liners; disinfect bin surfaces.	D
Chairs and/or Seating	Fabric: vacuum; spot clean; shampoo. Vinyl & leather: dust; wipe; polish.	Ar / Ar / D / F / W / W
Doors, Handles & Switches	Damp wipe & sanitise	D
Entrance Turnstiles / Ticket Counters	Disinfect touchpoints; wipe glass; clean counters.	Daily and pre/post events
Entrances	Clean, wet mop, vacuum (inside and outside)	C
Fences & Gates	Wipe down; remove dirt/salt/cobwebs.; check hinges/locks.	W

Garages, Covered parking & Workshops	Remove litter / Mechanical sweeping / Remove oil spillage with degreaser (machine scrub & dry) / High pressure clean internal parking areas (floors/walls/ceilings) / Clean ventilation & extract system grilles/diffusers / Clean doors to all parking areas	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
General Floors	Sweep; remove dust; mop if required.	W
General Grounds	Remove litter; sweep/rake surfaces; inspect for hazards; empty bins; clean pathways.	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
General Surfaces (tables, counters, appliances)	Wipe, sanitise, remove spills; disinfect high-touch points.	D
Grounds & Surrounds	Raking/blowing/sweeping of hard surfaces; pick up litter; empty litter bins / Mechanical scrubbing or washing down of paved/hard surfaces / Clean external furniture (where applicable)	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
Mirrors & Glass surfaces	In washrooms: damp wipe and dry wipe, use glass cleaner	D / Ar
Parking & open/other areas	Remove litter/leaves / Remove dust/sand using broom or mechanical sweeper	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
Parking Areas	Remove litter; sweep; clear sand/dust; degrease spills as needed.	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
Paving/Pathways	Remove litter / Remove dust by sweeping, mop or wash where necessary.	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly

Refuse Bins	Empty & damp wipe / Remove stains & disinfect	x2 / W
Roller Doors / Gates	Remove dust; wipe surfaces; inspect tracks for debris.	W
Showers/Foot baths (Indoor & Outdoor)	Remove oils/grease from walls/doors/floors (hard surface cleaner & disinfect) / Steam clean	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Sinks/Basins/Taps	Wet wipe & sanitise / Steam clean. Clean & disinfect; remove food residue; ensure drains clear.	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Stairs	Sweep, dust, mop or vacuum treads	x2
Surrounds (Decking, Paving, Seating Areas, Lawns)	Sweep; remove litter; hose down; disinfect high-touch surfaces; remove algae.	Daily litter pick/sweep; additional as required; wash/pressure clean quarterly
Taps	Wet wipe with hard surface cleaner & disinfect / Remove mineral deposits	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Toilets, Toilet suites, WCs, Urinals, Showers, etc.	Ensure usability & replenish consumables / Remove spoilage from bowl & under rim (hard surface cleaner & brush) / Remove mineral deposits / Wet wash & disinfect seat/lid/cistern/pipes / Full-time attendants required for public toilets / Disinfect all components / Wet wipe doors & walls & disinfect handles / Steam clean with appropriate equipment	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Viewing Areas	Sweep, remove litter, wipe rails, disinfect seats.	Daily and pre/post events
Waste Areas	Empty bins; disinfect; replace liners.	D
Waste Bins	Empty; replace liners; disinfect bin surfaces.	D
Waste Disposal Points	Empty bins; replace liners; disinfect bin surfaces.	D
Water Taps	Clean; remove lime scale; disinfect handles.	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly

Wheelie-bins	Sanitised	W
Windows and sills (internal and external)	Clean/wash with glass cleaner. Dust and damp wipe/wash. Clean/wash & disinfect	Ar / Q

F. Swimming Pools & Spray Parks

Item / Description	Methodology	Frequency
Ablutions (Toilets, Showers, Basins)	Clean and disinfect toilets, showers, basins; replenish consumables; mop floors; remove mineral deposits weekly.	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Basins, Baths & Showers	Wet wipe with hard surface cleaner & disinfectant / Remove mineral deposits (deep clean)	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Bins	Empty; replace liners; disinfect bin surfaces.	D
Doors, Handles & Switches	Damp wipe & sanitise	D
Equipment (Kickboards, Buoys, Lane Ropes)	Rinse after use; disinfect; inspect for damage.	Before and after each booking/event; otherwise weekly
Equipment (Slides, Swings, Jungle Gyms, Rockers)	Wipe and disinfect high-touch points; remove mud/dust; check for hazards and report defects.	Daily during operating season; weekly detailed clean; monthly inspection
Equipment Touchpoints	Disinfect controls, switches, handles.	D
General Floors	Sweep; remove dust; mop if required.	W
General Surfaces (tables, counters, appliances)	Wipe, sanitise, remove spills; disinfect high-touch points.	D
General Surrounds	Sweep, remove litter; wipe tables; clean walkways; high-pressure wash monthly.	D / W
Grounds & Surrounds	Raking/blowing/sweeping of hard surfaces; pick up litter; empty litter bins / Mechanical scrubbing or washing down of paved/hard surfaces / Clean external furniture (where applicable)	D / W/Ar / W/Ar
Lifeguard Towers / Stations	Sweep; disinfect touch surfaces; clear rubbish; wipe glass.	D

Mirrors & Glass surfaces	In washrooms: damp wipe and dry wipe, use glass cleaner	D / Ar
Paving/Pathways	Remove litter / Remove dust by sweeping, mop or wash where necessary.	D / D
Refuse Bins	Empty & damp wipe / Remove stains & disinfect	x2 / W
Showers/Foot baths (Indoor & Outdoor)	Remove oils/grease from walls/doors/floors (hard surface cleaner & disinfect) / Steam clean	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Sinks/Basins/Taps	Wet wipe & sanitise / Steam clean. Clean & disinfect; remove food residue; ensure drains clear.	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Surrounds (Decking, Paving, Seating Areas, Lawns)	Sweep; remove litter; hose down; disinfect high-touch surfaces; remove algae.	D / W
Taps	Wet wipe with hard surface cleaner & disinfect / Remove mineral deposits	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Telephones, Televisions, Monitors, Keyboards, and other desk equipment	Wet wipe with hard surface cleaner & disinfect	Before and after each booking/event; otherwise weekly
Tender check: Equipment	Check equipment minimum & working (per tender)	W
Toilets, Toilet suites, WCs, Urinals, Showers, etc.	Ensure usability & replenish consumables / Remove spoilage from bowl & under rim (hard surface cleaner & brush) / Remove mineral deposits / Wet wash & disinfect seat/lid/cistern/pipes / Full-time attendants required for public toilets / Disinfect all components / Wet wipe doors & walls & disinfect handles / Steam clean with appropriate equipment	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Waste Areas	Empty bins; disinfect; replace liners.	D
Waste Bins	Empty; replace liners; disinfect bin surfaces.	D
Waste Disposal Points	Empty bins; replace liners; disinfect bin surfaces.	D
Water Features (Geysers, Sprayers, Fountains)	Flush lines; deslime nozzles; disinfect; inspect for blockages.	Daily during operating season; weekly detailed

		clean; monthly inspection
Water Fountains	Disinfect button and spout; remove mineral deposits weekly.	Daily during operating season; weekly detailed clean; monthly inspection
Water Taps	Clean; remove lime scale; disinfect handles.	Minimum 3× daily during operating hours; deep clean weekly; descaling quarterly
Wheelie-bins	Sanitised	W
Windows and sills (internal and external)	Clean/wash with glass cleaner. Dust and damp wipe/wash. Clean/wash & disinfect	Ar / Q

C.5.2.2. Adhoc Specialized Services

The following cleaning services shall be conducted on an ad-hoc basis as per the scope of work stipulated in this tender. All services must comply with the specified contractual requirements and standards outlined in the agreement. The services include, but are not limited to:

The Ad Hoc Specialised Cleaning Services outlined in this tender represent high-intensity, event-driven or condition-driven interventions that exceed routine daily cleaning requirements. These services are executed on an ad hoc basis and include activities such as steam cleaning of various surface types, strip-and-seal treatments, graffiti removal, storm-related flood response, illegal dumping clean-ups, and other deep-cleaning functions identified by the City. Unlike routine cleaning, specialised services require skilled personnel, additional equipment, and the use of targeted chemicals and materials to restore surfaces to an acceptable standard of hygiene, safety, and appearance. The City requires Contractors to deliver these services at short notice, within strict response times, and using all-inclusive unit rates covering labour, PPE, consumables, equipment, transport, and operational overheads—as prescribed in the specification and pricing schedules.

The following cleaning services shall be conducted on an ad-hoc basis as per the scope of work stipulated in this tender. All services must comply with the specified contractual requirements and standards outlined in the agreement. The services include, but are not limited to:

C.5.2.3. Adhoc Specialised Services: Definitions & Cleaning Methodologies

C.5.2.3.1. Strip & Seal – Floor Restoration

Category	Comprehensive Details
Definition	Restorative floor-care process involving complete removal of old polish/sealant, deep cleaning of the exposed floor, and application of new protective sealant layers to restore appearance and extend floor lifespan.
Methodology – Preparation	<ul style="list-style-type: none"> • Remove furniture, obstacles and equipment. • Place hazard signage and restrict access. • Ensure ventilation and correct PPE use.
Methodology – Stripping	<ul style="list-style-type: none"> • Apply approved stripping agent and allow correct dwell time. • Mechanically scrub floor with rotary machine. • Manually scrub edges, corners and skirtings. • Vacuum/extract slurry thoroughly.
Methodology – Neutralising & Rinsing	<ul style="list-style-type: none"> • Neutralise floor surface where required. • Rinse repeatedly until no chemical residue remains. • Allow floor to dry completely.
Methodology – Sealing	<ul style="list-style-type: none"> • Apply 2–4 coats of approved sealer using clean applicators. • Allow full curing/drying time between coats. • Protect from traffic and dust during curing.
Outcome	<ul style="list-style-type: none"> • Smooth, glossy, uniform finish. • No streaks, bubbles, patches or residue. • Floor surface restored, protected and visually enhanced.

C.5.2.3.2. Illegal Dumping & Waste Clean-Up

(Collection, Loading, Site Clean-Up, Transport & Disposal)

Category	Comprehensive Details
Definition	Removal, loading, clean-up, transport and lawful disposal of illegally dumped waste (rubble, domestic waste, bulky items, garden refuse, contaminated waste, mixed debris) within or around facilities.
Methodology – Site Assessment	<ul style="list-style-type: none"> • Identify waste types and contamination risks. • Assess hazards and PPE requirements. • Determine appropriate tools and vehicles.
Methodology – Collection & Loading	<ul style="list-style-type: none"> • Manual or mechanical collection depending on waste volume/weight. • Load into suitable waste containers/vehicles. • Segregate recyclables if feasible.
Methodology – Site Clean-Up	<ul style="list-style-type: none"> • Sweep, rake and shovel remaining debris. • Pressure wash or disinfect affected areas if required. • Remove odour-causing residue.

Methodology – Transport	<ul style="list-style-type: none"> • Transport using leak-proof, covered vehicles. • Prevent spillage and secondary contamination.
Methodology – Disposal	<ul style="list-style-type: none"> • Dispose at approved landfill or transfer stations. • Obtain weighbridge slips where required.
Outcome	<ul style="list-style-type: none"> • Area fully cleaned and free from illegal waste. • No scattered debris, contamination or odour. • Surroundings restored to safe, compliant condition.

C.5.2.3.3. Graffiti Removal

(Surface Cleaning & Chemical Removal)

Category	Comprehensive Details
Definition	Removal of graffiti, paint, ink and markings from interior/exterior surfaces using approved chemical, mechanical or paint-over methods without damaging the substrate.
Methodology – Assessment	<ul style="list-style-type: none"> • Identify surface type (brick, concrete, glass, metal, painted walls). • Identify marking material to select appropriate removal agent.
Methodology – Surface Cleaning	<ul style="list-style-type: none"> • Pre-clean with mild detergent to remove dirt and enhance chemical effectiveness.
Methodology – Chemical Removal	<ul style="list-style-type: none"> • Apply approved remover; allow dwell time. • Agitate with non-abrasive pads. • Rinse thoroughly.
Methodology – Alternative Methods	<ul style="list-style-type: none"> • Pressure cleaning for durable surfaces. • Solvent wipes for sensitive surfaces. • Paint-over where removal risks damage.
Methodology – Finishing	<ul style="list-style-type: none"> • Final rinse or wipe-down. • Ensure surface is uniform in appearance.
Outcome	<ul style="list-style-type: none"> • Graffiti removed without shadowing or substrate damage. • Surface restored to clean, consistent condition.

C.5.2.3.4. Steam Cleaning – Ablutions / Kitchens

Category	Comprehensive Details
Definition	High-temperature, low-moisture steam cleaning of high-risk hygienic fixtures in ablutions and kitchens to disinfect, degrease and sanitise.
Methodology	<ol style="list-style-type: none"> 1. Remove loose debris; place hazard signage. 2. Pre-treat grease, scale and deposits. 3. Apply pressurised steam to fixtures, joints, grout and drains. 4. Agitate with non-abrasive brushes. 5. Extract residue and rinse.

	6. Apply disinfectant. 7. Dry all surfaces.
Outcome	<ul style="list-style-type: none"> • Fixtures disinfected, degreased and sanitised. • Elimination of bacteria, odours and residue. • Surfaces safe for public use.

C.5.2.3.5. Steam Cleaning – Carpets

Category	Comprehensive Details
Definition	Restorative steam extraction method for deep cleaning carpets, removing dirt, stains, allergens and embedded contaminants.
Methodology	1. Pre-inspect carpet and vacuum thoroughly. 2. Apply appropriate stain pre-treatments. 3. Steam-extract with slow overlapping passes. 4. Groom fibres for uniform appearance. 5. Accelerate drying with air-movers. 6. Confirm area is completely dry and odour-free.
Outcome	<ul style="list-style-type: none"> • Clean, fresh, hygienic carpets. • Stains reduced or eliminated. • Faster drying and reduced risk of mould.

C.5.2.3.6. Steam Cleaning – Tiled Flooring

Category	Comprehensive Details
Definition	High-temperature steam removal of soil, grease, grime and biological build-up from tiles and grout lines.
Methodology	Sweep/vacuum → Apply degreaser → Steam clean tiles & grout → Brush joints → Extract/flush → Rinse → Dry completely.
Outcome	<ul style="list-style-type: none"> • Clean, degreased tiles and grout. • Removal of embedded dirt and bacteria. • Restored slip-resistance and hygiene.

C.5.2.3.7. Steam Cleaning – Laminated Flooring

Category	Comprehensive Details
Definition	Low-moisture steam cleaning method suitable for laminate surfaces without causing swelling or warping.
Methodology	Remove loose dirt → Apply low-moisture steam → Avoid moisture pooling → Wipe dry immediately → Light buff.

Outcome	<ul style="list-style-type: none"> • Clean laminate without moisture damage. • Streak-free, restored appearance. • No warping, swelling or lifting.
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C.5.2.3.8. Steam Cleaning – Blinds, Curtains & Fabrics

Category	Comprehensive Details
Definition	Steam sanitation of soft furnishings including blinds, curtains and upholstered furniture, removing odours, dust, allergens and microbial contaminants.
Methodology	Vacuum/dust → Colourfastness test → Apply controlled low-pressure steam → Light brushing if required → Allow complete drying.
Outcome	<ul style="list-style-type: none"> • Fresh, sanitised fabric surfaces. • Reduced allergens and odours. • No damage or colour bleeding.

C.5.2.3.9. Steam Cleaning – Cashier / Public Interface Cubicles

Category	Comprehensive Details
Definition	Deep sanitation of high-touch public service cubicles including glass, metal frames, transaction openings, counters and communication equipment.
Methodology	Pre-clean → Apply steam to frames, rails, handles and devices → Precision nozzles for seals/corners → Wipe dry → Polish glass → Protect electrical components.
Outcome	<ul style="list-style-type: none"> • Sanitised, streak-free, hygienic public interface areas. • Safe, clean transaction points. • No damage to electronics or surfaces.

C.5.2.3.10. Emergency Flood Response

(Water Extraction, Debris Removal, Mud/Silt Clearance, Wash-Down & Sanitisation)

Category	Comprehensive Details
Definition	Urgent response to restore flooded facilities to safe, sanitary and operational condition, including water extraction, debris removal, silt clearance, cleaning, drying and disinfection to prevent microbial risks.
Methodology – Assessment & Safety	Identify flooded zones, water depth, contamination → Secure electricity → Deploy safety signage → Restrict access → Use appropriate PPE.
Methodology – Water Extraction	Pump out standing water using wet-vacs, submersible pumps or extractors → Remove water from floors, basements, storerooms, offices → Extract moisture from carpets/mats if salvageable.
Methodology – Storm Debris Removal	Remove branches, litter, soil, vegetation, wind-borne debris → Clear entrances, walkways, drains and emergency exits.

Methodology – Mud & Silt Removal	Scrape, shovel or vacuum mud → Unblock gullies, channels, storm drains → Remove sludge from walls, thresholds and fences.
Methodology – Wash-Down	High-pressure or manual wash → Apply detergents/degreasers → Rinse into approved drains.
Methodology – Sanitisation & Disinfection	Apply disinfectants to floors, skirtings, walls, ablutions, kitchens, public counters → Target high-touch and stagnant-water zones.
Methodology – Drying & Restoration	Use air-movers, dehumidifiers and ventilation → Prevent mould → Report structural damages.
Outcome	<ul style="list-style-type: none"> • Facility restored to safe, clean, dry condition. • Free from water, silt, debris, odours and contamination. • Area made operational and compliant for reopening.

