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SASSA: 03-26-CS-FS

INVITATION TO BID

THE SOUTH AFRICAN SOCIAL SECURITY AGENCY HEREBY INVITES PROPOSALS FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF CLEANING, SANITATION, CAR WASH AND GARDENING SERVICES FOR SASSA FREE STATE REGION FOR THE PERIOD OF THREE (3) YEARS

PROPOSALS MUST BE DEPOSITED IN THE BID HELD BOX SITUATED AT:

: SASSA House Iustitia Building (Ground Floor),
Cnr St Andrews and Aliwal Street,
Bloemfontein
9300

Date of publication : 22 October 2026
CLOSING DATE : 12 November 2026
TIME : 11:00

Compulsory site briefing

SITE	BRIEFING DATE	BRIEFING REGISTRIATION TIME	BRIEFING TIME	LOCATION
Bloemfontein	29 October 2026	09:00am – 10:15am	10:30 am	National Department of Public Works and Infrastructure, 18President Brandt Street, Bloemfontein Regional Office, Ground Floor Hall

TECHNICAL ENQUIRIES CAN BE DIRECTED TO:
CONTACT : Ms Ebeth Enslin – 051 410 8424
Email: EbethE@sassa.gov.za

SUPPLY CHAIN MANANAGEMENT ENQUIRIES CAN BE DIRECTED TO:
CONTACT : Ms Dieketseng Booysen – 051 410 8584
Email: DieketsengS@sassa.gov.za

WHERE DOCUMENTS BID CAN BE OBTAINED:
https://etenders.treasury.gov.za
https://etenders.treasury.gov.za/
http://www.sassa.gov.za

Stamp Out Social Grants Fraud and Corruption
Call 0800 60 10 11/ 0800 701 701

PART A
INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE *(NAME OF DEPARTMENT/ PUBLIC ENTITY)*					
BID NUMBER:	**SASSA: 03-26-CS-FS**	CLOSING DATE:	**12 NOVEMBER 2026**	CLOSING TIME:	**11:00**
DESCRIPTION	THE SOUTH AFRICAN SOCIAL SECURITY AGENCY HEREBY INVITES PROPOSALS FOR THE APPOINTMENT OF A SERVICE PROVIDEE FOR THE PROVISION OF CLEANING, SANITATION, CAR WASH AND GARDENING SERVICES FOR SASSA FREE STATE REGION FOR THE PERIOD OF THREE (3) YEARS				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT *(STREET ADDRESS)*					
SASSA HOUSE FREE STATE REGIONAL OFFICE, IUSTITIA BUILDING, GROUND FLOOR, CNR ST ANDREWS AND ALIWAL STREET, BLOEMFONTEIN					

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		**TECHNICAL ENQUIRIES MAY BE DIRECTED TO:**	
CONTACT PERSON	**MS DIEKETSENG BOOYSEN**	CONTACT PERSON	**MS EBETH ENSLIN**
TELEPHONE NUMBER	**051 410 8584**	TELEPHONE NUMBER	**051 410 8424**
FACSIMILE NUMBER	N/A	FACSIMILE NUMBER	N/A
E-MAIL ADDRESS	**DieketsengS@sassa.gov.za**	E-MAIL ADDRESS	**EbethE@sassa.gov.za**

SUPPLIER INFORMATION						
NAME OF BIDDER						
POSTAL ADDRESS						
STREET ADDRESS						
TELEPHONE NUMBER	CODE		NUMBER			
CELLPHONE NUMBER						
FACSIMILE NUMBER	CODE		NUMBER			
E-MAIL ADDRESS						
VAT REGISTRATION NUMBER						
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		**OR**	CENTRAL SUPPLIER DATABASE No:	MAAA	
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] ☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] ☐ Yes ☐ No	

[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐Yes ☐No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR **THE GOODS /SERVICES /WORKS OFFERED?**	☐Yes ☐No [IF YES, ANSWER PART B:3]

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	☐ YES ☐ NO
DOES THE ENTITY HAVE A BRANCH IN THE RSA?	☐ YES ☐ NO
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	☐ YES ☐ NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	☐ YES ☐ NO
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	☐ YES ☐ NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

PART B
TERMS AND CONDITIONS FOR BIDDING

1.	**BID SUBMISSION:**
1.1.	BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2.	**ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED--(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
1.3.	THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4.	BID RIGGING/ COLLUSIVE BEHAVIOR BY THE BIDDER WILL RESULT IN DISQUALIFICATION. A BIDDER IS NOT PERMITTED TO SUBMIT PROPOSAL FROM MORE THAN ONE REGISTERED COMPANY WITH A COMMON DIRECTOR/SHAREHOLDER. IN ADDITION, BIDDERS MAY NOT RESPOND TO THE BID WITH MORE THAN ONE ENTITY, IF THEY DO BOTH COMPANIES WILL BE DISQUALIFIED.
1.5.	**THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

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

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

SIGNATURE OF BIDDER: .....

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

DATE: .....

PRICING SCHEDULE – FIRM PRICES (PURCHASES)

NOTE: **ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED**

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

Name of bidder..... Bid number: **03-26-CS-FS**

Closing Time **11:00** Closing date: **12 NOVEMBER 2026**

OFFER TO BE VALID FOR...**120**...DAYS FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY **(ALL APPLICABLE TAXES INCLUDED)
		APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF CLEANING, SANITATION, CAR WASH AND GARDENING SERVICE FOR SASSA FREE STATE REGION FOR A PERIOD OF THREE (3) YEARS	**R**

- Required by: .....SASSA.....
- At: SASSA House Iustitia Building (Ground Floor), Cnr St Andrews and Aliwal Street, Bloemfontein 9300
- Does the offer comply with the specification(s)? *YES/NO
- If not to specification, indicate deviation(s) .....
- Period required for delivery .....
  *Delivery: Firm/not firm
- Delivery basis .....

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

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

*Delete if not applicable

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STANDARD BIDDING DOCUMENT (SBD) 4

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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

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

2. BIDDER'S DECLARATION

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

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

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

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STANDARD BIDDING DOCUMENT (SBD) 4

Full Name	Identity Number	Name of State institution

Stamp out social grants fraud and corruption
Call 0800 60 10 11 / 0800 701 701

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

2.2.1 If so, furnish particulars:

.....

.....

.....

.....

.....

.....

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

2.3.1 If so, furnish particulars:

.....

.....

.....

.....

.....

3. DECLARATION

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

3.1 I have read and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium2 will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of

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

section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

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

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

.....	.....
Signature	Date
.....	.....
Position	Name of bidder

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

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

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

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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 The value of this bid is not estimated to exceed R 50 million (all applicable taxes included); and therefore, the applicable preference point system for this tender is the 80/20 preference point system.

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

(a) Price; and

(b) Specific Goals.

1.4 The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOAL(S)	20
Total points for Price and SPECIFIC GOALS	100

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

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

2. DEFINITIONS

(a) **"tender"** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;

(b) **"price"** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;

(c) **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

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

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

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

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

80/20

$$Ps = 80\left(1 - \frac{Pt - P\,min}{P\,min}\right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for meeting the criteria for specific goal(s).

4.2. A trust, consortium or joint venture will qualify for points for specific goals based on the percentage of the contract value managed or executed by individuals who are actively involved in the management or the respective parties of the trust, consortium or joint venture.

4.3. Tertiary institutions and public companied may not be awarded points for preference.

4.4. For the purposes of this tender the points for specific goals will be based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

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

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

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	**Number of points claimed (80/20 system) (To be completed by the tenderer)**
B-BBEE Status Level 1 - 2 contributor with at least 51% black women ownership	20	
B-BBEE Status Level 3 - 4 contributors with at least 51% women ownership	18	
B-BBEE Status Level 1 - 2 contributor with at least 51% black youth or disabled ownership	16	
B-BBEE Status Level 1 - 2 contributor	14	
B-BBEE Status Level 3 - 8 contributor with at least 51% youth or disabled ownership	12	
B-BBEE Status Level 3 - 4 contributor	8	
B-BBEE Status Level 5 - 8 contributor	4	
Others (non-compliant)	0	

Returnable documents	**Please tick below for the attached document**
1. B-BBBE Certificate	
2. Sworn Affidavit (EME or QSE)	
3. Directors/ members Identity document/s	
4. Company registration documents issued by CIPC	
5. Share certificate / members equity ownership / share register / partnership declaration letter	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.5. Name of company/firm.....