C.5.2.4. Ad Hoc Specialized Services: Cleaning Material Tool For Tenderer

To ensure safe, effective, and compliant execution of ad hoc specialised cleaning tasks, Contractors are required to maintain, at all times, a **Minimum Chemical Kit** capable of supporting one full operational day of specialised cleaning. This kit comprises SABS-approved and environmentally responsible cleaning agents, surface-appropriate detergents, disinfectants, degreasers, sanitisers, strippers, sealers, and other products prescribed in the tender specification. The chemical kit ensures preparedness for diverse specialised tasks, including steam cleaning, stain removal, strip-and-seal applications, upholstery and fabric cleaning, high-touch sanitation, emergency flood remediation, and graffiti removal. All products must be accompanied by Material Safety Data Sheets (MSDS), must meet safety and storage requirements, and must be stocked in sufficient quantities to guarantee uninterrupted service delivery across all facilities within the awarded region.

The Contractor must use products and a cleaning methodology which requires minimum or as little as possible electricity; and the use of cold rather than hot water as far as possible.

Number	Specialised Service	Minimum Chemicals Required	Reason (Based on Methodology)
1	Strip & Seal (Floor Restoration)	Floor polish stripping agent	Stripping, neutralising, rinsing & sealing steps require these to remove old sealant and reapply new coats.
		Neutraliser / pH stabiliser	
		Rinse aid	
		Floor sealer (2–4 coats)	
		Applicator cleaning solution	
2	Illegal Dumping & Waste Clean Up	General detergent	Waste cleanup requires detergents, degreasing and disinfecting contaminated areas.
		Heavy-duty degreaser	
		Broad-spectrum disinfectant	
		Odour neutraliser	

3	Graffiti Removal	Graffiti removal chemical	Method includes chemical removal, solvent wiping, pre-cleaning and paint-over options.
		Solvent wipes	
		Mild detergent (pre-clean)	
		Chemical neutraliser	
		Paint-over blocking coat	
4	Steam Cleaning – Ablutions/Kitchens	Degreaser	Pre-treatment includes degreasing & descaling; post-treatment requires disinfection.
		Descaler (urinals, toilets, showers)	
		Disinfectant	
		Neutral detergent (rinse)	
5	Steam Cleaning – Carpets	Carpet pre-spray	Method requires pre-treatment, stain lifting and odour removal before steaming.
		Stain remover	
		Carpet deodoriser	
		Fibre rinse stabiliser	
6	Steam Cleaning – Tiles	Tile-safe degreaser	Degreasing and grout brushing occur before and after steaming.
		Grout cleaner	
		Neutral detergent	
		Anti-microbial disinfectant	
7	Steam Cleaning – Laminated Floors	Laminate-safe neutral cleaner	Low-moisture methodology requires only safe neutral products.
		Laminate-safe disinfectant spray	
8	Steam Cleaning – Blinds, Curtains, Fabrics	Fabric-safe neutral cleaner	Fabric cleaning requires colour-safe products, pre-spotters, and fabric disinfection.
		Fabric pre-spotter	
		Fabric disinfectant	
		Anti-odour spray	
9	Steam Cleaning – Cashier/Public Interface Cubicles	Glass cleaner	Cubicles require pre-cleaning, disinfecting & streak-free glass cleaning.
		Anti-static glass polish	
		Mild detergent	
		Disinfectant for high-touch points	
10	Emergency Flood Response	Heavy-duty detergent	Flood cleanup requires washing, degreasing, disinfecting, mould prevention & odour removal.
		Heavy degreaser	
		Broad-spectrum disinfectant	
		Mould inhibitor / anti-fungal	
		Odour neutraliser	

Category	Chemicals Included
Detergents	General-purpose detergent; mild detergent; neutral detergent
Degreasers	Heavy-duty degreaser; tile-safe degreaser
Scale & Grout	Descaler; grout cleaner
Disinfectants	Broad-spectrum disinfectant; ablution disinfectant; laminate-safe disinfectant; carpet antimicrobial deodoriser
Floor Restoration	Stripping agent; neutraliser; rinse aid; floor sealer; applicator cleaning agent
Carpets	Carpet pre-spray; stain remover; deodoriser; fibre rinse
Fabrics/Upholstery	Fabric neutral cleaner; pre-spotter; fabric disinfectant; anti-odour spray
Graffiti	Graffiti remover; solvent wipes; neutraliser; paint-over block coat
Glass/Cubicles	Glass cleaner; anti-static glass polish
Flood Response	Heavy detergent; disinfectant; mould inhibitor; odour neutraliser

C.5.2.5. Ad Hoc Specialized Services: Minimum Chemical Quantities – One-Day Ad Hoc Response Kit

The table below provides a guideline for the cleaning materials required for pricing purposes; however, it is not limited to these items. Bidders must carefully review the cleaning schedule outline in the specifications to identify all necessary consumables and materials required to meet the scope of work and service standards. It is the Supplier's responsibility to ensure that all cleaning consumables are adequately stocked to maintain uninterrupted service delivery as per contractual obligations.

The labelled quantities and frequency of replenishment of cleaning materials may vary from facility to facility, depending on factors such as facility size, occupancy levels, and specific cleaning requirements. Bidders must take these variations into account when preparing their pricing proposals. The Supplier is responsible for ensuring that each facility receives the appropriate quantity of consumables as required to maintain hygiene and cleanliness standards in accordance with the cleaning schedule and contractual obligations.

Category	Chemical	Minimum Quantity Required
DETERGENTS	General-purpose detergent	2 × 5 L
	Mild detergent	1 × 5 L
	Neutral detergent	1 × 5 L
DEGREASERS	Heavy-duty degreaser	2 × 5 L
	Tile-safe degreaser	1 × 5 L
SCALE & GROUT	Descaler	1 × 5 L
	Grout cleaner	1 × 5 L
DISINFECTANTS	Broad-spectrum disinfectant	2 × 5 L
	Ablution disinfectant	1 × 5 L

	Laminate-safe disinfectant	1 × 5 L
	Carpet antimicrobial deodoriser	1 × 5 L
FLOOR RESTORATION	Stripping agent	2 × 5 L
	Neutraliser	1 × 5 L
	Rinse aid	1 × 5 L
	Floor sealer	1 × 5 L
	Applicator cleaning agent	1 × 5 L
CARPETS	Carpet pre-spray	1 × 5 L
	Stain remover	2 × 1 L
	Deodoriser	1 × 5 L
	Fibre rinse	1 × 5 L
FABRICS / UPHOLSTERY	Fabric neutral cleaner	1 × 5 L
	Pre-spotter	1 × 1 L
	Fabric disinfectant	1 × 5 L
	Anti-odour spray	2 × 1 L
GRAFFITI	Graffiti remover	2 × 1 L
	Solvent wipes	2 × packs of 50
	Neutraliser	1 × 1 L
	Paint-over block coat	1 × 1 L
GLASS / CUBICLES	Glass cleaner	1 × 5 L
	Anti-static glass polish	1 × 1 L
FLOOD RESPONSE	Heavy detergent	2 × 5 L
	Disinfectant	2 × 5 L
	Mould inhibitor	1 × 1 L
	Odour neutraliser	1 × 5 L

C.5.2.6. Ad Hoc Specialized Services: Cleaning Cleaning Equipment & Tools

The Supplier shall provide and supply all cleaning equipment that may be required in the execution of the contract together with ladders and other special equipment necessary for the full and proper execution of the work conforming to the cleaning specifications.

Equipment provided by the Supplier (including extension cords) shall always be safe and in good working order. Regular inspections and maintenance shall be carried out by competent persons so as to ensure no time loss due to malfunctioning equipment.

Below is a typical set of equipment (but is not limited to this list):

- Vacuum cleaners (Wet and Dry)
- Buckets
- Mops
- Janitor Trolleys

- Signage boards (e.g. cleaning in progress, floor wet etc.)
- Cloths
- Brush + Dust Pan
- Electrical extension cord
- Feather dusters
- Outside brooms
- Inside brooms
- Chemical dispensing equipment
- Ladders
- Polishers

The quantity of equipment will vary and it is the Supplier's duty to ensure that there is enough equipment at each facility to adhere to the delivery programme in terms of cleaning and the frequency thereof. Equipment sets shall be colour coded and separated as per the grouping below and are not to be mixed:

- Ablutions and Toilets
- Kitchens
- Office areas

The Supplier must use products and a cleaning methodology which requires minimum or as little as possible electricity; and the use of cold rather than hot water as far as possible.

C.5.2.7. Ad Hoc Specialized Services: Cleaning Materials & Products

It shall be the responsibility of the Supplier to ensure continuous supply, distribution, replacement, and replenishment of all cleaning materials required for kitchens, toilets, and ablution facilities where specified.. It is essential that all City facilities remain fully stocked daily to maintain uninterrupted operations and hygiene standards. The Supplier must proactively manage inventory levels to prevent depletion of consumables, including toilet paper (1-ply, SABS 648 certified, white, and non-recycled), liquid and/or foam toilet hand soap, hand sanitiser, paper towels (SABS-compliant), disinfectants, toilet bowl cleaners, urinal mats, dishwashing liquid, floor polish, floor/tile stripper, floor sealer, air fresheners, furniture polish, and plastic bags for waste removal.

To ensure continuous availability, the Supplier shall maintain a minimum contingency stock of cleaning materials on-site, sufficient to support at least two (2) weeks of operations. This contingency stock must remain unused and available at all times, with a monthly stock report submitted to the designated City Official. The City reserves the right to inspect stock levels at any time to ensure compliance. The Supplier must submit proof of stock replenishment upon request and ensure that all liquid cleaning products are delivered unopened and undiluted. All materials and solvents, including sanitizing liquids, must be approved by the City Official before use.

The Supplier must also submit a monthly consumable stock usage report to the applicable City Official via email in PDF format, detailing the usage and replenishment of all cleaning materials to ensure transparency and accountability.

Wherever possible, the Supplier must use environmentally friendly cleaning products that are non-hazardous,

biodegradable, and free from harmful chemicals. These products must not cause skin irritation or pose any health risks. Environmentally friendly alternatives such as EnviroSan, an all-purpose cleaner that replaces general cleaning detergents; Econodet, a liquid detergent that replaces dishwashing liquid; and Dermabac, a hand sanitiser that replaces liquid and/or foam hand soap, should be used where applicable or an equivalent product that meets safety and performance standards.

Where hazardous chemical substances are required, the Supplier must submit the relevant material safety data sheet (MSDS) or sufficient information as required by the Occupational Health and Safety Act (Act 85 of 1993) for approval by the City's Official. The Supplier must ensure that hand towels, hand soap, and toilet paper are adequately stocked at each ablution facility daily.

Failure to meet these obligations will attract penalties as per Clause 5.17 of the Performance Management Framework.

C.5.3. Appointment Of Contractors

5.3.1 The CCT intends to appoint four tenderers. the highest ranked tenderer ("the winner") and in addition of one "alternative tenderer") for the allocation of work per region. If insufficient responsive bids are received, the CCT reserves the right to appoint fewer tenderers, or not to appoint any tenderers at all.

Suppliers, once appointed and subject to operational requirements, will be invited to deliver the goods or services on a "winner-takes-all" basis, whereby the order will always be offered and, if accepted, allocated to the highest ranked tenderer ("the winner"), and only if he refuses will the work be offered to the next highest ranked tenderer from the alternative tenderers).

Each region shall be evaluated independently.(Tenderers are to Indicate which region(s) making submission for. (See, schedule F.13)

5.3.2 Regional Evaluation and Appointment Structure

For each region, the City shall make the following appointments, subject to the outcome of the tender evaluation process:

Region North

The highest scoring acceptable Tenderer shall be appointed as the winner: Region North.

The second highest scoring acceptable Tenderer shall be appointed as alternative: Region North.

Region South

The highest scoring acceptable Tenderer shall be appointed as the winner: Region South.

The second highest scoring acceptable Tenderer shall be appointed as alternative: Region South.

5.3.3 Regional Evaluation and Appointment Structure

For each region, the City shall make the following appointments, subject to the outcome of the tender evaluation process:

Region North

The highest-scoring acceptable Tenderer shall be appointed as **the winner: Region North**.

The second-highest scoring acceptable Tenderer shall be appointed as **alternative: Region North**.

Region South

The highest-scoring acceptable Tenderer shall be appointed as **the winner: Region South**.

The second-highest scoring acceptable Tenderer shall be appointed as **alternative: Region South**.

5.3.4 Winner-Takes-All Allocation Mechanism

The City shall apply a **winner-takes-all** allocation mechanism in each region.

Accordingly:

1. All orders, instructions, or allocations of work shall first be offered to the “the Winner” for the relevant region.
2. Should the Winner:
 - decline the work,
 - fail to respond to an order,
 - be unable or unwilling to perform,
 - fail to meet contractual obligations, performance standards, or operational readiness requirements, or
 - default in any manner under the contract,

The City shall be entitled, without limitation, to allocate such work to the **Alternative** for that region.

3. If the “Winner” fails to respond or fails to remedy a deficiency within **twenty-four (24) hours** of receiving written notice from the City, the Alternative may be activated immediately.

The City retains the discretion to activate the Alternative at any time where necessary to ensure service continuity, operational stability, or compliance with statutory obligations.

If any additional facilities has been identified, the CCT will allow the Suppliers five (5) working days to setup and get ready to provide the additional service. Should any Supplier indicate in writing after consensus has been reached, that they are unable to meet the additional operational demand at the time of need, the City reserves the right to engage with the appointed alternative Supplier(s) to commence with the cleaning services required.

If there are operational changes within the City of Cape Town and the services are no longer required due to applicable Legislation, City Directives, etc. as amended from time to time, the City reserves the right to terminate the contract and/or orders accordingly. The Supplier will be given a calendar month's notice in this regard.

C.5.4. Health & Safety

The Supplier shall ensure that all activities undertaken under this contract are in compliance with the Occupational Health and Safety Act (Act 85 of 1993), Labour Relations Act as amended, Basic Conditions of Employment Act, Municipal By-Laws and any other applicable legislation. The Supplier shall also observe and abide to any applicable rules within the facilities and shall be subject to any applicable penalties in case of transgression.

It is to be noted that a comprehensive Health and Safety File (as per the City's specifications and OHSA) shall be submitted by the Supplier upon commencement of the contract. Services at any facility shall not commence until this Health and Safety file has been completed in full and meets all standards as specified by the relevant City Official and is approved.

A completed and approved Health and Safety file shall be required for all facilities/buildings and must be kept at each facility/building upon commencement of the contract, remaining accessible at all times. The City's Authorised Official may request a Health and Safety file for any facility/building as needed from time to time. Failure to submit or maintain the required file may result in penalties.

All facilities shall require a completed and approved Health and Safety file to be kept at each facility upon commencement of the contract, and available at all times. The completed and approved Health and Safety file may be requested by the City Official, as and when required, and will be kept at the facility and available at all times.

In compliance with the Occupational Health and Safety Act, the Supplier shall submit a comprehensive health and safety plan for approval by the City's Authorised Official. The health and safety plan shall address all identified hazards on site and shall include but not limited to:

- The safety management structure including the names of all designated persons such as site supervisors and any other competent persons.
- The Supplier's staff must display appropriate signage when cleaning floors and take the required precautionary action(s) to prevent accidents/ injury. (chemicals)
- The Supplier's staff must adhere to the Council's Security requirements and procedures whilst present on site.
- The Supplier shall ensure that all special fire protective doors, fitted to certain rooms, are closed after cleaning. No doors to be wedged open.
- The Supplier shall ensure that the cleaning materials and methods used, during the cleaning services provided, are not abrasive or detrimental in any way to the buildings infrastructure and shall ensure that the processes have been approved by the Council's Official prior to any cleaning done.
- The Supplier shall supply protective clothing, where appropriate (for e.g. gloves and masks), to all

cleaning staff (including the ad-hoc cleaning staff) - costing to be factored into the bid. Cognisance of the nature of the business and that often broken glass, human faeces, animal faeces, medical waste items, sharps and the likes are to be handled and that appropriate safety precautions need to be taken in line with the H&S risk assessment.

- The Supplier's staff shall be trained in OHS, relevant to their job function in order to execute their operational requirements – compliant to the OHS Act. Records of all training shall be kept on file for auditing purposes.
- The Supplier's staff will comply with Health and Safety File the Emergency Management Plan and actively participate assist in evacuation drills and exercises, where applicable. (Risk assessment, waiste management plan, health and safety policy, fall protection plan, Letter of good standing (Coida), Cleaning procedures, appointed safety officer (for legal appointments – first aiders, etc), substance abuse policy. Dept of labour – incidents reporting/process, checklist, toolbox talk (Foreman/supervisor to be appointed and dealing with OHS/training)
- The Supplier is required to reprioritize work to support the management team during emergencies such as floods with mitigating injury by assisting with immediate mopping of spillage and placing trip and slip signage to prevent injury.
- The Supplier will be required to ensure sanitizing and high-touch cleaning in line with communicable diseases by using the recommended procedures stipulated by the relevant health authorities on an ongoing and as required basis.