4.6. Company registration number: .....

4.7. TYPE OF COMPANY/ FIRM

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

[TICK APPLICABLE BOX]

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

i) The information furnished is true and correct;

ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;

iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;

iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

(a) disqualify the person from the tendering process;

(b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;

(c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;

(d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and

(e) forward the matter for criminal prosecution, if deemed necessary.

.....

SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME: .....

DATE: .....

ADDRESS: .....

.....

.....

.....

THE NATIONAL TREASURY

Republic of South Africa



GOVERNMENT PROCUREMENT:

GENERAL CONDITIONS OF CONTRACT

July 2010

GOVERNMENT PROCUREMENT

GENERAL CONDITIONS OF CONTRACT
July 2010

NOTES

The purpose of this document is to:

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

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

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

- The General Conditions of Contract will form part of all bid documents and may not be amended.

- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if (applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

TABLE OF CLAUSES

1. Definitions
2. Application
3. General
4. Standards
5. Use of contract documents and information; inspection
6. Patent rights
7. Performance security
8. Inspections, tests and analysis
9. Packing
10. Delivery and documents
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17. Prices
18. Contract amendments
19. Assignment
20. Subcontracts
21. Delays in the supplier's performance
22. Penalties
23. Termination for default
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25. Force Majeure
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27. Settlement of disputes
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29. Governing language
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31. Notices
32. Taxes and duties
33. National Industrial Participation Programme (NIPP)
34. Prohibition of restrictive practices

General Conditions of Contract

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 contractual obligations.

1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.

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

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

1.7 "Day" means calendar day.

1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.

1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.

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

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

RSA.

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

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

1.14 "GCC" means the General Conditions of Contract.

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

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

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

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

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

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

1.21 "Purchaser" means the organization purchasing the goods.

1.22 "Republic" means the Republic of South Africa.

1.23 "SCC" means the Special Conditions of Contract.

1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such

obligations of the supplier covered under the contract.

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

2. Application

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

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

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

3. General

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

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

4. Standards

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

5. Use of contract documents and information; inspection.

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

5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 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 use of the goods or any part thereof by the purchaser.

7. Performance security

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

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

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

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

(b) a cashier's or certified cheque

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

8. Inspections, tests and analyses

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

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

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

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

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

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

8.7 Any contract supplies may on or after delivery be inspected, tested or

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

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

9. Packing

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

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

10. Delivery and documents

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

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

11. Insurance

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

12. Transportation

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

13. Incidental services

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

(a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
(b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
(c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;

(d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and

(e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

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

14. Spare parts

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

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

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

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

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

15. Warranty

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

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

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

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

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take

such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

16. Payment

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

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

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

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

17. Prices

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

18. Contract amendments

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

19. Assignment

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

20. Subcontracts

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

21. Delays in the supplier's performance

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

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

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

21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the

supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

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

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

22. Penalties

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

23. Termination for default

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

(a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;

(b) if the Supplier fails to perform any other obligation(s) under the contract; or

(c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

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

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

23.4 If a purchaser intends imposing a restriction on a supplier or any

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

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

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

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

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

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

24. Anti-dumping and countervailing duties and rights

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

may be due to him

25. Force Majeure

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

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

26. Termination for insolvency

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

27. Settlement of Disputes

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

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

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

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

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

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

28. Limitation of liability

28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;

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

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

29. Governing language

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

30. Applicable law

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

31. Notices

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

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

32. Taxes and duties

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

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

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

33. National Industrial Participation (NIP) Programme

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

34 Prohibition of Restrictive practices

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

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

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

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sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

TERMS OF REFERENCE FOR THE PROVISION OF CLEANING, SANITATION, CAR WASH AND GARDENING SERVICES FOR SASSA FREE STATE REGION FOR THE PERIOD OF THREE (3) YEARS. COMMENCEMENT DATE 01 JUNE 2027.

Bidders Initials

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1. DEFINITIONS

1.1 BBBEE	- Broad Based Black Economic Empowerment
1.2 CSD	- Central Supplier Database
1.3 COIDA	- Compensation of Injuries and Diseases Act
1.4 CV	- Curriculum Vitae
1.5 EME	- Exempted Micro Enterprise
1.6 M^2	- Square Meters
1.7 MSDS	- Material Safety Data Sheet
1.8 NCCA	- National Contract Cleaners Association
1.9 SANS	- South African National Standards
1.10 SANAS	- South African National Accreditation System
1.11 SASSA	- South African Social Security Agency
1.12 SBD	- Standard Bidding Documents
1.13 TOR	- Terms of Reference
1.14 UIF	- Unemployment Insurance Fund

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2. OBJECTIVE

2.1 The main objective is to procure the Cleaning, Sanitation, Car wash and Gardening Services for SASSA Free State Region for a period of three (3) years, anticipated commencement date 01 June 2027.

2.2 The appointed service provider will be required to provide Cleaning, Sanitation, Car wash and Gardening Services for SASSA Free State Region.

NB: Details in relation to the offices to be cleaned, sanitation services to be provided, cars to be washed and gardening services to be provided within the Free State Region as per attached Annexure F and G.

3. BACKGROUND

3.1 SASSA was established in terms of the South African Social Security Agency Act, 2004 (Act no. 9 of 2004) to administer social security grants in terms of the Social Assistance Act, 2004 (Act no. 13 of 2004). The Agency is mandated to ensure effective and efficient delivery of service of high quality with regard to the management and administration of social grants such that the entire payment process and system from application to receipt of social grants by a beneficiary, is done in a manner that is sensitive, caring and restores the dignity of the beneficiaries as well as the integrity of the whole system.

3.2 According to Section 8 (1) of the Occupational Health and Safety Act, (Act no. 85 of 1993), as amended, the Agency is required to provide as far as reasonably practicable, a working environment that is safe and without risk to the health of its employees and clients.

3.3 For this purpose, Cleaning, Sanitation, Car Wash and Gardening Services is required at SASSA's offices consisting of the Regional Office, District Offices and Local Offices, across the Free State Region/Province.

4 COMPULSORY INFORMATION / BRIEFING SESSION

4.1 All Bidders shall be required to attend compulsory Information / briefing session, as per SASSA's invitation to bid.

5 SCOPE OF WORK ON CLEANING, SANITATION, CAR WASH AND GARDENING SERVICES

5.1 Office Cleaning Services Requirements

STANDARD CLEANING ACTIVITIES

FLOOR MAINTENANCE:

RESILIENT FLOORS:

- Sweep and damp mop. Daily

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o Machine burnish.	When required

STONE FLOORS (CERAMIC TILES):

o Sweep.	Daily
o Damp Mop.	Daily
o Machine Buff.	When required
o Machine scrub.	When required

RUGS AND CARPETING:

o Vacuum clean thoroughly:	
- Heavy traffic areas.	Daily
- Medium traffic areas.	Daily
- Light traffic areas.	Daily

DUSTING:

o Dust all surface (low level).	Daily
o Dust all high ledges and fittings.	Weekly
o Dust all surfaces (wall, cabinet, etc.)	Weekly
o Dust all window ledges.	Daily
o Dust telephones.	Daily
o Clean and disinfect telephones.	Weekly

WASTE DISPOSAL:

o Provide refuse bags for the bins	Daily and when required
o Empty and clean all waste receptacles.	Daily
o Remove all waste to specified areas.	Daily
o Remove all waste papers.	Daily
o Wipe clean the waste bins under the workstations	Weekly and when required

WALLS AND PAINTWORK:

o Spot clean all low surface, i.e. glass, walls, Doors and light switches.	Daily

GLASS AND METAL WORK:

o Spot clean glass doors.	Daily

ENTRANCE AND RECEPTION:

o Sweep entrance steps and entrance area.	Daily
o Clean doormats and wells.	Daily
o Wash steps.	Daily
o Clean Front and Back Courtyards	Weekly

TOILETS AND REST ROOMS:
Normal usage toilets and rest rooms

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o Maintain floors according to types.	Daily
o Deep clean normal usage toilets	Quarterly
o Damp mop floors with disinfectant.	Daily
o Empty and clean all waste receptacles.	Daily
o Empty and clean sanitary bins.	Weekly
o Empty and clean nappy bins	Twice Daily
o Clean and sanitize all bowls, basins, urinals, showers and baths (where applicable).	Twice Daily
o Clean all mirrors.	Daily
o Clean all metal fittings.	Daily
o Spot clean walls, doors, partitions and lockers where applicable.	Daily
o Replenish consumables i.e. toilet papers (double ply), soap, air freshener and towel cabinets.	Daily

LIFTS AND LIFT FOYERS:

o Completely clean interior of all lifts including indicator boards.	Daily
o Clean lift door tracks.	Daily

STAIRCASES:

o Dust and sanitize handrails and fittings.	Daily
o Maintain landings, treads and risers according to finish.	Daily
o Clean fire escape (Staircases)	Weekly

WINDOW / GLASS DOOR CLEANING:

o Clean interior and faces of all accessible windows.	Quarterly (only on weekends)
o Clean partition glasses.	Weekly

BLINDS:

o Dust.	Twice a week
o Ensure that blinds are in place.	Daily
o Wipe Using the blind cleaner	Weekly

NB: The service provider shall be held accountable for the blinds damaged by the cleaners

PARKING:

o Pick up litter and dispose to agreed area.	Daily
o Sweep.	Weekly

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STOREROOMS:

o Scrub the floor.	Twice a month and when required
o Dust all areas	Twice a month and when required
o Remove all unwanted papers and other items.	Twice a month and when required

WALKWAY/BUILDING SURROUNDINGS:

o Pick up litter and remove to agreed area.	Daily
o Sweep.	Weekly
o Damp Mop	Weekly/When required (If Applicable)

REFUSE AREA:

o Operate compactor.	When required (If applicable)
o Maintain compactor / refuse area in a clean and hygienic condition.	When required (If applicable)
o Sweep and keep the refuse area tidy (Maintain refuse area in a clean hygienic condition)	Daily

PAUSE AREA:

o Maintain and clean floors according to type.	Daily
o Dust all vertical and horizontal surfaces to a height of 2.5m.	Daily
o Damp wipe furniture.	Daily
o Empty and clean receptacles.	Twice Daily

KITCHEN:

o Clean and damp mop floors (if applicable)	Daily
o Clean dirty dishes placed in the designated dishwashing area by all employees	Once Daily
o Clean the fridges.	Fortnightly / as and when required
o Clean the microwaves	Daily
o Clean and re-fill water boilers	Daily
o Clean and re-fill water dispensers	Daily

BOARDROOMS:

o Clean and damp mop floors (if applicable)	Daily
o Dust all boardroom tables and chairs.	Daily
o Collect dirty dishes and wash them in the kitchen	As and when required

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OFFICES:

In addition to the standard cleaning activities for Executive Management, SMS and Heads of Local Offices

- Collect dirty dishes and wash them in the kitchen — Daily / As and when required
- Wash water jugs and glasses and re-fill water jugs — Daily / As and when required

SERVICE TIMES:

- Day cleaning - Monday to Friday from **07h00** to **15h30.**
- Prior approval to be obtained for overtime to be performed and should be paid in line with the sectorial determination.
- **Flexi hours to be worked on request by the Agency.**

MISCELLANEOUS:

- Polish desk and office furniture. — Weekly
- Wash vinyl covered furniture. — Monthly
- Vacuum cloth covered furniture. — Monthly
- Removal of empty boxes — As and When required

QUARTERLY CLEANING EXERCISES

- Carpet cleaning (deep cleaning) — Quarterly (only on weekends)
- Clean interior and faces of all accessible windows / glass doors. — Quarterly (only on weekends)
- Deep Cleaning of Couches — Six monthly (only on Weekends)
- Pest Control — Quarterly (only on weekends)
- Deep cleaning of chairs — Six monthly (only on weekends)
- Deep cleaning of toilets, foyers, kitchen floors and pause area floors **(stripping, wash and machine scrub)** — Quarterly (only on weekends)
- Deep cleaning of the stair case **(stripping)** — As and when required
-

(Weekends – Saturdays and Sundays
NB: NIGHT CLEANING NOT ALLOWED)

EXCLUDED AREAS:

- Electrical and mechanical plant rooms

NB: PLEASE NOTE THAT THE AGENCY GOT THE RIGHT TO WITHDRAW DEEP CLEANING OF OFFICES

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5.2 SANITARY EQUIPMENT & CONSUMABLES REQUIREMENTS (SERVICE PROVIDER TO PROVIDE NEW SANITARY EQUIPMENT AT THE BEGINNING OF THE CONTRACT)

5.2.1 The service provider must install and maintain the following sanitary equipment and consumables required:

- Lockable Toilet Paper Holders and Refills (1 per toilet);
  Toilet Paper Quality must comply with SANS 1887 Part 2 (double ply)
- Sensor & Battery Operated Paper Hand Towels and Refills (1 per bathroom);
  Hand Towel Quality must comply with SANS 1887 Part 2
- Seat foam Spray Dispensers and Refills (1 per toilet);
- Sanitizer Drip Master per Urinal;
- Sensor & Battery-operated Sanitary Waste Bins (1 per female toilet) and Removal Service (weekly);
- Sensor & Battery-Operated Hand Soap Dispenser (Foam) and Refills (1 per bathroom);
- Wall mounted Hand Towel Waste Bins (1 per bathroom);
- Auto Flush Units per Urinal (Battery Operated);
- Provide Anti-splash urinal screen (slash guards) for male urinals where required;
- Air Freshener Dispensers (Digital & Battery Operated) and Refills(1 per bathroom);
- Toilet brushes for all the toilets;
- Baby Changing Facilities (Nappy Bin) – maintenance, refills and removal service (minimum one (1) per Local Office / Service Office).
- Hand Sanitizer Dispensers and Refills (minimum one (1) unit at the main entrance of each office building).
- The Service Provider shall ensure that hand sanitizer dispensers remain functional, adequately stocked and accessible at all times.

NB: All installed equipment must be removed at the end of the contract period.

5.2.2 OTHER AIR FRESHENERS

- Air Fresheners Dispensers (Digital & Battery Operated) and Refills for all waiting areas.
- Insect repellent as and when required.

5.2.3 BATTERY SPECIFICATIONS

- Extended-life Alkaline batteries

N.B: The service provider shall be expected to properly monitor the usage of the above mentioned and ensure that THERE IS NO SHORTAGE OF BATTERIES AT ALL

Bidders Initials

TIMES. Extra box of batteries must always be kept in the storeroom for emergencies.

5.3 GENERAL CLEANING EQUIPMENT REQUIRED (SERVICE PROVIDER TO PROVIDE NEW EQUIPMENT AT THE BEGINNING OF THE CONTRACT)

5.3.1 Industrial Heavy duty carpet cleaner / vacuum cleaners;

- **Specifications for the Industrial Vacuum Cleaners**
  - Wet and dry vacuum cleaner with max power – 2400 (w);
  - Sound level - very low;
  - Wet and dry nozzle fitting size – 36mm.

NB: The number of vacuum cleaning machines allocated must enable cleaners to vacuum in line with the requirements in 5.1 – Office Cleaning Services Requirements. THERE MUST BE NO SHORTAGE OF VACUUM CLEANERS and must be functional at all times.

5.3.2 Disc stripping machine;
5.3.3 Mop trolleys;
5.3.4 Carpet blowers for drying the carpet during the carpet cleaning exercise;
5.3.5 And all other necessary equipment.
5.3.6 Every worker must have the following items:

- Latex gloves;
- Broom;
- Mop trolley;
- Scrubbing brushes;
- Buckets;
- Buffing machine;
- Furniture polish;
- Multipurpose cleaner;
- Toilet cleaner;
- Disinfectant soap;
- Dusters;
- Scourers;
- Micro fiber blind cleaner;
- Dust pan with the small broom
- And all other necessary cleaning material;

Every worker must be clothed in full uniform and name tags depicting the name of the cleaner.