The Supplier shall report all incidents where an employee is injured on duty to the extent that he/she: dies, becomes unconscious, loses a limb or part of a limb is injured or becomes ill to such a degree that he/she is likely either to die or to suffer a permanent physical defect or likely to be unable for a period of at least 14 days either to work or continue with the activity for which he/she was usually employed or where: a major incident occurred; the health and safety of any person was endangered; where a dangerous substance was spilled; to the client within two (2) days and to the Provincial Director of the Department of Labour within seven (7) days (Section 24 of the Act & General Administrative Regulation 8). The Supplier is required to provide the City with copies of all internal and external accident/incident investigation as well as all statutory reports required in terms of the Act within seven (7) days of the incident occurring.

The Supplier shall be responsible for investigating all accidents and incidents related to its staff and operations, including cases where employees and non-employees sustain injuries requiring medical treatment from a doctor, hospital, or clinic. The findings of such investigations must be recorded in the Accident/Incident Register. Additionally, the Supplier shall investigate all minor, non-injury incidents and near misses. The City reserves the right to conduct its own investigation or request an independent external investigation when deemed necessary. The Supplier must provide the City will all investigation reports, findings and relevant documentation related to any accident, incident or near miss.

Ladders are legal and not banned for work at height. Ladders may be used as a workplace, within stipulated limitations, when it is not reasonably practical to use other potentially safer means and the risk assessment shows that the risks are low. Ladders are best used as a means of access to or egress from a work place and may be used as a work place for short duration light work as detailed below.

Ladders should only be used at a work place for short duration (maximum 30 minutes per task), light work (up to 10 kg) only and where

- the work only requires one hand to be used
- the work can be reached without stretching
- the ladder can be fixed or footed to prevent slipping
- a good handhold is available.

Ladders to be checked daily for damage etc. by user before use (i.e. pre-use check prior to setting up the ladder to quickly establish whether the ladder is safe to use there and then); recheck if it has been unattended (a pre-use check is a visual and functional check which might include, for example, stiles that are warped, cracked, bent, rotten or of different lengths or rungs that are missing, worn or loose or feet that are in a bad state of repair or dirty etc. or paint or dirt on the ladder hiding defects or rivets or screws that are missing or welds that are cracked or corroded, etc.)

The Supplier shall ensure that all ladders are inspected (more in depth than pre-use checks) monthly by appointed competent ladder inspectors, are in good safe working order, are of the correct height for the task, extended at least 1m above the landing, fastened and secured or at minimum held, and at a safe angle (one in four rule). Records of inspections must be available on request. Wherever possible, tie a ladder (by its stiles) to prevent it from slipping, either at the top, the bottom or both. Ladders should be fitted with safety feet to prevent slipping – feet to be in good repair (not loose, missing, splitting, excessively worn, secure etc.), clean and in good contact with the ground (ground to be level, firm and clean). Don't rest ladders against weak upper surfaces (e.g. glazing, plastic gutters etc.); use effective spreader bars or effective stand-offs. Avoid side-on work. Do not overreach and do not work off the top three rungs (leaning ladder) or top two steps (stepladder). When working from a ladder, try and maintain three points of contact (e.g. both feet and one hand). Users should face the ladder at all times whilst climbing or dismounting. Only one person to work from a ladder. No tools to be left on top of ladders. Heavy or bulky loads should not be carried up or down ladders. Ladders should be kept clean and free from greasy and oily deposits. Ladder inspection training shall be accredited by Department of Labour, SAQA or SETA.

C.5.5. Supplier Responsibilities

The Supplier shall be fully responsible for the **management, delivery, supervision, administration, and quality** of all cleaning services rendered under this contract. The responsibilities set out in this clause are **mandatory and enforceable** and apply to all facilities and buildings covered by this tender.

5.5.1. Contract Management, Communication and Accessibility

The Supplier shall remain **available at all times** and shall provide the City of Cape Town's Authorised Official with valid and continuously reachable **primary and secondary contact details** for responsible persons authorised to manage day-to-day service delivery. These contact details shall be submitted at commencement of the contract and kept updated for the duration of the contract.

The Supplier shall appoint competent on-site supervision and ensure that supervisory personnel are contactable

at all times for operational coordination, service verification, and response to instructions.

The Supplier shall arrange and attend a **weekly operational meeting** with the City of Cape Town's Authorised Official to discuss operational matters, staffing, service performance, and conduct spot checks on cleaning standards within any facility or building.

5.5.2. Staffing, Attendance and Service Continuity

The Supplier shall ensure that a **full complement of staff** is deployed and present on site daily for the required operational hours and service needs.

The Supplier shall make **immediate arrangements for substitution** of any staff member absent for any reason, including illness, leave, disciplinary matters, training, or unforeseen circumstances, in order to maintain uninterrupted service delivery.

Where any staff member is unavailable on a given day, the Supplier shall ensure that a replacement staff member arrives at the relevant facility **no later than 30 min from the agreed shift commencement time** on the same day. **The supervisor needs to stand in until replacement member arrives** Where no replacement is provided and no cleaning has taken place, the City of Cape Town may deduct the related costs from the monthly invoice, including the proportionate value of lost time prior to the replacement's arrival.

The Supplier shall maintain accurate and auditable attendance administration and shall comply with the City of Cape Town's attendance monitoring requirements, including the use of **time-and-attendance systems and** where implemented.

Attendance of all cleaning personnel shall be confirmed to the City of Cape Town's Official within 30 minutes from the agreed shift commencement, **daily**, and staff shall utilise the time and attendance system provided by the supplier where applicable to ensure auditable time and attendance records.

The Supplier shall provide the City of Cape Town's Authorised Official with an **end-of-month staffing return (attendance registers) and labour report**, indicating the number of supervisory and cleaning staff employed for the contract.

5.5.3. Work Scheduling, Supervision and Quality Control

Prior to commencement of services, the Supplier shall compile a **comprehensive work schedule** detailing all cleaning tasks, frequencies, and duties required for each facility or building. The schedule must be approved by the City of Cape Town's Authorised Official before commencement and shall thereafter be supervised and implemented daily by the Supplier.

The Supplier shall provide and complete all required **check sheets** (including daily, weekly, fortnightly, and quarterly records) accurately and timeously. These check sheets shall be submitted for inspection and shall be

countersigned by the City of Cape Town's Authorised Official after quality verification.

A service schedule shall be displayed at facility and shall indicate, at minimum, the date and time of service, consumables replenished, tasks performed, and the name of the responsible staff member. The Supplier's supervisor shall review and endorse these schedules daily.

If the City of Cape Town raises dissatisfaction regarding service quality, the Supplier shall take **immediate corrective action**. Failure to address deficiencies promptly may result in penalties, invoice deductions, or other remedial measures in accordance with the contract provisions.

The Supplier shall ensure that all equipment sets are **colour-coded and separated** for toilets and ablutions, kitchens, and office areas, and that such equipment is not interchanged between designated areas.

5.5.4. Equipment, Materials, Consumables and Stock Control

The Supplier shall provide and supply all cleaning equipment and tools necessary for the full and proper execution of the services, ensuring that all equipment is safe, serviceable, and maintained to prevent service disruption. (lifespan)

The Supplier shall ensure continuous supply, distribution, replacement, and replenishment of all cleaning materials and consumables required to maintain hygiene and uninterrupted operations at each facility, including toilet paper, hand towels, hand soap, hand sanitiser, disinfectants, refuse bags, and other required consumables.

The Supplier shall submit monthly stock reporting to the City of Cape Town's designated official when required. The City of Cape Town reserves the right to inspect stock levels at any time.

The Supplier shall ensure that all liquid cleaning products are delivered unopened and undiluted and that all cleaning materials, chemicals and solvents are approved by the City of Cape Town's Official prior to use.

Where hazardous chemical substances are required, the Supplier shall submit the relevant Material Safety Data Sheet for approval and shall maintain all Safety Data Sheets within the on-site Health and Safety File.

5.5.5. Occupational Health and Safety Compliance (risk assessments etc)

The Supplier shall comply with the **Occupational Health and Safety Act (Act 85 of 1993)**, the Labour Relations Act, the Basic Conditions of Employment Act, municipal by-laws, and all other applicable legislation, as amended from time to time.

The Supplier shall submit a comprehensive **Health and Safety File** upon commencement of the contract. Services at any facility or building shall not commence until the Health and Safety File has been completed in full and approved by the relevant City of Cape Town Official. A completed and approved Health and Safety File shall be kept at each facility/building and remain accessible at all times.

The Supplier shall provide a health and safety plan addressing identified hazards, including designated competent persons and site supervision, and shall ensure compliance with all facility rules and security requirements while on site.

The Supplier shall supply appropriate Personal Protective Equipment and protective clothing to all cleaning staff, factoring into the bid the nature of the work, including exposure risks such as broken glass, sharps, human and animal waste, and similar hazards.

The Supplier shall ensure appropriate warning signage is displayed during cleaning activities, including where floors are wet, and shall take precautionary actions to prevent accidents or injury.

The Supplier shall ensure special fire protective doors are closed after cleaning and shall not push doors open.

The Supplier's staff shall comply with the City of Cape Town's Emergency Management Plan and shall participate in evacuation drills and exercises where applicable.

Medical fitness assessments: The Supplier shall ensure that all staff undergo appropriate medical fitness assessments prior to deployment and as required thereafter based on the risk profile of the work. Proof of medical fitness shall be retained in the Health and Safety File and made available to the City of Cape Town upon request.

Preventative vaccinations: The Supplier shall ensure that all cleaning staff are vaccinated against communicable diseases relevant to their work environment, including but not limited to Hepatitis B, in line with Occupational Health and Safety requirements and recommendations from relevant health authorities. Proof of vaccination shall be retained in the Health and Safety File and produced upon request.

The Supplier shall report statutory incidents and injuries in accordance with section 24 of the Occupational Health and Safety Act and related regulations, and shall provide the City of Cape Town with copies of internal and external accident and incident investigation reports and statutory reports within the required timeframes. The Supplier shall also investigate near misses and non-injury incidents and provide the City with investigation documentation when requested.

Where ladders are used, the Supplier shall ensure daily pre-use checks, monthly inspections by competent persons, maintenance of inspection records, and safe working practices in accordance with the ladder requirements contained in the specification.

5.5.6. Hygiene Response, Disease Control and Emergency Reprioritisation

During periods of communicable disease outbreaks or heightened health risk, the Supplier shall implement enhanced sanitisation by using appropriate approved chemicals to disinfect high-touch surfaces, including but not limited to door handles, lift buttons, call buttons, clocking machines, shared workspaces, desks and countertops, and other frequently touched areas identified by the City of Cape Town or health authorities. The City of Cape Town reserves the right to amend sanitisation requirements based on evolving health risks and official directives.

During emergencies such as flooding or spillages, the Supplier shall reprioritise work to support the building management team, including immediate mopping, placing trip and slip signage, and implementing additional measures such as moisture extraction, dehumidifying and steam cleaning where required within scope.

5.5.7. Security, Access Control, Conduct and Confidentiality

The Supplier shall comply with all access control and security procedures applicable to each facility and shall ensure that only authorised personnel enter City of Cape Town premises during approved times.

All staff access cards must be returned to the City of Cape Town when staff leave the applicable facility/building or leave the Supplier's employment. The cost of lost, stolen, or unreturned cards shall be charged to the Supplier.

The Supplier shall safeguard information relating to the work and shall not disclose information to unauthorised persons. Failure to safeguard classified information may result in criminal liability.

The Supplier shall not conduct interviews, labour relations meetings, disciplinary proceedings, or training on City of Cape Town premises.

5.5.8. Industrial Relations and Escalation Process

The Supplier shall be solely responsible for all industrial relations matters relating to its staff, including disciplinary actions, grievances, labour disputes, performance matters and wage-related issues. The City of Cape Town shall not be involved in industrial relations processes.

The Supplier shall ensure that labour disputes are resolved internally or through appropriate statutory bodies without disruption to service delivery. Any delays or continued disruptions resulting from industrial relations issues may result in penalties imposed on the Supplier.

At no point shall the Supplier's staff actions, disputes, or operational issues bring disrepute to the City of Cape Town. Conduct negatively impacting the City's reputation may be deemed a material breach of contract and may result in penalties or termination.

In the event of staff strikes, community unrest, or protest action impacting the Supplier's ability to deliver services, the Supplier remains responsible for ensuring that services continue uninterrupted in accordance with the tender specifications. Where the Supplier fails to make immediate alternative arrangements or fails to notify the City timeously, the City may deduct associated costs from the monthly invoice and/or engage an alternative supplier to maintain service continuity.

The Supplier shall notify the City of Cape Town immediately of any incident or circumstance that may compromise service delivery and shall provide a detailed impact assessment and mitigation actions.

5.5.9. Staff Administration, Deployment and Workplace Conduct

The Supplier shall be responsible for all staff administration related duties, including payroll administration, employment compliance, timekeeping, staff conduct and performance management.

The Supplier shall ensure that cleaning staff are competent to fulfil the functions required and shall rotate staff when requested by the City of Cape Town's Official, where operationally feasible.

The Supplier shall ensure gender-appropriate servicing of ablution facilities where possible: female staff shall clean female toilets and male staff shall clean male toilets. Where only one cleaner is employed on site, that cleaner may service both male and female toilets; however, appropriate signage to be visible when dealing with this situation.

5.5.10. Training and Competency Requirements

The Supplier shall ensure that staff are trained in Occupational Health and Safety relevant to their job functions to execute operational requirements in compliance with the Occupational Health and Safety Act. Training records shall be kept on file for auditing purposes.

The Supplier shall ensure staff are trained in safe chemical handling, use of protective clothing, safe equipment use, hygiene controls (including colour-coding), and emergency response procedures appropriate to the service environment.

5.5.11. Recruitment and Selection (Including Immediate Community Consideration)

The Supplier shall conduct recruitment and selection in compliance with applicable labour legislation and shall ensure that all staff appointed are competent and suitable for the functions required under this contract.

Where feasible and without compromising competence, operational efficiency, security requirements, or service standards, the Supplier shall give consideration to appointing suitable candidates from the **immediate surrounding community** for the applicable facility or building.

C.5.6. City Of Cape Town Responsibilities

The City of Cape Town may provide suitable storage facilities for all equipment and materials, but will not be responsible for any theft or loss from said environment, whatsoever. The locks of storage areas that are exclusively used by the Supplier may be replaced at his/her own expense and be subject to ad-hoc inspection by the City official. These facilities are subject to inspection and must be kept clean by the Supplier at all times.

The City of Cape Town reserves the right to validate attendance in line with the contract specifications.

The City shall maintain a minimum two week contingency stock of cleaning materials on site at all times (kept available and unused for contingency purposes), and

5.6.1. Provision of Storage, Facilities and Access

The City of Cape Town shall provide **suitable storage facilities** for all equipment and materials required by the Supplier for the performance of this contract. Such facilities are made available **entirely at the Supplier's risk**, and the City shall **not be held liable for any loss, theft, or damage** of equipment or materials stored within these areas.

The Supplier may, at its own cost, replace the locks of any storage area that is exclusively utilised by the Supplier. The City retains the right to conduct **ad-hoc inspections** of these storage facilities to ensure safety, cleanliness and compliance with the contract. These areas shall be kept **clean, orderly, and free of hazards** at all times by the Supplier.

Where required, the City shall provide the Supplier's staff with the **first issue of access cards and identity cards** for entry into controlled City buildings or operational zones. Any replacement access cards shall be for the **Supplier's account**, irrespective of the reason for replacement.

The City shall provide the Supplier's cleaning personnel with access to the facilities **between 06h00 and 18h00**, or as otherwise authorised when after-hours or event-related cleaning is required.

5.6.2. Attendance Verification and Monitoring

The City reserves the right to **validate attendance** of the Supplier's personnel to ensure compliance with contractual service hours, staffing requirements and performance obligations.

For this purpose, the City may deploy **biometric clock-in systems and/or facial recognition devices** within designated facilities. These systems shall serve as the official attendance-recording mechanism for auditing, service verification and invoice processing. Placement and operation of such systems shall be agreed upon between the City and the Supplier.

- The City may request immediate **removal of Supplier personnel** who are unsuitable, pose security risks, fail to meet performance standards, or breach facility rules. Reasons shall be supplied in writing.

5.6.3. Oversight, Inspection and Quality Assurance

The City retains the right to **inspect and test** the Supplier's services, equipment, materials, and all operational processes associated with this contract. The Supplier shall provide full access, reasonable assistance, and cooperation during inspections.

The City may conduct **spot-checks** on:

- the quality of cleaning services,
- compliance with service frequencies and cleaning schedules,
- the accuracy and completeness of ablution checklists,
- cleanliness and organisation of storage areas, and
- adequacy of consumables and replenishment practices.

Any deficiencies identified may result in the application of **penalties, corrective instructions, invoice deductions, or escalation procedures**, in accordance with the contract's performance management provisions.

- The City reserves the right to **inspect and test** the Supplier's services, equipment, materials, and performance at any time, with reasonable access to storage areas, tools and documentation.
- City Officials will conduct **spot checks** on cleaning quality, compliance with cleaning schedules, and the accuracy of service sheets displayed on ablution doors.

Findings from inspections may be used to trigger **performance management actions**, including penalties, deductions, corrective instructions, escalations, or activation of alternative suppliers

5.6.4. Contract Governance, Communication and Official Instructions

The City shall appoint an **Authorised Official** who shall act as the Supplier's primary point of contact for all operational matters, clarifications, approvals and facility-specific instructions. This Official shall oversee and coordinate all aspects of service delivery in line with contractual obligations.

The City shall issue all contract-related notices, including but not limited to:

- changes to operational hours,
- adjustments to required service levels,
- facility closures due to construction or other operational requirements,
- holiday or seasonal shutdown periods, and
- written instructions or approvals related to cleaning schedules, chemicals, or consumables.

The City shall provide the Supplier with all **site-specific rules, safety regulations, and operational protocols** relevant to service delivery, and shall update the Supplier as required to remain compliant with any changes in legislation or municipal policies.

5.5.5. Operational Coordination and Support

The City shall inform the Supplier of all relevant **operational requirements**, including event schedules, facility usage changes, and areas requiring priority cleaning.

Where facilities are closed due to construction, maintenance, public holidays, emergencies or other operational decisions, the City shall notify the Supplier timeously. In such cases, the City may request **credit notes** for days on which services were not required or not rendered.

The City shall coordinate access to secured or restricted areas where cleaning services are required and shall notify the Supplier of maintenance issues that may impact service delivery.

5.5.6. Safety, Compliance and Emergency Management

The Supplier's operations shall be integrated into the City's **Emergency Management Plan**, and the City may require Supplier staff to participate in evacuation drills and safety-related exercises where applicable

The City may request access to, or copies of, the Supplier's **Health and Safety File**, including incident reports, training records, risk assessments and legal appointment documents, for auditing and compliance purposes.

5.5.7. Continuity of Services and Activation of Alternative Suppliers

Should the Supplier fail to comply with contractual obligations or be unable to render services as required, the City reserves the right to **activate alternative suppliers** to ensure business continuity and the uninterrupted provision of cleaning services.

The City shall provide written notice when activating alternative suppliers and shall outline the reasons for activation and any related operational directives.

5.5.8. Payment Administration and Performance Validation

The City shall process payment for services rendered in accordance with approved invoices, subject to the verification of:

- validated staff attendance records,
- properly completed and countersigned cleaning check sheets,
- adherence to required service frequencies and standards,
- performance in line with contractual obligations.

Where non-performance, incomplete services, or quality deficiencies are identified, the City may apply **invoice deductions, penalties, or require corrective action** in terms of the contract's performance management framework.

C.5.6. Staff

The Supplier shall also be responsible for the provision of supervision of all staff to be utilized under this contract. This supervision shall be carried out by a competent person (Project Manager) who shall be contactable at all times. The supervisor shall also be responsible for monitoring the quality of work and the completion of the daily, weekly, fortnightly and quarterly check sheets. The Supplier shall be responsible for the delivery and collection of cleaning staff to and from the premises, where applicable.

The Supplier must have an efficient and reliable monitoring mechanism in place to ensure that all work stations are adequately manned and supervised throughout each day.

All staff should be competent to fulfil the function(s) required.

The supplier shall rotate the cleaning staff on the CCT Official request.

All cleaning staff must be suitably dressed in the company's' branded clothing whilst in the facility; such clothing shall be supplied by the Supplier's own expense and shall bear the identity of the latter. This is applicable to staff performing Ad-hoc services as well. The Supplier shall supply the cleaning staff with identity cards.

The Supplier shall ensure that only female staff are assigned to replenish consumables and clean female toilets, and only male staff for male toilets. In cases where only one cleaner is employed on-site, they may service both male and female toilets; however, they must be accompanied by a City Official when attending to facilities designated for the opposite gender.

The Supplier shall ensure that there is a schedule displayed at the back of each ablution block and/or toilet facility door. This schedule must clearly indicate, but not limited to, the date of service, the items replenished (e.g. toilet paper, hand towels, soap, etc), the cleaning tasks performed, the name of staff members responsible, etc.

Additionally, the Supplier's supervisory staff must review and approve the schedule daily to confirm the completion of services.

Failure to maintain and update this schedule may result in penalties and could impact the finalisation of invoices and subsequent payment. The City reserves the right to conduct spot checks to verify compliance, and any discrepancies may trigger remedial action.

All regulations with reference to the Basic Conditions of Employment Act shall be adhered to and upheld by the Supplier. The wages paid shall be in accordance with the Amendment of Sectoral Determination 1: Contract Cleaning Sector.

C.5.7. Staff Compliment

The Supplier shall ensure that an adequate staff compliment is maintained at all times to fulfil the functions as required in the tender specifications.

The City reserves the right to reduce or increase cleaning services as the need arises. The Supplier will be given one (1) months notice to this effect.

In cases where where any staff member is unavailable to render the service at any facility on any given day, the Supplier shall ensure that a replacement staff member arrives at the relevant facility by no later than 09:30 on the same day to maintain service delivery. If no alternative arrangements for immediate replacements have been made and which resulted in no cleaning having taken place, the related costs will be deducted from the monthly invoice. It is to be noted that any lost time between the start of work until the replacement staff member arrives on site, must also be deducted. Additionally, any quality related issues in terms of the cleaning function due to a shortage of capacity, the City may initiate a default process.

During the contract period, additional facilities/buildings and/or cleaning areas may be added based on operational demand or needs. If needed, the Supplier may be asked to employ additional staff to ensure that the functions

outlined in the specifications are performed to a satisfactory standard.

The Supplier shall have access to the facilities/buildings between 06h00 to 18h00 and must ensure that the full permanent staff complement is available at all times. The staff complement must remain complete regardless of staff leave, absenteeism, time off, doctor's appointments and training exceeding one (1) full work day, or any other reasons requiring staff to be absent from work.

C.5.8. Clothing

The Supplier shall supply all {company} uniform and Personal Protective Equipment (PPE) as required for each specific duty. Employees shall be clean, neat and presentable at all times. In addition to this, all clothing issued shall bear the logo or name of the company so as to ensure that employees can be identified at all times. The Supplier will be responsible for the cost of the uniforms and PPE. The PPE shall at least include face masks and heavy duty gloves.

C.5.9. Transport And Vehicles

The Supplier shall provide adequate transport to ensure timely delivery and collection of cleaning equipment and/or staff, to and from site. The vehicle(s) shall be suitable to load and/or store the equipment and material, in compliance with applicable legislation and protective to all weather conditions. The Supplier is to ensure that service delivery is not impacted and make the necessary arrangements in terms of staff arriving at work on time, should there be transportation issues for those staff who are travelling to work via public transport.

C.5.10. Additional Requirements

- **Time of delivery:** The Supplier shall abide to the delivery times as prescribed in the specifications and/or as agreed with the client. Failure to deliver in the stipulated time period will result in penalties. In the event that an urgent need arises, the City will notify the Supplier and will request an accelerated delivery schedule. If the Supplier cannot meet the accelerated delivery schedule, an alternative supplier may be engaged.
- **Removal from duty:** The City may request that the Supplier immediately remove any employee(s) from the worksite(s) should it be determined that the individual(s) is disqualified from work on the specific task for either suitability or security reasons. The Supplier shall comply with these requests. Specific reasons for removal of an employee(s) will be provided to the Supplier in writing.
- **Safeguarding information:** It shall be understood by the Supplier that disclosures of information relating to the work or services provided under this contract to any person not entitled to receive it. Failure to safeguard classified information may subject the Supplier, his agents or employees to criminal liability.
- **Inspections:** The City of Cape Town has the right to inspect and test the Supplier's services, facilities,

and equipment. The Supplier shall furnish the City of Cape Town representatives with the free access and reasonable facilities and assistance required to accomplish their inspections and tests.

C.6 SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract, referring to the National Treasury – Conditions of Contract (revised July 2010), are applicable to this agreement.

1. Definitions

Insert new clause 1.1A with the following:

1.1A “Commencement Date” means the date the Supplier confirms receipt from the Purchaser of 1 (one) complete, signed copy of the Contract, the *Schedule of Deviations* (if any).

1.1B “Conditions of Contract” means the general conditions of contract and special conditions of contract including all other contract data incorporated by reference.

Delete Clause 1.15 and substitute with the following

1.15 The word ‘Goods’ is to be replaced everywhere it occurs in the GCC with the phrase ‘Goods and / or Services’ which means all of the equipment, machinery, materials, services, products, consumables, etc. that the Supplier is required to deliver to the Purchaser under the agreement. This definition shall also be applicable, as the context requires, anywhere where the words “supplies” and “services” occurs in the GCC.

Delete Clause 1.19 and substitute with the following

1.19 The word ‘Order’ is to be replaced everywhere it occurs in the GCC with the words ‘Purchase Order’ which means the official purchase order authorised and released on the Purchaser’s SAP System.

Delete Clause 1.21 and substitute with the following:

1.21 ‘Purchaser’ means the City of Cape Town. The address of the Purchaser is 12 Hertzog Boulevard, Cape Town, 8001 (chosen domicilium citandi et executandi).

Add the following after Clause 1.25:

1.26 ‘Supplier’ means the provider of Goods and / or Services with whom the Contract is concluded also referred to as “contractor” in the GCC.

1.27 "Intellectual Property" means any and all intellectual property rights of any nature anywhere in the world whether registered, registerable or otherwise, including patents, trademarks, registered designs and domain names, applications for any of the foregoing, trade or business names, copyright and rights in the

nature of copyright, design rights, rights in databases, know-how, trade secrets and any other intellectual property rights which subsist in computer software, computer programs, websites, documents, information, techniques, business methods, drawings, logos, instruction manuals, lists and procedures and particulars of customers, marketing methods and procedures and advertising literature, including the "look and feel" of any websites

- 1.28 "Working Day" means Monday to Friday excluding weekends and Public Holidays (in the Republic of Sotuh Africa).

3. General Obligations

Delete Clause 3.2 in its entirety and replace with the following clauses.

- 3.2 The Parties will be liable to each other arising out of or in connection with any breach of the obligations detailed or implied in this contract, subject to clause 28.
- 3.3 If the Supplier is a joint venture, all parties in a joint venture or consortium shall be jointly and severally liable to the Purchaser in terms of the Contract and shall carry individually the minimum levels of insurance stated in the Contract, if any.
- 3.4 The Parties shall comply with all laws, regulations and bylaws of local or other authorities having jurisdiction regarding the Delivery of the Goods and/or Services and give all notices and pay all charges required by such authorities.
- 3.4.1 The Parties agree that this Contract shall also be subject to the CCT's Supply Chain Management Policy ("SCM Policy") that was applicable on the date the bid was advertised as amended from time to time. If the Purchaser adopts a new SCM Policy which contemplates that any clause therein would apply to the Contract emanating from this tender, such clause shall also be applicable to the Contract. Please refer to this document contained on the CCT's website.
- 3.4.2 Abuse of the supply chain management system is not permitted and may result in termination of the Contract, restriction of the Supplier, and/or the exercise by the CCT of any other remedies available to it as described in the SCM Policy or in law.
- 3.5 The Supplier shall:
- 3.5.1 Arrange for the documents listed below to be provided to the Purchaser prior to the issuing of the Purchase Order by the Purchaser and no later than the periods as set out in the Contract:
- a) Proof of Insurance (Refer to Clause 11) or Insurance Broker's Warrantee,
 - b) Letter of good standing from the Compensation Commissioner, or a licensed compensation insurer (Refer to Clause 11),

- c) Initial delivery programme, and
- d) Other requirements as detailed in the Contract.

- 3.5.2 Only when notified of the acceptance of the bid on the Date of Commencement of Contract, the Supplier shall commence with and carry out the Delivery of the Goods and/or Services in accordance with the Contract, to the satisfaction, of the Purchaser.
- 3.5.3 Provide all of the necessary materials, labour, plant and equipment required for the delivery of the Goods and/or Services including any temporary services that may be required.
- 3.5.4 Insure his workmen and employees against death or injury arising out of the delivery of the Goods.
- 3.5.5 Be continuously represented during the Delivery of the Goods and/or Services by a competent representative duly authorised to execute instructions.
- 3.5.6 In the event of a loss resulting in a claim against the insurance policies stated in clause 11, pay the first amount (excess) as required by the insurance policy.
- 3.5.7 Comply with all written instructions from the Purchaser subject to clause 18.
- 3.5.8 Complete and Deliver the goods within the period stated in clause 10, or any extensions thereof in terms of clause 21.
- 3.5.9 Make good at his own expense, all incomplete and defective Goods during the warranty period.
- 3.5.10 Pay to the Purchaser any penalty for delay as due on demand by the Purchaser. The Supplier hereby consents to such amounts being deducted from any payment due to the Supplier.
- 3.5.11 Comply with the provisions of the OHAS Act & all relevant regulations.
- 3.5.12 Comply with all laws relating to wages and conditions generally governing the employment of labour in the Cape Town area and any applicable Bargaining Council agreements.
- 3.5.13 Deliver the Goods in accordance with the Contract and with all reasonable care, diligence and skill in accordance with generally accepted professional techniques and standards.
- 3.6 The Purchaser shall:
- 3.6.1 Issue Purchaser Orders for the Goods and/or Services required under this Contract. No liability for payment will ensue for arising out of the Delivery of the Goods and/or Services, unless a Purchase Order has been issued to the Supplier.

- 3.6.2 Make payment to the Supplier for the Goods and/or Services as set out herein.
- 3.6.3 Take possession of the Goods and /or Services upon Delivery by the Supplier.
- 3.6.4 Regularly inspect the Goods to establish that it is being delivered in compliance with the Contract.
- 3.6.5 Give any instructions and/or explanations and/or variations to the Supplier including any relevant advice to assist the Supplier to understand the Contract.
- 3.6.6 Grant or refuse any extension of time requested by the Supplier of the period stated in clause 10.
- 3.6.7 Inspect the Goods and/or Services to determine if, in the opinion of the Purchaser, it has been delivered in compliance with the Contract, alternatively in such a state that it can be properly used for the purpose for which it was intended.
- 3.6.8 Brief the Supplier and issue all documents, information, etc. in accordance with the contract.

5. Use of contract documents and information; inspection, copyright, confidentiality, etc.

Add the following after clause 5.4:

- 5.5 Copyright of all documents prepared by the Supplier in accordance with the relevant provisions of the Copyright Act (Act 98 of 1978) relating to the Contract shall be vested in the Purchaser. Where copyright is vested in the Supplier, the Purchaser shall be entitled to use the documents or copy them only for the purposes for which they are intended in regard to the agreement and need not obtain the Supplier's permission to copy it for such use. Where copyright is vested in the Purchaser, the Supplier shall not be liable in any way for the use of any of the information other than as originally intended in terms of the agreement and the Purchaser hereby indemnifies the Supplier against any claim which may be made against it by any person / entity, arising from the use of such documentation for other purposes.

The ownership of data and factual information collected by the Supplier and paid for by the Purchaser shall, after payment, vest with the Purchaser.

- 5.6 Publicity and publication

The Supplier shall not release public or media statements or publish material related to the services or agreement within two (2) years of Delivery of the Goods, without the written approval of the Purchaser, which approval shall not be unreasonably withheld.

- 5.7 Confidentiality

Both Parties shall keep all information obtained by them in the context of the agreement, confidential and shall not divulge it without the written approval of the other Party.

5.8 Intellectual Property

- 5.8.1 The Supplier acknowledges that it shall not acquire any right, title or interest in or to the Intellectual Property of the Purchaser.
- 5.8.2 The Supplier hereby assigns to the Purchaser, all Intellectual Property created, developed or otherwise brought into existence by it for the purposes of the agreement, unless the Parties expressly agree otherwise in writing.
- 5.8.3 The Supplier shall, and warrants that it shall:
- 5.8.3.1 Not be entitled to use the Purchaser's Intellectual Property for any purpose other than as contemplated in the agreement;
- 5.8.3.2 not modify, add to, change or alter the Purchaser's Intellectual Property, or any information or data related thereto, nor may the Supplier produce any product as a result of, including and/or arising from any such information, data and Intellectual Property, and in the event that it does produce any such product, the product shall be, and be deemed in law to be, owned by the Purchaser;
- 5.8.3.3 Not apply for or obtain registration of any domain name, trademark or design which is similar to any Intellectual Property of the Purchaser;
- 5.8.3.4 Comply with all reasonable directions or instructions given to it by the Purchaser in relation to the form and manner of use of the CCT Intellectual Property, including without limitation, any brand guidelines which the Purchaser may provide to the Supplier from time to time;
- 5.8.3.5 Ensure that its employees, directors, members and contractors comply strictly with the provisions of this Clause 5.8.4 above unless the Purchaser expressly agrees to the contrary, in writing and only after obtaining due internal authority for such agreement.
- 5.8.4 The Supplier represents and warrants to the Purchaser that, in providing Goods and/or Services for the duration of the agreement it will not infringe or make unauthorised use of the Intellectual Property rights of any third party and hereby indemnifies the Purchaser from any claims, liability, loss, damages, costs, and expenses arising from the infringement or unauthorised use by the Supplier of any third party's Intellectual Property rights.
- 5.8.5 Upon expiry of the contract period and in the event that the Contract is terminated, ended or is declared void, any and all of the Purchaser's Intellectual Property, and any and all information and data related thereto, shall be immediately handed over to the Purchaser by the Supplier and no copies thereof shall be retained by the Supplier unless the Purchaser expressly and in writing, after obtaining due internal authority, agrees otherwise.