5.4 COLOUR CODING GUIDE FOR CLEANING AND SANITATION SERVICES

- Strict adherence to the Colour Coding Guide in the provision of Cleaning and Sanitation Services in Free State Region are as follows:

  - [redacted] - most often used in high-sanitary (high risk of spreading infection) applications or in restroom cleaning, such as with toilets and urinals;

- YELLOW - for sinks, counters and washroom surfaces; also used for speciality cleaning (such as service counters, mirrors, and metal works);
- BLUE - in lower risk areas of a building, such as desktops, ledges, walls & tiles, window cleaning and high and low dusting;
- GREEN - used in food processing and food serving areas, such as kitchens, canteens and pause areas.

NB: Colour coding cloths to be changed regularly.

5.5 SPECIFICATIONS FOR THE BABY CHANGING FACILITIES (SERVICE PROVIDER TO PROVIDE NEW EQUIPMENT AT THE BEGINNING OF THE CONTRACT)

- **Nappy Bin**

- 16 Litre Capacity;
- White color;
- Plastic;
- Dimensions 23 X 23 X 49.5cm;
- Weight 2.01 kg;
- Refill plastic bags.

5.6 POOL CARS WASH SERVICES

- Each Pool vehicle must be washed twice a month.
- Provide a complete car wash service which includes the following:
    - Wash the exterior part of the vehicle, including windows;
    - Polish dashboards;
    - Vacuum the driver and passenger seats;
    - Vacuum the floor mats in the driver and passengers seats;
    - Wash and polish car tyres.
- The car wash service shall be provided at a secure and safe car wash facility situated within a five (5) kilometer radius of the relevant SASSA office or within SASSA premises approved by the SASSA Project Manager.
- Where car wash facilities are outsourced, the service provider to provide an agreement between the car wash company and the service provider.
- Where car wash facilities are provided in-house, the service provider must assign a separate staff to wash the vehicles.

Bidders Initials

5.7 CLEANING OF THE MOBILE OFFICES /TRUCK

The proposal for the cleaning of the mobile office/truck should cover the following aspects:

- Floor Maintenance (Plastilock Blocks tiling):

o Sweep	Daily
o Damp Mop	Daily
o Machine Buff	As and when required
o Machine scrub	As and when required

- Furniture Maintenance:

o Dust furniture	Daily
o Polish furniture	Weekly
o Wash vinyl covered furniture	Weekly
o Vacuum the cloth covered furniture	Weekly

NB: Car Wash service for each mobile office / truck must be conducted twice a month.

- Provide a complete car wash service which includes the following:

  - Wash the exterior part of the mobile office / truck, including windows;
  - Polish dashboards;
  - Vacuum the driver and passengers seats;
  - Vacuum the floor mats in the driver and passengers seats.
  - Deep cleaning of the mobile office / truck seats once a quarter.

5.8 GARDENING SERVICES

Provision of gardening services (maintenance and overall care) at listed offices as per **ANNEXURE G.**

5.8.1 SCOPE OF WORK

The appointed service provider shall provide all labour, supervision, equipment, tools, machinery, fuel, transport, and SABS approved chemicals and consumables required to perform the services.

The services shall include, but not be limited to, the following:

- Removal of weeds, including weeds growing on paved areas, walkways, parking areas, and fence lines. Weed killer registered under Act 36 of 1947 for agricultural remedies to be utilized for removal weed in between paving.

Bidders Initials

- Grass cutting and lawn maintenance where applicable.
- Trimming and pruning of trees.
- Trimming and maintenance of flowers, shrubs, and hedges where applicable.
- Cleaning of the yard and surrounding areas, including the collection and removal of litter from site to the dumping site approved by municipality.
- Sweeping of paved areas, walkways, entrances, and surrounding areas.
- Removal and lawful disposal of garden refuse, rubble, branches, grass cuttings, and any waste generated during the maintenance activities from site to the dumping site approved by municipality.
- General upkeep of the grounds to maintain a neat and professional appearance.
- The Service Provider shall ensure that all waste generated during maintenance activities is removed from the site immediately upon completion of the work.
- The successful service provider must adhere to the following minimum control requirements:
    - Job cards for maintenance of completed gardening services as per frequency of service.
    - It is the successful service provider's responsibility to ensure that no damage to SASSA property is caused by its employees where services are rendered. Costs of such damages will be for the account of the bidder.
- Service provider must provide their own SABS approved equipment but not limited to:
    - Spade;
    - Iron rake;
    - Hosepipe;
    - Spit fork;
    - Wheel barrow;
    - Grass cutter / weed eater
    - Lawnmower;
    - Extension cords

NB: Service providers have an option to use electrical or fuel powered equipment in compliance with manufactures requirements or guidelines.

Bidders Initials

5.8.2 SERVICE FREQUENCY

The service frequency per site shall be as follows:

Activity	Frequency
Grass cutting	Every two weeks
Removal of rubble and garden waste	Every two weeks
Litter collection and yard cleaning	Every two weeks
Sweeping of paved areas	Every two weeks
Flower and shrub trimming	Monthly or as required
Weed removal	Monthly or as required
Tree trimming and pruning	Quarterly or as required

5.8.3 OFFICE SITE INSPECTION

A site inspection may be conducted prior to the closing date of the bid. Bidders are encouraged to familiarise themselves with the condition, size, and accessibility of each site before submitting a bid.

6. RESPONSIBILITIES

6.1 The Service Provider shall:

6.1.1 Conduct business in a courteous and professional manner.

6.1.2 Provide the necessary documentation as requested prior to the awarding of the contract.

6.1.3 Comply with all relevant employment legislation and applicable bargaining council agreements, including UIF, etc. SASSA shall monitor compliance for the duration of the contract and implement penalties for non-compliance, e.g. payment of cleaners in line with the relevant Sectorial Determination including payment for overtime work.

6.1.4 Manage the internal disputes among his/her staff such that SASSA is not affected by those disputes.

6.1.5 Comply with all SASSA policies, procedures and regulations.

6.1.6 Not make use of fire hose reels or other fire extinguishers in offices for the purpose of executing project activities.

Bidders Initials

6.1.7 Not use equipment, utensils or chemicals that may damage fittings, persons or any other contents in offices. SASSA has a right to reject any such equipment, utensils or chemicals that are detrimental to its property and staff.

6.1.8 Not use any poisonous or highly flammable substances without the written consent of SASSA.

6.1.9 Ensure that all work performed and all equipment used on site are in compliance with the Occupational Health and Safety Act, 1993 (Act no. 85 of 1993) as amended and any regulations promulgated in terms of this Act and the standard instructions of SASSA.

6.1.10 Ensure that Service Providers Internal Occupational Health & Safety Policy includes but not limited to the following:

- At least (1) one cleaner per office to be trained as First Aiders by accredited service provider and be provided with Certificates.
- Procedures for Injury On Duty for Cleaners on site
- Transportation for cleaners to hospital in emergencies
- Contact person when the cleaners are injured
- Provide First Aid Box on the premises

6.1.11 Maintain cleaning equipment in good order so as to comply with the SASSA's Occupational Health and Safety Standards (a copy will be available on request).

6.1.12 Re-fill, empty, and clean machines and equipment only at such places as indicated/designated.

6.1.13 Ensure that SASSA is informed of any removal and replacement of staff.

6.1.14 For security reasons, SASSA reserves the right to screen all persons working under this contract.

6.1.15 The project manager of the appointed cleaning company must attend the following meetings organized by SASSA:

- Occupational Health and Safety (OHS) meetings;
- Ad-hoc meetings organized as and when necessary;
- Performance monitoring review meetings to be held on a monthly basis;
- Attend any other emergency meetings.

6.1.16 The supervisor must draw up timetables and work schedules on a daily basis, and will be expected to rotate staff allocations between the bathrooms and floors accordingly.

6.1.17 Ensure that he/she is UIF compliant with the requirements of the Unemployment Insurance Act, including registration with the Unemployment Insurance Fund (UIF) and payment of all required contributions with Department of Employment and Labour.