Add the following after clause 5.8:

5.9 **Protection of Personal Information Act of 2013**

By submitting a tender to the Purchaser, (and by concluding any ensuing related agreement with the City of Cape Town, if applicable), the Tenderer thereby acknowledges and unconditionally agrees:

- 5.9.1 that the tenderer has been informed of the purpose of the collection and processing of its personal

information as defined in the Protection of Personal Information Act of 2013 ("POPIA"), which, for the avoidance of doubt is for, and in relation to, the tender process and the negotiation, conclusion, performance and enforcement of the ensuing agreement, if applicable, as well as for the City of Cape Town's reporting purposes;

- 5.9.2 to the collection and processing of the tenderer's personal information by the City of Cape Town and agrees to make available to the City of Cape Town, all information reasonably required by the City of Cape Town for the above purposes;
- 5.9.3 that the personal information the City of Cape Town collects from the tenderer or about the tenderer may be further processed for other activities and/or purposes which are lawful, reasonable, relevant and not excessive in relation to the purposes set out above, for which it was originally collected;
- 5.9.4 that, the tenderer indemnifies the City of Cape Town and its officials, employees, and directors and undertakes to keep the City of Cape Town and its officials, employees, and directors indemnified in respect of any claim, loss, demands, liability, costs and expenses of whatsoever nature which may be made against the City of Cape Town (including the costs incurred in defending or contesting any such claim) in relation to the tenderer or the tenderer's employees', representatives' and/or sub-Suppliers' non-compliance with POPIA and/or the City of Cape Town's failure to obtain the tenderer's consent or to notify the tenderer of the reason for the processing of the tenderer's personal information;
- 5.9.5 to the disclosure of the tenderer's personal information by the City of Cape Town to any third party, where the City of Cape Town has a legal or contractual obligation to disclose such personal information to the third party (or a legitimate interest exists therein);
- 5.9.6 that, under POPIA, the tenderer may request to access, confirm, request the correction, destruction, or deletion of, or request a description of, personal information held by the City of Cape Town in relation to you, subject to applicable law; and
- that under POPIA, subject to applicable law, the tenderer also has the right to be notified of a personal information breach and the right to object to, or restrict, the City of Cape Town's processing of its personal information.

5.10 **PERFORMANCE MONITORING**

- 5.10.1 As required by section 116(2)(b) of the Local Government: Municipal Financial Management Act 56 of 2003, the CCT shall monitor the performance of the Supplier on at least a monthly basis, and the Supplier agrees to provide the CCT with its full cooperation in this regard.

7. Performance Security

Delete clause 7.1 to 7.4 and replace with the following:

Not Applicable. Tenderers must disregard the **Pro Forma Performance Security/ Guarantee** and are not required to furnish same.

8. Inspections, tests and analyses

Delete Clause 8.2 and substitute with the following:

- 8.2 If it is a bid condition that Goods and/or Services 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 Supplier shall be open, at all reasonable hours, for inspection by a representative of the Purchaser or an organisation acting on behalf of the Purchaser.

10. Delivery and documents

Delete clauses 10.1 and 10.2 and replace with the following:

- 10.1 Delivery of the goods shall be made by the Supplier in accordance with the terms specified in the contract. The time for Delivery of the goods shall be the date as stated on the Purchase Order. In the case of agreements for Delivery of goods in terms of framework or panel agreements, Purchase Orders for the supply and delivery of goods may be raised up until the expiry of a framework or panel agreement, provided that the goods can be delivered within 30 (thirty) days of expiry of the framework or panel agreement. In this context, the “goods” does not include services and carries its ordinary meaning. All Purchase Orders other than for the supply and Delivery of goods (i.e. supply of services, professional services or constructions works), must be completed prior to the expiry of the contract period.
- 10.2 The Purchaser shall determine, in its sole discretion, whether the Goods and/or Services have been delivered in compliance with the Contract, alternatively in such a state that it can be properly used for the purpose for which it was intended. When the Purchaser determines that the Goods and/or Services have been satisfactorily delivered, the Purchaser must issue an appropriate certification, or written approval, to that effect. Invoicing may only occur, and must be dated, on or after the date of such written acceptance of the Goods.

11. Insurance

Add the following after clause 11.1:

- 11.2 Without limiting the obligations of the Supplier in terms of this Contract, the Supplier shall effect and maintain the following additional insurances:
- 11.2.1 Public liability insurances, in the name of the Supplier, covering the Supplier and the Purchaser against liability for the death of or injury to any person, or loss of or damage to any property, arising out of or in the course of this Contract, in an amount not less than **[R20 million]** for any single claim;
- 11.2.2 Motor Vehicle Liability Insurance, in respect of all vehicles owned and / or leased by the Supplier, comprising (as a minimum) “Balance of Third Party” Risks including Passenger Liability Indemnity;
- 11.2.3 Registration / insurance in terms of the Compensation for Occupational Injuries and Disease Act, Act 130 of 1993. This can either take the form of a certified copy of a valid Letter of Good Standing issued by the

Compensation Commissioner, or proof of insurance with a licenced compensation insurer, from either the Supplier's broker or the insurance company itself (see the Pro Forma Insurance Broker's Warranty).

[11.2.4 In the case of Contracts for delivery of professional services, Professional indemnity insurance providing cover in an amount of not less than **[R5 million]** in respect of each and every claim during the contract period.]

11.2.5 In the event of under insurance or the insurer's repudiation of any claim for whatever reason, the Purchaser will retain its right of recourse against the Supplier.

11.3 The Supplier shall be obliged to furnish the Purchaser with proof of such insurance as the Purchaser may require from time to time for the duration of this Contract. Evidence that the insurances have been effected in terms of this clause, shall be either in the form of an insurance broker's warranty worded precisely as per the pro forma version contained in the Pro forma Insurance Broker's Warranty or copies of the insurance policies.

15. Warranty

Add to Clause 15.2:

15.2 The warranty for this Contract shall remain valid for six (6) months from date of Delivery of the Goods and/or Services.

16. Payment

Delete Clause 16.1 in its entirety and replace with the following:

16.1 Payment of invoices will be made:

16.1.1 Within 30 (thirty) days of receiving the relevant invoice or statement from the Supplier, unless otherwise prescribed for certain categories of expenditure or specific contractual requirements in accordance with any other applicable policies of the Purchaser.

16.1.2 Notwithstanding anything contained above, the Purchaser shall not be liable for payment of any invoice that pre-dates the date of delivery of any Goods and/or Services.

Delete Clause 16.2 in its entirety and replace with the following:

16.2 The Supplier shall furnish the purchaser's Accounts Payable Department with an original tax invoice, clearly showing the amount due in respect of each and every claim for payment.

Add the following after clause 16.4

16.5 Notwithstanding any amount stated on the Purchase Order, the Supplier shall only be entitled to payment for Goods and/or Services actually delivered in terms of the Specification and Drawings, or any variations thereof made in accordance with clause 18. Any contingency sum included shall be for the sole use, and at the discretion, of the Purchaser.

17. Prices

Add the following after clause 17.1

17.2 If as a result of an award of a contract beyond the original tender validity period, the contract execution will be completed beyond a period of twelve (12) months from the expiry of the original tender validity period, then the contract may be subject to contract price adjustment for that period beyond such twelve (12) months. An appropriate contract price adjustment formula will be determined by the Purchaser delegated authority if such was not included in the bid documents.

17.3 If as a result of any extension of time granted, the contract execution will be completed beyond a period of twelve (12) months from the expiry of the original tender validity period, then contract price adjustment may apply to that period beyond such twelve (12) months. An appropriate contract price adjustment formula will be determined by the Director: Supply Chain Management if such was not included in the bid documents.

17.4 The prices for the goods and/or Services delivered and services performed shall be subject to contract price adjustment in terms of Schedule F.1 Contract Price Adjustment and/or Rate of Exchange Variations and the following conditions will be applicable:

18. Contract Amendments

Delete the heading of clause 18 and replace with the following:

18. Contract Amendments and Variations

Add the following to clause 18.1:

Variations means changes to the Goods and/or Services, extension of the contract period or increases in the value of the Contract as a result of written instructions issued by the Purchaser to the Supplier. Such changes are subject to prior approval by the Purchaser's delegated authority. Should the Supplier deliver any Goods not described in a written instruction from the Purchaser, the Purchaser's liability for payment shall no arise until such time as the change has been duly approved and such approval communicated to the Purchaser.

20. Subcontracts

Add the following after clause 20.1:

- 20.2 The Supplier shall be liable for the acts, defaults and negligence of any subcontractor, his agents or employees as fully as if they were the acts, defaults or negligence of the Supplier.
- 20.3 Any appointment of a subcontractor shall not amount to a contract between the Purchaser and the subcontractor, or a responsibility or liability on the part of the Purchaser to the subcontractor and shall not relieve the Supplier from any liability or obligation under the Contract.

21. Delays in the supplier's performance

Delete Clause 21.2 in its entirety and replace with the following:

- 21.2 If at any time during the performance of obligations contained in the Contract the Supplier or its subcontractors should encounter conditions beyond their reasonable control which impede the timely delivery of the Goods and/or Services, the Supplier shall notify the Purchaser in writing, within 7 (seven) days of first having become aware of these conditions, of the facts of the delay, its cause(s) and its probable duration. As soon as practicable after receipt of the Supplier's notice, the Purchaser shall evaluate the situation, and may at his discretion extend the time for Delivery.

Where additional time is granted, the Purchaser shall also determine whether or not the Supplier is entitled to payment for additional costs in respect thereof. The principle to be applied in this regard is that where the Purchaser or any of its agents are responsible for the delay, reasonable costs shall be paid. In respect of delays that were beyond the reasonable control of both the Supplier and the Purchaser, additional time only (no costs) will be granted.

The Purchaser shall notify the Supplier in writing of his decision(s) in the above regard.

- 21.3 No provision in this Contract shall be deemed to prohibit the obtaining of Goods and/or Services from a national department, provincial department, or a local authority.

22. Penalties

Subject to GCC Clause 25, if the Supplier fails to deliver any or all of the goods 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 as stated herein for each day of the delay until actual delivery or performance. The penalty shall be in accordance with the **penalty matrix (Annexure F.15.D)** and **performance management framework (Annexure F.15C)** as contained as an annexure.

- 22.2 The purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract

price, financial penalties as contained on the Preference Schedule relating to breaches of the conditions upon which preference points were awarded.

Key drivers – included into the matrix instead

22.3.1 Staffing: refers to the minimum staff compliment i.e. Number of Cleaners and Number of Supervisor— Cleaners the contractor must supply on a daily bases identified in schedule 13 of the contract data. In the case where the contractor does not meet the requirements, it will be deemed as short staffing and the penalty procedure will be implemented.

22.3.2 Equipment: Equipment, refers to the minimum equipment the contractor must supply and be available per facility as outlined in Schedule 13, Cleaning and Equipment Schedule. All equipment must be in working order, suitable/appropriate and safe to use at all times. Should the equipment be identified as unsafe to use or must be replaces due to it not being in working order, toe contractor must replace the equipment within the timeframe outlined in the performance measures.

In the case where the contractor does not meet the requirements the penalty procedure will be implemented.

22.3.3 ADHOC Cleaning Services

The Contractor shall ensure ad-hoc requests, additional cleaning staff, during service hours are attended to and resolved in a timely fashion. All ad-hoc requests shall be recorded using proposed format, with the action taken and the time of completion.

Definition of Response times:

Emergency: Requests, which are of and emergency nature such as leakages, spillages, breakages, etc. which require immediate attention.

Urgency: Requests, which ore of an urgent nature, such as to perform additional cleaning for areas within a specified timeframe based on the nature of the request.

Proposed Response Time: Ad-hoc work (office & after hours):

PRIORITY	DESCRIPTION	CALL OUT TIME
1	Emergency	10 — 60 min
2	Urgent	60 — 1 20 min

To measure contractor performance monthly across all key service delivery areas, using objective, auditable indicators aligned to the tender specifications and Special Conditions of Contract.

Performance below minimum thresholds may trigger penalties as per Clause 22 and the **Performance Management Framework (see schedule F15C)**

Delete clause 22.1 and replace with the following:

22.1 Subject to GCC Clause 25, if the Supplier fails to deliver any or all of the Goods and/or Services within the period(s) specified in the Contract, the Purchaser shall, without prejudice to its other remedies under the Contract, deduct from amounts payable, as a penalty, a sum as stated herein for each day of the delay until actual Delivery or performance.

22.2 The Purchaser shall, without prejudice to its other remedies under the contract, deduct from amounts payable, financial penalties as contained on the Preference Schedule for breaches of the conditions upon which preference points were awarded.

23. Termination for default

Delete the heading of clause 23 and replace with the following:

23. Termination

Add the following to the end of clause 23.1:

If the Supplier fails to remedy the breach in terms of such notice.

Add the following after clause 23.7:

23.8 In addition to the grounds for termination due to default by the Supplier, the Contract may also be terminated:

23.8.1 Upon the death of the Supplier who was a Sole Proprietor, or a sole member of a Close Corporation, in which case the contract will terminate forthwith.

23.8.2 If the Parties, by mutual agreement, terminate the Contract.

23.8.3 If a material irregularity vitiates the procurement process leading to the conclusion of the Contract, rendering the procurement process and the conclusion of the resulting Contract unfair, inequitable, non-transparent, uncompetitive or not cost-effective the Contract may be terminated by the Purchaser (upon conclusion of applicable processes by the City Manager as described in the Purchaser's SCM Policy).

23.8.4 Reputational risk or harm to the Purchaser

The Purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Supplier, may terminate the contract if the implementation of the contract may result in reputational risk or harm to the Purchaser as a result of (inter alia):

- a) reports of poor governance and/or unethical behaviour;
- b) association with known notorious individuals and family of notorious individuals;
- c) poor performance issues, known to the Purchaser
- d) negative social media reports;
- e) adverse assurance (e.g. due diligence) report outcomes; or
- f) circumstances where the relevant vendor has employed, or is directed by, anyone who was previously employed in the service of the state (as defined in clause 1.53), where the person is or was negatively implicated in any SCM irregularity.

By or in relation to the Supplier, the Contract may be terminated by the Purchaser after providing notice to the Supplier.

- 23.9 If the Contract is terminated in terms of clause 23.8, all obligations that were due and enforceable prior to the date of the termination, must be performed by the relevant Party.

26. Termination for insolvency

Delete clause 26.1 and replace with the following:

- 26.1 In the event of the Supplier becoming bankrupt or otherwise insolvent the Purchaser may elect to:

26.1.1 At any time, terminate the Contract by giving written notice to the Supplier; or

26.1.2 Accept a Supplier's proposal (via the liquidator) to render delivery utilising the appropriate contractual mechanisms or takes steps to ensure its rights are protected and any negative impact on service delivery is mitigated.

26.2 In the event of the Purchaser electing to cancel the Contract in accordance with clause 26.1.1 above, the Purchaser shall make payment of all verified and signed off invoices. In the event of there being any dispute in respect of any outstanding invoices such dispute shall be dealt with in accordance with the dispute resolution mechanism in the Contract.

27. Settlement of Disputes

Amend clause 27.1 as follows:

27.1 If any dispute or difference of any kind whatsoever, with the exception of termination in terms of clause 23 arises between the Purchaser and the Supplier in connection with or arising out of the Contract, the Parties shall make every effort to resolve such dispute or difference amicably, by mutual consultation.

Delete Clause 27.2 in its entirety and replace with the following:

27.2 Should the Parties fail to resolve any dispute by way of mutual consultation, either party shall be entitled to refer the matter for mediation before an independent and impartial person appointed by the City Manager in accordance with Regulation 50(1) of the Local Government: Municipal Finance Management Act, 56 of 2003 – Municipal Supply Chain Management Regulations (Notice 868 of 2005). Such referral shall be done by either party giving written notice to the other of its intention to commence with mediation. No mediation may be commenced unless such notice is given to the other party.

Irrespective whether the mediation resolves the dispute, the Parties shall bear their own costs concerning the mediation and share the costs of the mediator and related costs equally.

The mediator shall agree the procedures, representation and dates for the mediation process with the Parties. The mediator may meet the Parties together or individually to enable a settlement.

Where the Parties reach settlement of the dispute or any part thereof, the mediator shall record such agreement and on signing thereof by the Parties the agreement shall be final and binding.

Save for reference to any portion of any settlement or decision which has been agreed to be final and binding on the Parties, no reference shall be made by or on behalf of either party in any subsequent court proceedings, to any outcome of an amicable settlement by mutual consultation, or the fact that any particular evidence was given, or to any submission, statement or admission made in the course of amicable settlement by mutual consultation or mediation.

28. Limitation of Liability

Delete clause 28.1 (a) and (b) and replace with the following:

- (a) notwithstanding any provision to the contrary contained in this contract, neither the supplier nor any of its officers, directors, employees, agents contractors, consultants or other representatives shall be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect, incidental, special or consequential loss or damage of any kind, including without limitation the loss of use, loss of production, or loss of profits or interest costs, loss of goodwill, lost or damaged data or software, costs of substitute products/services and/or loss of business or business opportunities (whether foreseeable or unforeseeable), provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser;
- (b) the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the sums insured in terms of clause 11 in respect of insurable events, or where no such amounts are stated, to an amount equal to twice the Contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

Add the following after clause 28.1:

28.2 Without detracting from, and in addition to, any of the other indemnities in this Contract, the Supplier shall be solely liable for and hereby indemnifies and holds harmless the Purchaser against all claims, charges, damages, costs, actions, liability, demands and/or proceedings and expense in connection with:

- a) personal injury or loss of life to any individual;
- b) loss of or damage to property;

arising from, out of, or in connection with the performance by the Supplier in terms of this Contract, save to the extent caused by the gross negligence or wilful misconduct of the Purchaser.

28.3 The Supplier and/or its employees, agents, concessionaires, suppliers, sub-contractors or customers shall not have any claim of any nature against the purchaser for any loss, damage, injury or death which any of them may directly or indirectly suffer, whether or not such loss, damages, injury or death is caused through negligence of the Purchaser or its agents or employees.

28.4 Notwithstanding anything to the contrary contained in this Contract, under no circumstances whatsoever, including as a result of its negligent (including grossly negligent) acts or omissions or those of its servants, agents or contractors or other persons for whom in law it may be liable, shall any party or its servants (in whose favour this constitutes a *stipulatio alteri*) be liable for any indirect, extrinsic, special, penal, punitive, exemplary or consequential loss or damage of any kind whatsoever, whether or not the loss was actually foreseen or reasonably foreseeable), sustained by the other party, its directors and/or servants, including but not limited to any loss of profits, loss of operation time, corruption or loss of information and/or loss of contracts.

28.5 Each party agrees to waive all claims against the other insofar as the aggregate of compensation which might otherwise be payable exceeds the aforesaid maximum amounts payable.

31. Notices

Delete clauses 31.1 and 31.2 and replace with the following:

31.1 Any notice, request, consent, approvals or other communications made between the Parties pursuant to the Contract shall be in writing and forwarded to the addresses specified in the Contract and may be given as set out hereunder and shall be deemed to have been received when:

- a) hand delivered – on the day delivery of delivery or the next Working Day,
- b) sent by registered mail – five (5) Working Days after mailing,
- c) sent by email or telefax – one (1) Working Day after transmission.

32. Taxes and Duties

Delete the final sentence of 32.3 and replace with the following:

. In this regard, it is the responsibility of the Tenderer to submit evidence in the form of a valid Tax Compliance Status PIN issued by SARS to the CCT at the Supplier Management Unit located within the Supplier Management / Registration Office, 2nd Floor (Concourse Level), Civic Centre, 12 Hertzog Boulevard, Cape Town (Tel 021 400 9242/3/4/5), or included with this tender.

Add the following after clause 32.3:

32.4 The VAT registration number of the CCT is 4500193497.

ADDITIONAL CONDITIONS OF CONTRACT

Add the following Clause after Clause 34:

35. Reporting Obligations

35.1 The Supplier shall complete, sign and submit with each delivery note, all the documents as required in the Specifications including Monthly Project Labour Reports (Annexure B). Any failure in this regard may result in a delay in the processing of payments.

C.7 GENERAL CONDITIONS OF CONTRACT

(National Treasury - General Conditions of Contract (revised July 2010))

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1. Definitions

1. 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 or her 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 in which an enterprise abroad is subsidised 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 recognised 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 with 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 consignee's 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 markets its goods on its own initiative in the RSA at lower prices than that of the country of origin, and which action has the potential to harm the local industries in the RSA.
- 1.12 'Force majeure' means an event beyond the control of the supplier, not involving the supplier's fault or negligence, and not foreseeable. Such events may include, but are 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 organisation 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 as far as may be necessary for the 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 5.1, except for purposes of performing the contract.

5.3 Any document, other than the contract itself, mentioned in GCC clause 5.1 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 the use of the goods or any part thereof by the purchaser.

7. Performance Security

7.1 Within 30 (thirty) 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 the 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.
- 1.3 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 30 (thirty) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in the 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 organisation acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention of such 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 the 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 the 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 the SCC.

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

- (a) performance or supervision of on-site assembly, and/or commissioning of the supplied goods;
- (b) furnishing of tools required for the 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 the 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 12 (twelve) 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 18 (eighteen) 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 the SCC.

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

15.4 Upon receipt of such notice, the supplier shall, within the period specified in the 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 the 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 the SCC.

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

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

16.4 Payment will be made in Rand unless otherwise stipulated in the 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 tendered by the supplier in his bid, with the exception of any price adjustments authorized in the 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 the 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 or her 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 of supplies; or to have minor essential services executed if an emergency arises, or 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 cancelling 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 14 (fourteen) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated 14 (fourteen) 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 5 (five) 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, Act 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 of 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 anti-dumping 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 subsidised 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 or she 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 or her.

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 notify the purchaser promptly, 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. 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 such dispute or difference amicably, by mutual consultation.
- 27.2 If, after 30 (thirty) 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 to 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 the 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, licence fees, and other such levies imposed outside the purchaser's country.

32.2 A local supplier shall be entirely responsible for all taxes, duties, licence 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, Act 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, Act 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 10 (ten) years and/or claim damages from the bidder(s) or contractor(s) concerned.

C.8 ANNEXURES

Annexure A – Pro Forma Insurance Broker’s Warranty



Letterhead of supplier’s Insurance Broker

Date _____

CCT
City Manager
Civic Centre
12 Hertzog Boulevard
Cape Town
8000

Dear Sir

TENDER NO.: 181S/2025/26

TENDER DESCRIPTION: General Facility Cleaning Services– Leased and Owned Facilities for Community Services and Health: Recreation and Parks

NAME OF SUPPLIER: _____

I, the undersigned, do hereby confirm and warrant that all the insurances required in terms of the abovementioned contract have been issued and/or in the case of blanket/umbrella policies, have been endorsed to reflect the interests of the CCT with regard to the abovementioned contract, and that all the insurances and endorsements, etc., are all in accordance with the requirements of the contract.

I furthermore confirm that all premiums in the above regard have been paid.

Yours faithfully

Signed: _____

For: _____ (Supplier’s Insurance Broker)

MONTHLY PROJECT LABOUR REPORT



BENEFICIARY DETAILS AND WORK INFORMATION

CONTRACT OR WORKS PROJECT NUMBER:
--

Year	Month

Sheet		
1	of	

No.	(8) First name	(8) Surname	(8) ID number	(9) New Beneficiary (Y/N)	Gender (M/F)	Disabled (Y/N)	(10) Job seeker database (Y/N)	Contract start date (DDMMYY)	(11) Contract end date (DDMMYY)	(12) No. days worked this month (excl. training)	(13) Training days	(14) Rate of pay per day (R - c)
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
13												
14												
15												
16												
17												
18												
19												
20												

0 0 R -

Declared by Contractor or Vendor to be true and correct:	Name	Signature
	Date	

Received by Employer's Agent / Representative:	Name	Signature
	Date	

Annexure C - Pro Forma Performance Security/ Guarantee

Not Applicable

GUARANTEE PERFORMANCE SECURITY

GUARANTOR DETAILS AND DEFINITIONS

"Guarantor" means:

Physical address of Guarantor:

"Supplier" means:

"Contract Sum" means: The accepted tender amount (INCLUSIVE OF VAT) of R

Amount in words:

"Guaranteed Sum" means: The maximum amount of R

Amount in words:

"Contract" means: The agreement made in terms of the Form of Offer and Acceptance for tender no ...and such amendments or additions to the contract as may be agreed in writing between the Parties.

PERFORMANCE GUARANTEE

1. The Guarantor's liability shall be limited to the amount of the Guaranteed Sum.
2. The Guarantor's period of liability shall be from and including the date of issue of this Guarantee/Performance Security up to and including the termination of the Contract or the date of payment in full of the Guaranteed Sum, whichever occurs first.
3. The Guarantor hereby acknowledges that:
 - 3.1 any reference in this Guarantee/Performance to "Contract" is made for the purpose of convenience and shall not be construed as any intention whatsoever to create an accessory obligation or any intention whatsoever to create a suretyship;
 - 3.2 Its obligation under this Guarantee/Performance Security is restricted to the payment of money.
4. Subject to the Guarantor's maximum liability referred to in 1, the Guarantor hereby undertakes to pay the CCT the sum due and payable upon receipt of the documents identified in 4.1 to 4.2:
 - 4.1 A copy of a first written demand issued by the CCT to the Supplier stating that payment of a sum which is due and payable has not been made by the Supplier in terms of the Contract and failing such payment within seven (7) calendar days, the CCT intends to call upon the Guarantor to make payment in terms of 4.2;
 - 4.2 A first written demand issued by the CCT to the Guarantor at the Guarantor's physical address with a copy to the Supplier stating that a period of seven (7) days has elapsed since the first written demand in terms of 4.1 and the sum has still not been paid.
5. Subject to the Guarantor's maximum liability referred to in 1, the Guarantor undertakes to pay to the CCT the Guaranteed Sum or the full outstanding balance upon receipt of a first written demand from the CCT to the Guarantor at the Guarantor's physical address calling up this Guarantee / Performance Security, such demand stating that:
 - 5.1 The Contract has been terminated due to the Supplier's default and that this Guarantee/Performance Security is called up in terms of 5; or

- 5.2 a provisional or final sequestration or liquidation court order has been granted against the Supplier and that the Guarantee/Performance Guarantee is called up in terms of 5; and
- 5.3 The aforesaid written demand is accompanied by a copy of the notice of termination and/or the provisional/final sequestration and/or the provisional liquidation court order.
- 6. It is recorded that the aggregate amount of payments required to be made by the Guarantor in terms of 4 and 5 shall not exceed the Guarantor's maximum liability in terms of 1.
- 7. Where the Guarantor has made payment in terms of 5, the CCT shall upon the termination date of the Contract, submit an expense account to the Guarantor showing how all monies received in terms of this Guarantee/Performance Security have been expended and shall refund to the Guarantor any resulting surplus. All monies refunded to the Guarantor in terms of this Guarantee/Performance Security shall bear interest at the prime overdraft rate of the CCT's bank compounded monthly and calculated from the date payment was made by the Guarantor to the CCT until the date of refund.
- 8. Payment by the Guarantor in terms of 4 or 5 shall be made within seven (7) calendar days upon receipt of the first written demand to the Guarantor.
- 9. The CCT shall have the absolute right to arrange its affairs with the Supplier in any manner which the CCT may deem fit and the Guarantor shall not have the right to claim his release from this Guarantee /Performance Security on account of any conduct alleged to be prejudicial to the Guarantor.
- 10. The Guarantor chooses the physical address as stated above for the service of all notices for all purposes in connection herewith.
- 11. This Guarantee/Performance Security is neither negotiable nor transferable and shall expire in terms of 2, where after no claims will be considered by the Guarantor. The original of this Guarantee / Performance Security shall be returned to the Guarantor after it has expired.
- 12. This Guarantee/Performance Security, with the required demand notices in terms of 4 or 5, shall be regarded as a liquid document for the purposes of obtaining a court order.
- 13. Where this Guarantee/Performance Security is issued in the Republic of South Africa the Guarantor hereby consents in terms of Section 45 of the Magistrate's Courts Act No 32 of 1944, as amended, to the jurisdiction of the Magistrate's Court of any district having jurisdiction in terms of Section 28 of the said Act, notwithstanding that the amount of the claim may exceed the jurisdiction of the Magistrate's Court.

Signed at

Date

Guarantor's signatory (1)

Capacity

Guarantor's signatory (2)

Capacity

Witness signatory (1)

Witness signatory (2)

Annexure D - Pro Forma Advance Payment Guarantee

Not Applicable

ADVANCE PAYMENT GUARANTEE

GUARANTOR DETAILS AND DEFINITIONS

"Guarantor" means:

Physical address of guarantor:

"Supplier" means:

"Contract Sum" means: The accepted tender amount (INCLUSIVE of VAT) of R

Amount in words:

"Contract" means: The agreement made in terms of the Form of Offer and Acceptance and such amendments or additions to the Contract as may be agreed in writing between the Parties.

"Plant and materials" means: The Plant and materials in respect of which an advance payment prior to manufacture is required, which the CCT has agreed may be subject to advance payment, such Plant and materials being listed in the Schedule of Plant and materials.

"Schedule of Plant and materials" means: A list of Plant and materials which shows the value thereof to be included in the Guaranteed Advance Payment Sum.

"Guaranteed Advance Payment Sum" means: The maximum amount of R.....

Amount in words:

1. The Guarantor's liability shall be limited to the amount of the Guaranteed Advance Payment Sum.
2. The Guarantor's period of liability shall be from and including the date of issue of this Advance Payment Guarantee and up to and including the termination of the Contract or the date of payment in full of the Guaranteed Advance Payment Sum, whichever occurs first.
3. The Guarantor hereby acknowledges that:
 - 3.1 any reference in this Advance Payment Guarantee to the Contract is made for the purpose of convenience and shall not be construed as any intention whatsoever to create an accessory obligation or any intention whatsoever to create a suretyship;
 - 3.2 Its obligation under this Advance Payment Guarantee is restricted to the payment of money.
4. Subject to the Guarantor's maximum liability referred to in 1, the Guarantor hereby undertakes to pay the CCT the sum advanced to the Supplier upon receipt of the documents identified in 4.1 to 4.2:
 - 4.1 A copy of a first written demand issued by the CCT to the Supplier stating that payment of a sum advanced by the CCT has not been repaid by the Supplier in terms of the Contract ("default") and failing such payment within seven (7) calendar days, the CCT intends to call upon the Guarantor to make payment in terms of 4.2;
 - 4.2 A first written demand issued by the CCT to the Guarantor at the Guarantor's physical address with a copy to the Supplier stating that a period of seven (7) calendar days has elapsed since the first written demand in terms of 4.1 and the sum advanced has still not been repaid by the Supplier.
5. Subject to the Guarantor's maximum liability referred to in 1, the Guarantor undertakes to pay to the CCT

the Guaranteed Advance Payment Sum or the full outstanding balance not repaid upon receipt of a first written demand from the CCT to the Guarantor at the Guarantor's physical address calling up this Advance Payment Guarantee, such demand stating that:

- 5.1 the Contract has been terminated due to the Supplier's default and that this Advance Payment Guarantee is called up in terms of 5; or*
- 5.2 a provisional or final sequestration or liquidation court order has been granted against the Supplier and that the Advance Payment Guarantee is called up in terms of 5; and*
- 5.3 The aforesaid written demand is accompanied by a copy of the notice of termination and/or the provisional/final sequestration and/or the provisional liquidation court order.*
- 6. It is recorded that the aggregate amount of payments required to be made by the Guarantor in terms of 4 and 5 shall not exceed the Guarantor's maximum liability in terms of 1.*
- 7. Payment by the Guarantor in terms of 4 or 5 shall be made within seven (7) calendar days upon receipt of the first written demand to the Guarantor.*
- 9. The CCT shall have the absolute right to arrange its affairs with the Supplier in any manner which the CCT may deem fit and the Guarantor shall not have the right to claim his release from this Advance Payment Guarantee on account of any conduct alleged to be prejudicial to the Guarantor.*
- 10. The Guarantor chooses the physical address as stated above for the service of all notices for all purposes in connection herewith.*
- 11. This Advance Payment Guarantee is neither negotiable nor transferable and shall expire in terms of 2, where after no claims will be considered by the Guarantor. The original of this Guarantee shall be returned to the Guarantor after it has expired.*
- 12. This Advance Payment Guarantee, with the required demand notices in terms of 4 or 5, shall be regarded as a liquid document for the purposes of obtaining a court order.*
- 13. Where this Guarantee/Performance Security is issued in the Republic of South Africa the Guarantor hereby consents in terms of Section 45 of the Magistrate's Courts Act No 32 of 1944, as amended, to the jurisdiction of the Magistrate's Court of any district having jurisdiction in terms of Section 28 of the said Act, notwithstanding that the amount of the claim may exceed the jurisdiction of the Magistrate's Court.*

Signed at

Date

Guarantor's signatory (1)

Capacity

Guarantor's signatory (2)

Capacity

Witness signatory (1)

Witness signatory (2)

Approved Financial Institution as at 13 August 2025:

1.1 National Banks

ABSA Bank Limited
Firststrand Bank Limited
Investec Bank Limited
Nedbank Limited
Standard Bank of South Africa Limited

1.2 International Banks (with branches in South Africa)

Barclays Bank PLC Citibank NA
Credit Agricole Corporate and Investment Bank HSBC Bank PLC
JPMorgan Chase Bank Societe Generale Standard Chartered Bank

1.3 Insurance Companies

American International Group Inc (AIG)
Bryte Insurance Company Limited Coface SA
Compass Insurance Company Limited
Credit Guarantee Insurance Corporation of Africa Limited
Guardrisk Insurance Company Limited
Hollard Insurance Company Limited
Infiniti Insurance Limited
Lombard Insurance Company Limited
Old Mutual Alternative Risk Transfer Insure Limited (OMART Insure)
New National Assurance Company Limited
PSG Konsult Ltd (previously Absa Insurance)
Regent Insurance Company Limited
Renasia Insurance Company Limited
Santam Limited

Annexure F - Tender Returnable Documents

Schedule F.1: Contract Price Adjustment

1. TENDER CONDITIONS

- 1.1 The Contract Price Adjustment (CPA) mechanism and/or provisions relating to Rate of Exchange (RoE) Variation, contained in this schedule is compulsory and binding on all Tenderers/Suppliers and this schedule (the parts relevant to the particular tender) must be completed by all Tenderers / Suppliers.
- 1.2 Tenderers/Suppliers are not permitted to amend, vary, alter or delete this schedule or any part thereof unless otherwise stated in this schedule.
- 1.3 Tenderers are not permitted to offer fixed and firm prices except as provided for in the Price Schedule.