6.1.18 Submit the Material Safety Data Sheet (MSDS) upon delivery of material by the appointed service provider.

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6.1.19 **<u>Disaster Management, Urgent Services & Emergencies:</u> In the event of flooding, specialized services (removal of bee hives, snakes, bats, etc) or any other incident, which may occur requiring removal, cleaning and sanitation services which are not specified in this bid document, the removal, cleaning and sanitation service must be undertaken by the appointed service provider, in line with the applicable SCM Procedures as and when required.**

6.2 SASSA shall:

6.2.1 Manage the contract in a professional manner.

6.2.2 Monitor the service provider if he/she pays the cleaners in line with the Sectorial Determination 1: Contract Cleaning Sector and take steps against the service provider if there is non-compliance. In addition, the service provider will be subjected to inspections conducted by the Department of Employment and Labour.

6.2.3 Require the service provider to warrant that the remuneration (costs of labour) structure on its financial proposal for its employees is the actual remuneration that it will pay to its employees during the subsistence of the services subject to the necessary and other applicable annual adjustments.

6.2.4 Provide appropriate information as and when required and only in situations where it is required by the service provider to fulfill their duties.

6.2.5 Not accept any responsibility for accounts/expenses incurred by the service provider that was not agreed upon by the contracting parties.

6.2.6 Provide a storage facility for equipment and materials where possible.

6.2.7 If necessary request the withdrawal of a staff member/cleaner if he/she poses a threat or anything to SASSA employees or because of continuous poor performance.

6.2.8 Not be held liable for any injuries or death incurred by the Service Provider staff whilst on duty on the SASSA premises.

7. CONTRACT ADMINISTRATION

7.1 Successful bidders must advise the Supply Chain Management Unit immediately when unforeseeable circumstances will adversely affect the execution of the contract.

7.2 Full particulars of such circumstances as well as the period of delay must be furnished.

7.3 The administration of the bid and contract i.e. evaluation, award, distribution of contract circulars, contract price adjustments etc., shall be the sole responsibility of the Facilities Management and Auxiliary Support Services and Supply Chain Management Unit.

Bidders Initials

8. EVALUATION CRITERIA

The bid proposals shall be evaluated in accordance with the 80/20 preference point system as prescribed in the Preferential Procurement Regulation of 2022. The evaluation process comprises of the following evaluation stages:

8.1 Stage 1: Responsiveness and Functionality Assessment

This stage focuses on determining the responsiveness of and technical capability of the bidder/s and consists of:

Phase 1: Mandatory Requirements
Assessment of compliance with all stipulated compulsory submission requirements. Failure to meet these requirements will result in disqualification.

Phase 2: Functionality Criteria
Bidders will be assessed on their technical capability, relevant experience, resources and capacity to successfully execute the contract in accordance with the functionality criteria contained in the bid document.

8.2 Stage 2: Administrative Compliance and Preferential Procurement Evaluation

Phase 1: Administrative Compliance

Verification of bidders' adherence to all administrative and regulatory requirements.

Phase 2: Pricing and Specific Goals

Evaluation of bids in terms of price and the allocation of points for specific goals in accordance with the Preferential Procurement Regulations, 2022.

STAGE 1: RESPONSIVENESS AND FUNCTIONALITY ASSESSMENT

PHASE 1: MANDATORY REQUIREMENTS

Phase One – Mandatory requirements
1. **Attendance of compulsory briefing sessions** • The bidder, or an authorised representative acting on behalf of the bidder, must attend the compulsory briefing session at the date, time and venue stated in the invitation to bid. • One representative may not claim attendance on behalf of more than one independently bidding entity. • A fully completed and signed original Annexure I (Briefing session certificate) signed by the bidder's representative and the authorised SASSA official must be attached to the bid document. • For a joint venture or consortium, attendance by at least one member will be accepted only if that entity is identified as a member of the joint venture or consortium in the bid submission. **Failure to attend the briefing session and return a fully completed and signed original Annexure I with the bid document will result in disqualification.**

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Phase One – Mandatory requirements

2. **Bidders must submit the following documents:**
   - Valid/Current Letter of Good Standing from Department of Employment and Labour issued in terms of Compensation for Occupational Injuries and Diseases Act (COIDA) applicable to bidders cleaning services operations.
     - The letter must be valid as at the bid closing date.
     - In the case of a joint venture or consortium, each member must submit a valid Letter of Good Standing.

3. Proof of current membership with National Contract Cleaners Association (NCCA) or another recognised employers' association operating within the contract-cleaning sector. Where an alternative association is relied upon, the bidder must submit the association's registration details, constitution or mandate and proof that the association represents employers in the contract-cleaning sector.
   - In the case of a joint venture or consortium, each member must submit proof of membership.

4. Bidders must submit a fully signed and completed **Annexure J - Detailed list** of all chemicals, detergents, consumables, sanitary materials, machinery and equipment to be used in the execution of the contract, clearly identifying all sanitary chemicals and equipment.

5. Bidders must submit a fully signed and completed **Annexure K - Undertaking** confirming that all materials, chemicals, consumables, machinery and equipment proposed for the contract will:
   - be suitable for their intended purpose;
   - comply with all applicable South African legislation and compulsory specifications;
   - comply with the applicable South African National Standards (SANS) where such a standard exists and is required under these specifications;
   - be used in accordance with the manufacturer's instructions; and not cause avoidable harm to people, SASSA property or the environment.

6. The bidder must submit either:
   - Proof of current public liability insurance with cover of not less than R5 million per occurrence or such other basis approved by SASSA; or
   - a signed letter of intent from a registered insurer or authorised insurance intermediary confirming that the required cover will be issued to the bidder if the contract is awarded.

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Phase One – Mandatory requirements

- A successful bidder, relying on a letter of intent must submit the final insurance policy or certificate before commencement of services. Failure to do so will constitute failure to satisfy a condition of award.
- The required cover must remain valid throughout the contract period, and updated proof must be submitted annually or upon renewal.
- In the case of a joint venture or consortium, one or one lead partner as stated on the JV or consortium agreement must submit the cover, provided that the cover extends to all JV or consortium members.

7. Waste Material License issued to bidders by the relevant department in terms of section 45 of the National Environment Management Waste Act 2008 (No. 59 of 2008). Where the bidder outsources waste management services for this bid, a written agreement with a duly licensed waste management service provider must be submitted. The licence must be issued by the relevant regulatory authority.
   - In the case of a joint venture or consortium, each member must submit a Waste Material License or a written agreement with a duly licensed waste management service provider for all members or the joint venture or consortium.

8. Bidders must submit a fully completed **Annexures A, B and C - Table of Experience**, using the respective original SASSA templates provided in this bid document. No substitute, retyped, amended or bidder-generated templates will be accepted.

9. Bidders must submit a fully completed **Annexure E – Price Structure Template** together with a quotation on the official company letterhead - Only SASSA original Annexure E template provided will be accepted.
   The quotation must be dated and signed, including the physical address, company registration number, cost breakdown inclusive of VAT, together with VAT Registration number (where applicable), and contact information. The quotation must specify a validity period of 120 days.

NB:

- **No substitute, retyped, amended or bidder-generated Annexures detailed above will be accepted.**
- ***Failure to submit the above documents will result in the bid being disqualified.***

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PHASE 2: FUNCTIONALITY CRITERIA

Bidders that qualified during the initial screening criteria will be evaluated on functionality. At this phase, the evaluation process will be based on the bidder's responses in respect of the bid proposal (evaluated on the minimum functional terms of reference).