2. CPA PROVISIONS SELECTION

- 2.1 The prices stipulated on the Price Schedule are subject to adjustment as set out below.
- 2.2 Tenderer to indicate the specific CPA and/or RoE provisions applicable to their bid by marking the relevant checkboxes below. Tenderers to note that the CPA and/or RoE provisions are not exclusive and multiple CPA Types can exist if the bid contains both local and foreign exchange based pricing. In such cases the CPA and/or ROE provision applies only to that particular portion of the tendered price.
- 2.3 The CPA and/or RoE provisions applicable to this tender and resulting contract are to be indicated below by checking the relevant boxes (with multiple selections only where indicated permissible):

	<u>Indicate option</u>	<u>CPA Type</u>	<u>Period</u>	<u>Refer to Section</u>
A	<input type="checkbox"/> N/A	FIRM PRICES as per Pricing Schedule	Annual	<i>Pricing Schedule C.4 and Schedule F.1 (A)</i>
<u>LOCAL (RSA) TENDER CONTENT:</u>				
EITHER				
B	<input type="checkbox"/> N/A	SEIFSA Index based CPA	Monthly / Quarterly	<i>Schedule F.1 (B)</i>
OR				
C	<input type="checkbox"/> N/A	Pricelist / Quotation Based CPA	Ad-Hoc	<i>Schedule F.1 (C)</i>
OR				
D	<input type="checkbox"/> YES	STATS SA CPI Index Based CPA	Annually	<i>Schedule F.1 (D)</i>
OR/AND				
E	<input type="checkbox"/> YES	Sectorial Determination 1:Contract Cleaning Sector	Annually	<i>Schedule F.1 (E)</i>
OR				
E	<input type="checkbox"/> N/A	Sectorial Determination 6: Private Security Sector	Annually	<i>Schedule F.1 (E)</i>
<u>IMPORTED GOODS AND / OR COMPONENTS (IF APPLICABLE)</u>				
F	<input type="checkbox"/> N/A	ROE based CPA	Ad-Hoc	<i>Schedule F.1 (F)</i>
AND (IF REQUIRED), EITHER				
G	<input type="checkbox"/> N/A	Pricelist / Quotation based CPA	Ad-Hoc / Periodic	<i>Schedule F.1 (G)</i>
OR				

H

N/A

Overseas CPI / PPI index based CPA

Ad-Hoc /
Periodic*Schedule F.1 (H)*

2.4 CPA and/or RoE provisions marked as **not applicable** is not relevant and will not apply to this tender and resulting contract.

3. CONTRACT CPA APPLICATIONS AND ADMINISTRATION

3.1 Any claim for variation in the contract price (either CPA or RoE adjustments) must be submitted in writing:

- i. By letter to: Director **Chantal Micheals (Contract Owner)**, City of Cape Town, P O Box 655, Cape Town, 8000 or
- ii. By email to: **Megan King <Megan.King@capetown.gov.za>**

at least 14 days prior to the month upon which the adjustment would become effective in the case of prices being set in advance, and as soon as relevant indices are available and no later than 60 days after the date of delivery of goods or the completion of the project (i.e. date of issue of the Taking-Over Certificate, if applicable) in the case of adjustments being claimed retrospectively for Goods or Services. The latter case is only applicable where specifically provided for in the CPA provisions.

- 3.2 When submitting a request for CPA and/or RoE adjustment the Supplier shall indicate the Rand Value claimed for each item listed on C.4 - Price Schedule, clearly indicating the item number as per C.4 - Price Schedule. Percentage increases will not be considered. A mere notification of a request for CPA without stating the new price claimed for each item shall, for the purpose of this clause, not be regarded as a valid request.
- 3.3 The CCT reserves the right to request the Supplier to submit auditor's certificates or such other documentary proof as it may require in order to verify a claim for CPA or RoE adjustments. Price adjustments will not be processed until such time as the Supplier submits such auditor's certificates or other documentary proof to the CCT. Should the Supplier fail to submit the auditor's certificates or other documentary proof to the CCT within 30 days from the written request, it shall be presumed that the Supplier has abandoned his request.
- 3.4 The CCT reserves the right to withhold payment of any claim for adjustment while only provisional figures are available and until such time as the final (revised) figures are issued by the relevant authority.
- 3.5 The CCT will confirm in writing once processing of the CPA or RoE adjustments have been completed including the effective date of the adjustments.
- 3.6 Where pricelist-based and other non-index based CPA requests are investigated and found to be not reasonable and market related, the CCT reserves the right to reject such requests. Where disputes arise with respect to such rejected requests the CCT reserves the right to procure the Goods from other available Suppliers until such time as the dispute is resolved.
- 3.7 Unless indicated otherwise in the relevant schedule below, all Purchase Orders issued on or after the effective date of the adjustment shall be issued at, and the Goods or Services supplied, invoiced and paid for at the adjusted prices. The relevant adjustment will not be applied to Purchase Orders issued prior to the effective date.

F.1 (A) – FIRM PRICES

NOT APPLICABLE

F.1 (B) LOCAL SOUTH AFRICAN CONTENT – SEIFSA INDICES

NOT APPLICABLE

TABLE F.1 (B).1: SEIFSA BASE MATERIAL AND LABOUR PRICES

NOT APPLICABLE

F.1 (C) LOCAL SOUTH AFRICAN CONTENT - SUPPLIER/ MANUFACTURER PRICE LIST/QUOTATIONS

NOT APPLICABLE

F.1 (D) LOCAL SOUTH AFRICAN CONTENT - STATS SA CONSUMER PRICE INDEX
--

1. Applicable where the Tenderer/Suppliers has indicated their tendered prices are subject to adjustment based on changes in the Statistics South Africa (STATS SA) Consumer Price Indices.
2. A minimum of 10% of the tender price as per C.4 Pricing Schedule shall be fixed and free of variation for the duration of the contract.
3. A total of 90% of the tender price as per C.4 Pricing Schedule shall be adjusted annually in accordance with clause 5 below.
4. The Contract Price(s) shall remain FIRM for the first 12 calendar months from date of Commencement Date of Contract and Suppliers are not permitted to requests CPA during this period.
5. The Contract Price(s) will thereafter be subject to adjustment annually based on the average percentage of change over 12 months as published by STATS SA: Consumer Price Index (P0141–Table B2 – CPI headline year-on-year rates) as follows:
 - 5.1 CPA applicable from the start of the 13th month to the end of the 24th month calculated as follows:
 - a) The base month for the price adjustment being three (3) calendar months prior to Commencement Date of Contract; and
 - b) The end month shall be three (3) calendar months prior to the 12th month.
 - 5.2 CPA applicable from the start of the 25th month to end of the 36th month calculated as follows:
 - a) The base month for the price adjustment shall be three (3) calendar months prior to the 13th month; and
 - b) The end month shall be three (3) calendar months prior to 24th month.
 - 5.3 The average CPI percentage will be calculated using the base month to the end month (both included) divided by the number of months. (12 months totalled/12 to achieve the average CPI)
6. 6 Subject to prior approval by the CCT delegated authority, in the event of any extension of the contract period, the CPA applicable beyond month 36th of the contract will follow the same principle in determining the base month (i.e. 3 calendar months prior to 25th month) and end date (3 calendar months prior to 36th month) as outlined above.

F.1. (E) LOCAL SOUTH AFRICAN CONTENT – SECTORIAL DETERMINATION

1. Applicable where the Tenderer/Suppliers has indicated their tendered prices are subject to adjustment based on changes in the Sectorial Determination for **Sectorial Determination 1:Contract Cleaning Sector**
2. The labour variation shall be based on the annual increase from the Department of Labour **Sectorial Determination 1:Contract Cleaning Sector**
3. The contract price per item which is subject to the Sectorial determination, shall be adjusted **annually**, and the adjusted contract price shall be applicable for purchase orders issue during the following full calendar month.
4. The base month for CPA calculations shall be the calendar month of the closing date for tenders, and the Sectorial Determination valid at closing date of tender shall be used.
5. Adjusted month for CPA calculations of the contract prices per item in C.4 - Price Schedule shall be calculated based upon the annual Sectorial Determination published by the Department of Labour.

**F.1. (F) GOODS AND/OR COMPONENTS IMPORTED FROM OUTSIDE OF SOUTH AFRICA
RATE OF EXCHANGE PRICE VARIATIONS**

NOT APPLICABLE

**F.1. (G) GOODS AND/OR COMPONENTS IMPORTED FROM OUTSIDE OF SOUTH AFRICA -
MANUFACTURER/SUPPLIER PRICE/QUOTATION LIST**

NOT APPLICABLE

**F.1. (H) GOODS AND/OR COMPONENTS IMPORTED FROM OUTSIDE OF SOUTH AFRICA - BASED
ON FOREIGN INDICES**

NOT APPLICABLE

Schedule F.2: Certificate of Authority for Partnerships/ Joint Ventures/ Consortia

This schedule is to be completed if the tender is submitted by a partnership/joint venture/ consortium.

1. We, the undersigned, are submitting this tender offer as a partnership/ joint venture/ consortium and hereby authorize Mr/Ms _____, of the authorised entity _____, acting in the capacity of Lead Partner, to sign all documents in connection with the tender offer and any contract resulting from it on the partnership/joint venture/ consortium’s behalf.

2. By signing this schedule the partners to the partnership/joint venture/ consortium:
 - 2.1 warrant that the tender submitted is in accordance with the main business and objectives of the partnership/joint venture/ consortium;
 - 2.2 agree that the CCT shall make all payments in terms of this Contract into the following bank account of the Lead Partner:
 Account Holder: _____
 Financial Institution: _____
 Branch Code: _____
 Account No.: _____
 - 2.3 agree that in the event that there is a change in the partnership/ joint venture/ consortium and/or should a dispute arise between the partnership/joint venture/ consortium partners, that the CCT shall continue to make any/all payments due and payable in terms of the Contract into the aforesaid bank account until such time as the CCT is presented with a Court Order or an original agreement (signed by each and every partner of the partnership/joint venture/ consortium) notifying the CCT of the details of the new bank account into which it is required to make payment.
 - 2.4 agree that they shall be jointly and severally liable to the CCT for the due and proper fulfilment by the successful tenderer/supplier of its obligations in terms of the Contract as well as any damages suffered by the CCT as a result of breach by the successful tenderer/supplier. The partnership/joint venture/ consortium partners hereby renounce the benefits of excussion and division.

SIGNED BY THE PARTNERS OF THE PARTNERSHIP/ JOINT VENTURE/ CONSORTIUM		
NAME OF FIRM	ADDRESS	DULY AUTHORISED SIGNATORY
Lead partner		Signature..... Name..... Designation.....
		Signature..... Name..... Designation.....
		Signature..... Name..... Designation.....
		Signature..... Name..... Designation.....

Note: A copy of the Joint Venture Agreement shall be appended to *List of Other Documents Attached by Tenderer Schedule*.

Schedule F.3: Declaration for Procurement above R10 million

If the value of the transaction is expected to exceed R10 million (VAT included) the tenderer shall complete the following questionnaire, attach the necessary documents and sign this schedule:

1. Are you by law required to prepare annual financial statements for auditing? **(Please mark with X)**

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

If YES, submit audited annual financial statements:

- (i) For the past three years, or
(ii) Since the date of establishment of the tenderer (if established during the past three years)

By attaching such audited financial statements to **List of Other Documents Attached by Tenderer Schedule**.

2. Do you have any outstanding undisputed commitments for municipal services towards the CCT or other municipality in respect of which payment is overdue for more than 30 (thirty) days? **(Please mark with X)**

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

- 2.1 If NO, this serves to certify that the tenderer has no undisputed commitments for municipal services towards any municipality for more than three (3) (three) months in respect of which payment is overdue for more than 30 (thirty) days.

- 2.2 If YES, provide particulars:

3. Has any contract been awarded to you by an organ of state during the past five (5) years? **(Please mark with X)**

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

If YES, insert particulars in the table below including particulars of any material non-compliance or dispute concerning the execution of such contract. Alternatively attach the particulars to **List of Other Documents Attached by Tenderer** schedule in the same format as the table below:

Organ of State	Contract Description	Contract Period	Non-compliance/dispute (if any)

4. Will any portion of the goods or services be sourced from outside the Republic, and if so, what portion and whether any portion of payment from the CCT is expected to be transferred out of the Republic? **(Please mark with X)**

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

If YES, furnish particulars below

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the CCT of any other remedies available to it.

Signature
Print name:
On behalf of the tenderer (duly authorised)

Date

Schedule F.4: Preference Points Claim Form In Terms Of the 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

Either the 90/10 or 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

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

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS	
PRICE	90	80
SPECIFIC GOALS	10	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

The following definitions shall apply to this schedule:

- (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

POINTS AWARDED FOR PRICE

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

Or

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

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

POINTS AWARDED FOR PRICE

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

80/20 or 90/10

Or

Where:

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

5. POINTS AWARDED FOR SPECIFIC GOALS

5.1 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:

5.2 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	To be Completed by the Organ of State		To be Completed by the Tenderer	
	Number of points Allocated (90/10 system)	Number of points Allocated (80/20 system)	Number of points claimed (90/10 system)	Number of points claimed (80/20 system)
Gender	3	5		
Race	3	5		
Disability	1	3		
Promotion of Micro and Small Enterprises	3	7		

DECLARATION WITH REGARD TO COMPANY/FIRM

5.3 Name of company/firm.....

5.4 Company registration number:

5.5 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]

5.6 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 4.1 and 4.2, the Supplier 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 Supplier, 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.

<i>Signature of Tenderer</i>	<i>Date</i>	<i>Name and Surname</i>	<i>Address</i>

For official use.		
SIGNATURE OF CCT OFFICIALS AT TENDER OPENING		
1.	2.	3.

Schedule F.5: Declaration of Interest – State Employees (MBD 4 amended)

1. No bid will be accepted from:
 - 1.1 persons in the service of the state¹, or
 - 1.2 if the person is not a natural person, of which any director, manager or principal shareholder or stakeholder is in the service of the state, or
 - 1.3 from persons, or entities of which any director, manager or principal shareholder or stakeholder, has been in the service of the City of Cape Town (CCT) during the previous twelve (12) months, or
 - 1.4 from an entity who has employed a former CCT employee who was at a level of T14 or higher at the time of leaving the CCT's employ and involved in any of the CCT's bid committees for the bid submitted, if:
 - 1.4.1 the CCT employee left the CCT's employment voluntarily, during the previous twelve (12) months;
 - 1.5 a person who was a CCT employee, or an entity that employs a CCT employee, if
 - 1.5.1 the CCT employee left the CCT's employment whilst under investigation for alleged misconduct, or
 - 1.5.2 was facing disciplinary action or potential disciplinary action by the CCT, or
 - 1.5.3 was involved in a dispute against the CCT during the previous thirty six (36) months.

2. Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the tenderer or their authorised representative declare their position in relation to the evaluating/adjudicating authority.

3. In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.
 - 3.1 Full Name of tenderer or his or her representative: _____
 - 3.2 Identity Number: _____
 - 3.3 Position occupied in the Company (director, trustee, shareholder²): _____
 - 3.4 Company or Close Corporation Registration Number: _____
 - 3.5 Tax Reference Number: _____
 - 3.6 VAT Registration Number: _____
 - 3.7 The names of all directors / trustees / shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.
 - 3.8 Are you presently in the service of the state? **YES / NO**
 - 3.8.1 If yes, furnish particulars: _____
 - 3.9 Have you been in the service of the state for the past twelve months? **YES / NO**
 - 3.9.1 If yes, furnish particulars: _____
 - 3.10 Do you have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and or adjudication of this bid? **YES / NO**
 - 3.10.1 If yes, furnish particulars: _____
 - 3.11 Are you, aware of any relationship (family, friend, other) between any other tenderer and any persons in the service of the state who may be involved with the evaluation and or adjudication of this bid? **YES / NO**
 - 3.11.1 If yes, furnish particulars: _____
 - 3.12 Are any of the company's directors, trustees, managers, principle shareholders or stakeholders in service of the state? **YES / NO**
 - 3.12.1 If yes, furnish particulars: _____

- 3.13 Are any spouse, child or parent of the company’s directors, trustees, managers, principle shareholders or stakeholders in service of the state? **YES / NO**
 3.13.1 If yes, furnish particulars: _____
- 3.14 Do you or any of the directors, trustees, managers, principle shareholders, or stakeholders of this company have any interest in any other related companies or business whether or not they are bidding for this contract? **YES / NO**
 3.14.1 If yes, furnish particulars: _____
- 3.15 Have you, or any of the directors, trustees, managers, principle shareholders, or stakeholders of this company been in the service of the CCT in the past twelve months? **YES / NO**
 3.15.1 If yes, furnish particulars: _____
- 3.16 Do you have any employees who was in the service of the CCT at a level of T14 or higher at the time they left the employ of the CCT, and who was involved in any of the CCT’s bid committees for this bid? **YES / NO**
 3.16.1 If yes, furnish particulars: _____

4. Full details of directors / trustees / members / shareholders

Full Name	Identity Number	State Employee Number

If the above table does not sufficient to provide the details of all directors / trustees / shareholders, please append full details to the tender submission.

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the CCT of any other remedies available to it.

 Signature
 Print name: _____ Date
 On behalf of the tenderer (duly authorised)

¹MSCM Regulations: “in the service of the state” means to be –

- (a) a member of –
 - (i) any municipal council;
 - (ii) any provincial legislature; or
 - (iii) the national Assembly or the national Council of provinces;
- (b) a member of the board of directors of any municipal entity;
- (c) an official of any municipality or municipal entity;
- (d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);
- (e) an executive member of the accounting authority of any national or provincial public entity; or
- (f) an employee of Parliament or a provincial legislature.