Bid proposals will be evaluated on a scale of **0-5** in accordance with the criteria below. The rating will be as follows; 0 – not submitted; 1=poor; 2= Average; 3= Good; 4= Very Good and 5= Excellent

Phase 2 – Functionality Criteria	Weight
1. Experience: 1.1 Experience in the provision of cleaning and sanitation services **(NB: To be strictly assessed ONLY on the basis of the listed experience and documentation provided in Annexure A)**: ▪ Number of years of experience shall be allocated points as follows:	10
▪ Experience: Values of the projects not older than Ten (10) years	15
Experience and Value of the previous and current contract/s will be calculated pro rata from the start date of the contract/s within the previous ten (10) years up to the period of the closing date of this bid. 1.2 Experience in the provision of gardening services **(NB: To be strictly assessed ONLY on the basis of the listed experience and documentation provided in Annexure B)**: ▪ Assessment shall be based on the square metres of garden areas maintained under previous and current contracts reflected in Annexure B	5

Number of years	Rating	Points
Non submission	0	0
Above 0 to 2 years	1	2
Above 2 to 4 years	2	4
Above 4 to 6 years	3	6
Above 6 to 8 years	4	8
Above 8 years	5	10

Value of projects	Rating	Points
Non submission	0	0
R1 to R 5 000 000m	1	3
R 5 000 001m to R 10 000 000m	2	6
R 10 000 001m to R 30 000 000m	3	9
R 30 000 001m to R 40 000 000m	4	12
R 40 000 001m and above	5	15

Garden Area Maintained	Rating	Points
Non submission	0	0
Less than 3 000 m²	1	1
3 001 – 6 000 m²	2	2
6 001 – 9 000 m²	3	3
9 001 – 12 000 m²	4	4
12 001 m² and above	5	5

1.3 Experience in the provision of car wash services **(NB: To be strictly assessed ONLY on the basis of the listed experience and documentation provided in Annexure C)**:

- Number of years of experience shall be allocated points as follows: 5

Number of years	Rating	Points
Non submission	0	0
0 to 2 years	1	1
Above 2 to 4 years	2	2
Above 4 to 6 years	3	3
Above 6 to 8 years	4	4
Above 8 years	5	5

Experience of the previous and current contract/s will be calculated pro rata from the start date of the contract/s within the previous ten (10) years up to the period of the closing date of this bid.

2. Capability to clean size of the building(s) as per bid requirements - **Square meters of bidders' previous and current project site(s) to be assessed (Annexure A).**

- Square meters of the bidders' previous and current project sites shall be allocated values as follows: 15

Number of years	Rating	Points
Non submission	0	0
Less than 9000 m²	1	3
9001 – 10 000 m²	2	6
10 001 – 11 000 m²	3	9
11 001 – 12 000 m²	4	12
12 001 m² and above	5	15

3. Comprehensive Project Implementation Plan 20

The Comprehensive Project Implementation Plan must cover the following but not limited to the following activities:

- Governance Personnel and responsibilities Roles, responsibilities and experience of the 1 project Manager and 1 supervisor (include CV of Project Manager & Supervisor with knowledge in the cleaning and sanitation industry).

Bidders Initials

- Activities during Pre-Project Implementation Phase
- Activities during Project Implementation Phase
- Activities during Project Close-Out Phase
- Availability and maintenance of general cleaning and sanitary equipment for the execution of tasks and monitoring of the project.

Number of Activities	Rating	Points
Non submission	0	0
Any 1 activity is not addressed, or the information is irrelevant to this bid.	1	4
Any 2 activities are mentioned, but the response is generic, incomplete or lacks responsibilities, actions and timeframes.	2	8
Any 3 activities are adequately addressed and includes relevant actions, responsible persons and realistic timeframes, but has minor gaps.	3	12
Any 4 activities are addressed, contract-specific, practical and aligned with the scope, sites, staffing, service frequencies, risks and monitoring requirements of this bid.	4	16
5 or more activities are fully addressed, contract-specific, practical and aligned with the scope, sites, staffing, service frequencies, risks and monitoring requirements of this bid. Additional information was also included.	5	20

4. Occupational Health and Safety Plan — 10

Bidders must submit a contract-specific OHS Plan describing how health and safety risks associated with cleaning, sanitation, gardening, car-wash and related activities will be managed at SASSA sites. The plan must identify the responsible person, required action, implementation deadline or frequency, records to be maintained and escalation process for each activity including but not limited to the following activities:

- OHS appointments and responsibilities
- First aid and emergency preparedness
- Hazard identification and operational controls
- Incident reporting and investigation
- Injury on duty and compliance monitoring

Submission of legislation or a generic company OHS policy without a contract-specific implementation plan will not earn bidders points

NB: Bidders must provide clear and measurable timeframes for all activities indicating the responses or implementation, period in minutes, hours, days or frequency where applicable for emergency response. Bidders must indicate reporting and corrective action and timeframes.

Number of Activities	Rating	Points
Non submission	0	0
Any 1 activity is not addressed, or the information is irrelevant to this bid.	1	2
Any 2 activities are mentioned, but the response is generic, incomplete or lacks responsibilities, actions and timeframes.	2	4
Any 3 activities are adequately addressed and includes relevant actions, responsible persons and realistic timeframes, but has minor gaps.	3	6
Any 4 activities are addressed, contract-specific, practical and aligned with the scope, sites, staffing, service frequencies, risks and monitoring requirements of this bid.	4	8
5 or more activities are fully addressed, contract-specific, practical and aligned with the scope, sites, staffing, service frequencies, risks and monitoring requirements of this bid. Additional information was also included.	5	10

5. Contingency Plan 10

Bidders must submit a contract-specific Contingency Plan demonstrating how essential services will be maintained or restored following foreseeable disruptions. For each disruption, the plan must identify:

- staff shortages and unplanned staff absenteeism
- Strike, labour unrest or transport disruption
- Shortage of equipment or consumables
- Emergency and ad hoc service requests
- Planned leave and workforce scheduling.

NB: There must be time-frames attached to each activity.

Number of Activities	Rating	Points
Non submission	0	0
Any 1 activity is not addressed, or the information is irrelevant to this bid.	1	2
Any 2 activities are mentioned, but the response is generic, incomplete or lacks responsibilities, actions and timeframes.	2	4
Any 3 activities are adequately addressed and includes relevant actions, responsible persons and realistic timeframes, but has minor gaps.	3	6
Any 4 activities are addressed, contract-specific, practical and aligned with the scope, sites, staffing, service frequencies, risks and monitoring requirements of this bid.	4	8
5 or more activities are fully addressed, contract-specific, practical and aligned with the scope, sites, staffing, service frequencies, risks and monitoring requirements of this bid. Additional information was also included.	5	10

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6. Training Plan — 10

Bidders must submit a contract-specific Training and Competency Development Plan for cleaners, relievers, supervisors, Project Managers and other personnel assigned to the contract. The plan must distinguish between training to be completed before deployment, induction training, periodic refresher training, remedial training and training required following changes in equipment, chemicals, legislation or work procedures which will be provided before and during the existence of the contract, explaining but not limited to the following activities:

- Courses to be attended by cleaners before contract commencement
- Courses to be attended by cleaners during contract commencement
- Timelines for training
- Valid Training certificate of completed courses
- Induction training for all cleaners

Bidders should refrain from attaching training manuals and procedures as no points will be allocated for such.

Number of Activities	Rating	Points
Non submission	0	0
Any 1 activity is not addressed, or the information is irrelevant to this bid.	1	2
Any 2 activities are mentioned, but the response is generic, incomplete or lacks responsibilities, actions and timeframes.	2	4
Any 3 activities are adequately addressed and includes relevant actions, responsible persons and realistic timeframes, but has minor gaps.	3	6
Any 4 activities are addressed, contract-specific, practical and aligned with the scope, sites, staffing, service frequencies, risks and monitoring requirements of this bid.	4	8
5 or more activities are fully addressed, contract-specific, practical and aligned with the scope, sites, staffing, service frequencies, risks and monitoring requirements of this bid. Additional information was also included.	5	10

Total — **100**

NB: Bidders must score a minimum of 70 points on functionality Criteria. Bidders who score less than 70 points for functionality shall not be subjected to further evaluation.

Bidders Initials

STAGE 2: ADMINISTRATIVE COMPLIANCE AND PREFERENTIAL PROCUREMENT EVALUATION

PHASE 1 - ADMINISTRATIVE COMPLIANCE

During this phase, bids will be reviewed to determine compliance with all standard-bidding documents, compliance documents and a duly authorized representative must sign such documents.

Phase 1 – Administrative Compliance

- The bidder must initial every page of the bid proposal.
- **Proof of registration on Central Supplier Database** - A copy of a valid Central Supplier Database (CSD) Registration Report. A combined CSD report in case of a trust consortium or joint venture.
- **Originally Certified copies of company registration documents** issued by Company Intellectual Property Commission (CIPC). In a case where the shareholding percentage is not indicated on the CIPC registration documents, an additional **shareholding certificate** issued by the relevant authority detailing the shareholding of the bidder must be submitted. **The certification on the documents must not be older than six months.**
- **Originally Certified copies of Identity Documents** of all directors/ owners/trustees/shareholders/members, certification must not be older than six months. The certification on the documents must not be older than six months.
- **Written Confirmation to disclose tax status** – Bidders must submit a **Tax Pin issued by SARS**. This tax pin is deemed as confirmation that on an ongoing basis during the bid evaluation and the duration of the contract, SASSA may access the bidder's tax compliance status.
- Joint venture agreement, in the case of a joint venture or consortium.
- **Authority to sign bid documents** - Letter of authority to sign standard bidding documents on the company letterhead. This is proof that the company representative has been given authority by the company to sign bid documents on their behalf as required on SBD 1.
- Fully Completed and signed Standard Bidding Documents (SBD) forms:
- **SBD 1** - Invitation to bid,
- **SBD 3.1** – Pricing schedule (Firm Prices),
- **SBD 4** – Bidders disclosure,
- **SBD 6.1** – Preference points claim form in terms of the preferential procurement regulation 2022. For bidders to claim points
- **SBD 6.1** must be completed supported by a valid BBBEE certificate or sworn affidavit signed by commissioner of oaths to substantiate their BBBEE rating claims. In case of a trust consortium or

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Phase 1 – Administrative Compliance

joint venture, each member must submit a BBBEE status level verification certification and a consolidated BBBEE status level verification certification must be submitted.

NB! ***Failure to complete, sign, and submit the above-mentioned documents after being offered an opportunity to resubmit, will lead to disqualification of the bid.***

PHASE 2: PRICE AND PREFERENCE POINTS

Preference points claimed by bidders will be calculated and added to the points scored for price.

In terms of regulation 5 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated by the state on the 80/20 preference point for Broad based Black economic empowerment in terms of which points are awarded to the bidders on the basis of :

- The bidded price (maximum 80 points)
- Broad Based Black Economic Empowerment as well as specific goals (maximum 20 points)

The following formula will be used to calculate the points for the price in respect of bidders with Rand value up to R 50 000 000:

80/20

$$Ps = 80\left(1 - \frac{Pt - P\min}{P\min}\right)$$

Where

Ps = Points scored for comparative price of bid under consideration

Pt = Comparative price of bid under consideration

Pmin = Comparative price of lowest acceptable bid

Calculating of points for B-BBEE status level of contribution

Points will be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

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

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The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
B-BBEE Status Level 1 - 2 contributor with at least 51% black women ownership	20	
B-BBEE Status Level 3 - 4 contributor with at least 51% women ownership	18	
B-BBEE Status Level 1 - 2 contributor with at least 51% black youth or disabled ownership	16	
B-BBEE Status Level 1 - 2 contributor	14	
B-BBEE Status Level 3 - 8 contributor with at least 51% youth or disabled ownership	12	
B-BBEE Status Level 3 - 4 contributor	8	
B-BBEE Status Level 5 - 8 contributor	4	
OTHERS	0	
Note: In the event of a bidder claiming more than one specific goal category, the Agency will allocate points based on specific goal with the highest points.		

- To claim the preference points bidders are required to complete and sign Standard Bidding Document (SBD 6.1), only bidders who have completed and signed the declaration part of SBD 6.1 will be considered for pricing and preference points.
- The bidder's Central Supplier Database report (CSD), CIPC registration document/s, share certificate and directors/ members Identity document/s (certified copy/s) will serve as proof of ownership and directorship of the company.
- Failure on the part of the bidder to submit proof or documentation in terms of this bid to claim points for specific goals will result in non-allocation of points claimed.
- NB: Failure to submit Original and valid B-BBEE Status level Verification Certificates or certified Copies thereof/Sworn Affidavit signed by the Commissioner

of Oaths will be interpreted to mean that preference points for BBBEE status level of contribution are not claimed.

- Proof of Medical report from a registered Medical Practitioner confirming disability status when claiming points based on disability.
- Points scored will be rounded off to the nearest 2 decimal places.

Returnable documents	**Please tick below for the attached document**
1. B-BBBE Certificate	
2. Sworn Affidavit (EME or QSE)	
3. CSD registration report	
4. Directors/ members Identity document/s	
5. Company registration documents issued by CIPC	
6. Share certificate / members equity ownership / share register / partnership declaration letter	

9. SITE INSPECTION

9.1 Site inspection is not part of the Functionality criteria and is used to confirm the bidders current project and / or existing office.

9.2 Site inspections will be conducted on the three (03) highest scoring recommended bidders on price and specific goals before the award of the contract.

9.3 Bidders should have a fully established operational office in the Free State Province. In an event that the Service Provider does not have premises in the Free State Province, the Service Provider will be given a period of not more than two (2) months to establish such premises.

9.4 Bidder(s) will be disqualified if found to have misrepresented information on the bid documents.

10. SPECIAL CONDITIONS

NB. Any award made to bidders under this bid is conditional, amongst others, upon:

10.1. The **bidder's** requirements:

10.1.1 The successful bidder will be required to sign a Cleaning, Sanitation, Car Wash, and Gardening Monitoring Tool with penalties which will be part of the Service Level Agreement that will be used to evaluate the service for the entire duration of the contract **(The Performance Tool is attached as Annexure H).**

10.1.2 Bidders shall be disqualified if found to have misrepresented information in their bid proposals.

10.1.3 Bidders must submit their bid proposals in line with the bid specifications and the attached annexures.

10.1.4 Appointment of the service provider is subject to positive Security Screening results.

10.2 **SASSA** reserves the right:

10.2.1 Not to award or cancel this Bid at any time and shall not be bound to accept the lowest or any bid.

10.2.2 To negotiate with one or more preferred bidders identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidders who have not been awarded the status of the preferred bidders.

10.2.3 To accept part of a bid rather than the whole bid or split the services amongst the successful bidders.

10.2.4 To carry out site visits, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidders, whether before or after adjudication of the bid and without notification.

10.2.5 To cancel and/or terminate the bid process at any stage, including after the Closing Date and/or after presentations have been made, and/or after bids have been evaluated and/or after the preferred bidders have been notified of their status as such.

10.2.6 Award to multiple bidders to spread the risk.

11 PROJECT CO-ORDINATION ARRANGEMENTS

The Facilities Management and Auxiliary Support Unit, based at SASSA Free State House shall be responsible for the coordination of this project. The physical address is as follows:

Free State Regional office
Iustitia Building
Corner St Andrew and Aliwal Street
Bloemfontein
9300

12 PROJECT PERIOD

The project will commence after signing the contract. The service provider will be expected to provide Cleaning of offices, Sanitation, Car Wash and Gardening Services for a period of three (3) years commencing on 01 June 2027.

Bidders Initials

13 **ENQUIRIES** *Technical enquiries may be directed to:*

Project Manager

• Name & Surname	Ms. Ebeth Enslin
• E-mail Address	EbethE@sassa.gov.za
• Contact	(051) 410 8424

Supply Chain Specialist

• Name & Surname	Ms. Dieketseng Booysen
• E-mail Address	DieketsengS@sassa.gov.za
• Contact	(051) 410 8584

ANNEXURE A (TABLE OF EXPERIENCE FOR CLEANING AND SANITATION)

NB: SASSA has the right to confirm the details captured in this table. Any misrepresentation of information shall result in disqualifying the bid proposal.

TABLE OF EXPERIENCE

PREVIOUS AND CURRENT CONTRACTS (CLIENT BASE)

A list of previous and current contracts of cleaning and sanitation provided, which are relevant to the service required in the bid specifications must be attached to the bid proposal. The following template must be used and must be completed in full.