² Shareholder” means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.

Schedule F.6: Conflict of Interest Declaration

1. The tenderer shall declare whether it has any conflict of interest in the transaction for which the tender is submitted. **(Please mark with X)**

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

1.1 If yes, the tenderer is required to set out the particulars in the table below:

2. The tenderer shall declare whether it has directly or through a representative or intermediary promised, offered or granted:

2.1 Any inducement or reward to the CCT for or in connection with the award of this contract; or

2.2 Any reward, gift, favour or hospitality to any official or any other role player involved in the implementation of the supply chain management policy. **(Please mark with X)**

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

If yes, the tenderer is required to set out the particulars in the table below:

Should the tenderer be aware of any corrupt or fraudulent transactions relating to the procurement process of the CCT, please contact the following:

The CCT's anti-corruption hotline at 0800 32 31 30 (toll free)

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the CCT of any other remedies available to it.

 Signature
 Print name:
 On behalf of the tenderer (duly authorised)

 Date

Schedule F.7: Declaration of Tenderer's Past Supply Chain Management Practices (MBD 8)

Where the entity tendering is a partnership/joint venture/consortium, each party to the partnership/joint venture/consortium must sign a declaration in terms of the Municipal Finance Management Act, Act 56 Of 2003, and attach it to this schedule.

- 1 The tender offer of any tenderer may be rejected if that tenderer or any of its directors/members have:**
- a) abused the municipality's / municipal entity's supply chain management system or committed any fraudulent conduct in relation to such system;
 - b) been convicted for fraud or corruption during the past five years;
 - c) willfully neglected, reneged on or failed to comply with any government, municipal or other public sector contract during the past five years; or
 - d) been listed in the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004) or Database of Restricted Suppliers.
- 2 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

Item	Question	Yes	No
2.1	<p>Is the tenderer or any of its directors/members listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector?</p> <p>(Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied).</p> <p>The Database of Restricted Suppliers now resides on the National Treasury's website (www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2.1.1	If so, furnish particulars:		
2.2	<p>Is the tenderer or any of its directors/members listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004) or Database of Restricted Suppliers?</p> <p>The Register for Tender Defaulters can be accessed on the National Treasury's website (www.treasury.gov.za) by clicking on its link at the bottom of the home page.</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2.2.1	If so, furnish particulars:		
2.3	<p>Was the tenderer or any of its directors/members convicted by a court of law (including a court of law outside the Republic of South Africa) for fraud or corruption during the past five years?</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2.3.1	If so, furnish particulars:		
Item	Question	Yes	No

2.4	Does the tenderer or any of its directors owe any municipal rates and taxes or municipal charges to the municipality / municipal entity, or to any other municipality / municipal entity, that is in arrears for more than three months?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2.4.1	If so, furnish particulars:		
2.5	Was any contract between the tenderer and the municipality / municipal entity or any other organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2.5.1	If so, furnish particulars:		

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract,, restriction of the tenderer or the exercise by the CCT of any other remedies available to it.

Signature
Print name:
On behalf of the tenderer (duly authorised)

Date

Schedule F.8: Authorisation for the Deduction of Outstanding Amounts Owed to the CCT

To: THE CITY MANAGER, City of Cape Town

From: _____
(Name of tenderer)

RE: AUTHORISATION FOR THE DEDUCTION OF OUTSTANDING AMOUNTS OWED TO THE CCT

The tenderer:

- a) hereby acknowledges that according to SCM Regulation 38(1)(d)(i) the City Manager may reject the tender of the tenderer if any municipal rates and taxes or municipal service charges owed by the tenderer (or any of its directors/members/partners) to the CCT, or to any other municipality or municipal entity, are in arrears for more than 3 (three) months; and
- b) therefore hereby agrees and authorises the CCT to deduct the full amount outstanding by the Tenderer or any of its directors/members/partners from any payment due to the tenderer; and
- c) confirms the information as set out in the tables below for the purpose of giving effect to b) above;

Physical Business address(es) of the tenderer	Municipal Account number(s)	Inside the CCT municipal boundary (Yes/No)

If there is not enough space for all the names, please attach the information to **List of other documents attached by tenderer** schedule in the same format:

Name of Director / Member / Partner	Identity Number	Physical residential address of Director / Member / Partner	Municipal Account number(s)	Inside the CCT municipal boundary (Yes/No)

The tenderer hereby certifies that the information set out in this schedule and/or attached hereto is true and correct, and acknowledges that failure to properly and truthfully complete this schedule may result in steps being taken against the tenderer, the tender being disqualified, and/or (in the event that the tenderer is successful) the cancellation of the contract, restriction of the tenderer or the exercise by the CCT of any other remedies available to it.

Signature
Print name:
On behalf of the tenderer (duly authorised)

Date

Schedule F.9: Certificate of Independent Tender Determination

I, the undersigned, in submitting this tender number **181S/2025/26** and tender description: **General Facility Cleaning Services– Leased and Owned Facilities for Community Services and Health: Recreation and Parks** in response to the tender invitation made by THE CCT, do hereby make the following statements, which I certify to be true and complete in every respect:

I certify, on behalf of: _____ (Name of tenderer) that:

1. I have read and I understand the contents of this Certificate;
2. I understand that this tender will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorised by the tenderer to sign this Certificate, and to submit this tender, on behalf of the tenderer;
4. Each person whose signature appears on this tender has been authorised by the tenderer to determine the terms of, and to sign, the tender on behalf of the tenderer;
5. For the purposes of this Certificate and this tender, I understand that the word 'competitor' shall include any individual or organisation other than the tenderer, whether or not affiliated with the tenderer, who:
 - (a) has been requested to submit a tender in response to this tender invitation;
 - (b) could potentially submit a tender in response to this tender invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the tenderer and/or is in the same line of business as the tenderer.
6. The tenderer has arrived at this tender independently from and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium¹ will not be construed as collusive price quoting.
7. In particular, without limiting the generality of paragraphs 5 and 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices;
 - (b) geographical area where product or service will be rendered (market allocation);
 - (c) methods, factors or formulas used to calculate prices;
 - (d) the intention or decision to submit or not to submit a tender;
 - (e) the submission of a tender which does not meet the specifications and conditions of the tender; or
 - (f) tendering with the intention not to win the contract.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this tender invitation relates.
9. The terms of this tender have not been and will not be disclosed by the tenderer, directly or indirectly, to any competitor, prior to the date and time of the official tender opening or of the awarding of the contract.
10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to tenders and contracts, tenders that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative
11. in terms of section 59 of the Competition Act, Act 89 of 1998, and/o/r 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 10 (ten) years in terms of the Prevention and Combating of Corrupt Activities Act, Act 12 of 2004, or any other applicable legislation.

Signature

Print name:

On behalf of the tenderer (duly authorised)

Date

(¹ Consortium: Joint venture or Consortium means an association of persons for the purpose of

Schedule F.11: List of Other Documents Attached By Tenderer

The tenderer has attached to this schedule, the following additional documentation:

	Date of Document	Title of Document or Description (refer to clauses / schedules of this tender document where applicable)
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		

Attach additional pages if more space is required.

Signature
Print name:
On behalf of the tenderer (duly authorised)

Date

Schedule F.12: Record of Addenda to Tender Documents

We confirm that the following communications received from the CCT before the submission of this tender offer, amending the tender documents, have been taken into account in this tender offer:

	Date	Title or Details
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Attach additional pages if more space is required.

 Signature
 Print name:
 On behalf of the tenderer (duly authorised)

 Date

Schedule F.13: Information to Be Provided With the Tender

All the information to be submitted under Schedule 13 MUST be completed in the tender in order to qualify for functionality points. Document/s to be clearly indexed and numbered accordingly

The following information shall be provided with the Tender:

The following information are required to be completed and submitted

- Schedule F.13A: TENDERER REGION SELECTION
- Schedule F.13B: PROOF OF STATUTORY REGISTRATION (A Valid/Good standing certificates/letter to be in place upon award. Tenderers may be requested to submit updated certificates/letters)

The below sections related to the information required to support the Functionality Criteria as listed in clause 2.2.1.1.4 Minimum score for functionality, the notes related to each item in that section must be read carefully when providing the schedules below:

- Schedule F.13C: CRITERIA A: COMMERCIAL CONTRACT VALUE
- Schedule F.13D: CRITERIA B: COMPANY EXPERIENCE – CAPABILITY/ YEARS IN SECTOR
- Schedule F.13E: CRITERIA C: ROLES EXPERIENCE – COMPETENCY/KEY PERSONNEL

Schedule F.13A: TENDERER REGION SELECTION
--

1. Tenderer Details

Item	Information
Name of Tenderer	_____
Trading Name (if applicable)	_____
Registration Number	_____
Contact Person	_____
Email & Telephone	_____

2. Region(s) for Which Tenderer is Submitting a Bid

Tenderers must indicate the region(s) for which they are submitting a priced offer.
(Tick the appropriate box/es)

Tenderers may select one region and/or both regions.

A. REGION SELECTION

Region	Description	Select ✓
Region 1 NORTH	- All facilities, beaches/ablutions, resorts, community centres, sports grounds/stadia, swimming pools & spray parks in the Northern Region	<input type="checkbox"/>
Region 2 SOUTH	- All facilities, beaches/ablutions, resorts, community centres, sports grounds/stadia, swimming pools & spray parks in the Southern Region	<input type="checkbox"/>

Refers to Schedule F.15B for list of facilities for each region.

3. Declaration by Tenderer

1. I, the undersigned, hereby confirm that:
2. I have read and understood the tender requirements for the specified region(s).
3. I acknowledge that **each region will be evaluated independently**.
4. I confirm that **all pricing schedules, functionality documents, and returnables** submitted correspond to the region(s) selected above.
5. I understand that failure to complete this declaration may result in the tender being deemed **non-responsive** for the affected region(s).

Signed at: _____

Date: _____

Signature of Authorised Representative: _____

Name of Authorised Representative: _____

Capacity: _____

Schedule F.13B: PROOF OF STATUTORY REGISTRATION
--

1. Tenderer Information

Field	Information
Name of Tenderer	_____
Trading Name	_____
Registration / CIPC Number	_____
CSD Number	_____
Authorised Representative	Name: _____ Tel: _____ Email: _____

2. Department of Employment & Labour Registration*(Mandatory – certificate must be a certified copy not older than 3 months)***2.1 Registration Details**

Item	Information
UIF / Labour Registration Number	_____
Date of Issue on Certificate	_____
Date Certified	_____
Certifier (Commissioner of Oaths / SAPS / Notary)	_____
Certificate Validity	<input type="checkbox"/> Valid (≤ 3 months) <input type="checkbox"/> Not Valid

2.2 Document Submission **Certified copy attached** **Not attached** (Reason: _____)**3. COIDA – Letter of Good Standing***(Mandatory – must be valid at tender closing date)***3.1 COIDA Registration Details**

Item	Information
COIDA Registration Number	_____
Insurance Body	_____
Policy / Certificate Issue Date	_____
Expiry Date	_____
Coverage Period	From // ____ To // ____

3.2 Document Submission **Letter of Good Standing attached** **Proof of COIDA renewal application attached** (only if renewal is in progress) **Not attached** (Reason: _____)

4. Declaration by Tenderer

I, the undersigned, confirm that the statutory documents submitted herewith are true copies of the originals, valid at the time of tender submission, and meet the requirements of the Department of Employment & Labour and COIDA legislation.

Signed at: _____

Date: _____

Signature: _____

Name: _____

Capacity: _____

SCHEDULE F.13C: CRITERIA A: COMMERCIAL CONTRACT VALUE

One or more commercial cleaning contracts totaling the value considered over a period not exceeding 10 years up to the date of closing of the tender

Tenderers must indicate similar previous experience.

Similar previous experience will mean, the Tenderer has previous contractual engagements where commercial cleaning were provided. Submitted proof must include a monthly invoice or award/reference letter which clearly indicate values and sites/facilities with contactable references.

Acceptable evidence for this criteria: reference letter from the Company, Signed contract of an award(s), Purchase Order(s) , completion certificates and/or job completion certificates, reference letters from the Client or Third Party Company, Joint Venture agreement proof, to be provided with the tender submission on closing date

- **Commercial cleaning contracts under the value of R500,000.00 = 0 points**
- **Commercial cleaning contracts greater than R500,001.00 and less than R1000,000.00 = 10 points**
- **Commercial cleaning contracts greater than R1000,001.00 and less than R1500,000.00 = 20 points**
- **Commercial cleaning contracts greater than R1500,001.00 and less than R2 000,000.00 = 30 point**
- **Commercial cleaning contracts greater than R2 000,001.00 = 40 points**

No	Client's Company Name	Client's details [Name& contact details]	Site/Facility name	Description of Service	R-value	Proof attached - YES	Proof attached - NO
1							
2							
3							
4							
5							
6							
7							

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8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
					Total R-Value		

Signature
Print name:
On behalf of the tenderer (duly authorised)

Date

Schedule F.13D: CRITERIA B: COMPANY EXPERIENCE – CAPABILITY/ YEARS IN SECTOR

Criteria B: Company Experience – capability/ years in sector totaling the years considered over a period not exceeding 10 years up to the date of closing of the tender

Acceptable evidence for this criteria: Proof of relevant accumulative company experience within a commercial/corporate environment. A reference letter from the Client or Third Party Company with the tender submission on closing date

- **Failing to submit; or less than 1 year = 0 points**
- **Between 1 - 2 years = 10 points**
- **More than 2 and less than 4 years = 20 points**
- **More than 4 and less than 6 years = 30 points**
- **More than 6+ years = 40 points**

No	Client's Company Name	Client's details [Name& contact details]	Site/Facility name	Description of Service	Year(s)	Proof attached - YES	Proof attached - NO
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

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11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
				Total Years			

Signature
Print name:
On behalf of the tenderer (duly authorised)

Date

Schedule F.13E: CRITERIA C: ROLES EXPERIENCE – COMPETENCY/KEY PERSONNEL

Criteria C: ROLES EXPERIENCE – COMPETENCY/KEY PERSONNEL

Acceptable evidence for this criteria: Proof of relevant CVs and contactable references, to be provided with the tender submission on closing date

- Failing to submit; or less than 1 year = 0 points
- Between 1 - 2 years = 1 point
- More than 2 and less than 4 years = 3 points
- More than 4 and less than 6 years = 30 points
- More than 5+ years = 5 points

No	Name and Surname	ID number	Reference: Name	Reference: Contact Details	Year(s)	Proof attached - YES	Proof attached - NO
Managing Director (or equivalent) – Senior/executive cleaning services management (Max 5+ years = 5 points)							
1							
2							
3							
4							
5							
Key Account Manager (or equivalent) – Managing cleaning account(s) (Max 5+ years = 5 points)							
6							
7							
8							
9							

10							
----	--	--	--	--	--	--	--

Operations Manager – Cleaning services operational experience (Max 5+ years = 5 points)

11							
12							
13							
14							
15							

Area Coordinator – Cleaning services operational experience (Max 5+ years = 5 points)

16							
17							
18							
19							
20							

 Signature
 Print name:
 On behalf of the tenderer (duly authorised)

 Date

Schedule F.14: APPEAL APPLICATION

OFFICIAL RECEIPT
(Valid only if printed
by official cash
receipting machine)

IRISITI ESESIKWENI
(Isemthethweni kuphela
xa ishicilelwe
ngumatshini wokukhupa
irisiti osesikweni.)

AMPTELIKE KWITANSIE
(Geldig alleenlik indien deur
amptelike kontantvangs
masjien gedruk.)

GL DATA CAPTURE RECEIPT
(CASHIER TO RETAIN A COPY)

RECEIPT NO: _____

DATE: _____

SAP GL:

8 1 0 1 0 0

PROFIT CENTRE:

1 3 0 5 0 0 0 1

NAME/COMPANY NAME:

AMOUNT:

R 3 0 0 - 0 0

SERVICE DEPARTMENT DETAILS-

DEPARTMENT: LEGAL SERVICES; APPEALS UNIT

EMAIL: MSA.Appeals@capetown.gov.za

OFFICIAL RECEIPT
(Valid only if printed
by official cash
receipting machine)

IRISITI ESESIKWENI
(Isemthethweni kuphela
xa ishicilelwe
ngumatshini wokukhupa
irisiti osesikweni.)

AMPTELIKE KWITANSIE
(Geldig alleenlik indien deur
amptelike kontantvangs
masjien gedruk.)

GL DATA CAPTURE RECEIPT
(CASHIER TO RETAIN A COPY)

RECEIPT NO: _____

DATE: _____

SAP GL:

8 1 0 1 0 0

PROFIT CENTRE:

1 3 0 5 0 0 0 1

NAME/COMPANY NAME:

AMOUNT:

R 3 0 0 - 0 0

SERVICE DEPARTMENT DETAILS-

DEPARTMENT: LEGAL SERVICES; APPEALS UNIT

EMAIL: MSA.Appeals@capetown.gov.za

Schedule F.15: ANNEXURE LIST

- Schedule F.15A. Regional Boundary Map
- Schedule F.15B Facility list and Map
- Schedule F.15C Performance Management Framework
- Schedule F.15D Penalties Matrix