- CVs of the Project Manager and Supervisor with at least minimum of three contactable references clearly indicating their roles, responsibilities and experience.
- Reference letters from the bidder's previous and current clients confirming the information on the table below regarding the cleaning and sanitation services. The reference letters must be on the client's letterhead, signed and dated.
- Reference letters must be accompanied by a copy award letters/contracts/purchase orders in respect of each of the contracts reflected in table. Such reference letters from the clients must reflect names and contact details of client(s); services rendered for cleaning and sanitation, start, end dates and values of the contracts as signed by the client. (Reference letters should not be older than 06 months). Reference letter that does not meet these requirements will be deemed as non – submission.

Only the relevant experience shall be considered for bid evaluation purposes.

Name of client / organization where contract is/was being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2011 to 31 March 2012	Is the contract previous or current? (please indicate accordingly)	Reason for termination of the contract	Contact persons and telephone numbers of your client	Square Meters of Project Site (Building)	Total Cost of the Contract

ANNEXURE A (TABLE OF EXPERIENCE FOR CLEANING AND SANITATION)

NB: SASSA has the right to confirm the details captured in this table. Any misrepresentation of information shall result in disqualifying the bid proposal.

TABLE OF EXPERIENCE

PREVIOUS AND CURRENT CONTRACTS (CLIENT BASE)

A list of previous and current contracts of cleaning and sanitation provided, which are relevant to the service required in the bid specifications must be attached to the bid proposal. The following template must be used and must be completed in full.

- CVs of the Project Manager and Supervisor with at least minimum of three contactable references clearly indicating their roles, responsibilities and experience.
- Reference letters from the bidder's previous and current clients confirming the information on the table below regarding the cleaning and sanitation services. The reference letters must be on the client's letterhead, signed and dated.
- Reference letters must be accompanied by a copy award letters/contracts/purchase orders in respect of each of the contracts reflected in table. Such reference letters from the clients must reflect names and contact details of client(s); services rendered for cleaning and sanitation, start, end dates and values of the contracts as signed by the client. (Reference letters should not be older than 06 months). Reference letter that does not meet these requirements will be deemed as non – submission.

Only the relevant experience shall be considered for bid evaluation purposes.

Name of client / organization where contract is/was being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2011 to 31 March 2012	Is the contract previous or current? (please indicate accordingly)	Reason for termination of the contract	Contact persons and telephone numbers of your client	Square Meters of Project Site (Building)	Total Cost of the Contract

ANNEXURE A (TABLE OF EXPERIENCE FOR CLEANING AND SANITATION)

NB: SASSA has the right to confirm the details captured in this table. Any misrepresentation of information shall result in disqualifying the bid proposal.

TABLE OF EXPERIENCE

PREVIOUS AND CURRENT CONTRACTS (CLIENT BASE)

A list of previous and current contracts of cleaning and sanitation provided, which are relevant to the service required in the bid specifications must be attached to the bid proposal. The following template must be used and must be completed in full.

- CVs of the Project Manager and Supervisor with at least minimum of three contactable references clearly indicating their roles, responsibilities and experience.
- Reference letters from the bidder's previous and current clients confirming the information on the table below regarding the cleaning and sanitation services. The reference letters must be on the client's letterhead, signed and dated.
- Reference letters must be accompanied by a copy award letters/contracts/purchase orders in respect of each of the contracts reflected in table. Such reference letters from the clients must reflect names and contact details of client(s);services rendered for cleaning and sanitation, start, end dates and values of the contracts as signed by the client. (Reference letters should not be older than 06 months). Reference letter that does not meet these requirements will be deemed as non – submission.

Only the relevant experience shall be considered for bid evaluation purposes.

Name of client / organization where contract is/was being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2011 to 31 March 2012	Is the contract previous or current? (please indicate accordingly)	Reason for termination of the contract	Contact persons and telephone numbers of your client	Square Meters of Project Site (Building)	Total Cost of the Contract

ANNEXURE B (TABLE OF EXPERIENCE FOR GARDENING SERVICES)

NB: SASSA has the right to confirm the details captured in this table. Any misrepresentation of information shall result in disqualifying the bid proposal.

TABLE OF EXPERIENCE

PREVIOUS AND CURRENT CONTRACTS (CLIENT BASE)

A list of previous and current contracts of gardening services provided, which are relevant to the service required in the bid specifications must be attached to the bid proposal. The following template must be used and must be completed in full.

- Reference letters from the bidder's previous and current clients confirming the information on the table below regarding the gardening services. The reference letters must be on the client's letterhead, signed and dated.
- Reference letters must be accompanied by a copy award letters/contracts/purchase orders in respect of each of the contracts reflected in table. Such reference letters from the clients must reflect names and contact details of client(s); services rendered for gardening services, start, end dates and values of the contracts as signed by the client. (Reference letters should not be older than 06 months). Reference letter that does not meet these requirements will be deemed as non – submission.

Only the relevant experience shall be considered for bid evaluation purposes.

Name of client / organization where contract is/was being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2011 to 31 March 2012	Is the contract previous or current? (please indicate accordingly)	Reason for termination of the contract	Contact persons and telephone numbers of your client	Square Meters of Project Site (Garden)	Total Cost of the Contract

ANNEXURE B (TABLE OF EXPERIENCE FOR GARDENING SERVICES)

NB: SASSA has the right to confirm the details captured in this table. Any misrepresentation of information shall result in disqualifying the bid proposal.

TABLE OF EXPERIENCE

PREVIOUS AND CURRENT CONTRACTS (CLIENT BASE)

A list of previous and current contracts of gardening services provided, which are relevant to the service required in the bid specifications must be attached to the bid proposal. The following template must be used and must be completed in full.

- Reference letters from the bidder's previous and current clients confirming the information on the table below regarding the gardening services. The reference letters must be on the client's letterhead, signed and dated.
- Reference letters must be accompanied by a copy award letters/contracts/purchase orders in respect of each of the contracts reflected in table. Such reference letters from the clients must reflect names and contact details of client(s); services rendered for gardening services, start, end dates and values of the contracts as signed by the client. (Reference letters should not be older than 06 months). Reference letter that does not meet these requirements will be deemed as non – submission.

Only the relevant experience shall be considered for bid evaluation purposes.

Name of client / organization where contract is/was being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2011 to 31 March 2012	Is the contract previous or current? (please indicate accordingly)	Reason for termination of the contract	Contact persons and telephone numbers of your client	Square Meters of Project Site (Garden)	Total Cost of the Contract

ANNEXURE B (TABLE OF EXPERIENCE FOR GARDENING SERVICES)

NB: SASSA has the right to confirm the details captured in this table. Any misrepresentation of information shall result in disqualifying the bid proposal.

TABLE OF EXPERIENCE

PREVIOUS AND CURRENT CONTRACTS (CLIENT BASE)

A list of previous and current contracts of gardening services provided, which are relevant to the service required in the bid specifications must be attached to the bid proposal. The following template must be used and must be completed in full.

- Reference letters from the bidder's previous and current clients confirming the information on the table below regarding the gardening services. The reference letters must be on the client's letterhead, signed and dated.
- Reference letters must be accompanied by a copy award letters/contracts/purchase orders in respect of each of the contracts reflected in table. Such reference letters from the clients must reflect names and contact details of client(s); services rendered for gardening services, start, end dates and values of the contracts as signed by the client. (Reference letters should not be older than 06 months). Reference letter that does not meet these requirements will be deemed as non – submission.

Only the relevant experience shall be considered for bid evaluation purposes.

Name of client / organization where contract is/was being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2011 to 31 March 2012	Is the contract previous or current? (please indicate accordingly)	Reason for termination of the contract	Contact persons and telephone numbers of your client	Square Meters of Project Site (Garden)	Total Cost of the Contract

Bidders Initials

ANNEXURE C (TABLE OF EXPERIENCE FOR CAR WASH SERVICES)

NB: SASSA has the right to confirm the details captured in this table. Any misrepresentation of information shall result in disqualifying the bid proposal.

TABLE OF EXPERIENCE

PREVIOUS AND CURRENT CONTRACTS (CLIENT BASE)

A list of previous and current contracts of car wash services provided, which are relevant to the service required in the bid specifications must be attached to the bid proposal. The following template must be used and must be completed in full.

- Reference letters from the bidder's previous and current clients confirming the information on the table below regarding the car wash services. The reference letters must be on the client's letterhead, signed and dated.
- Reference letters must be accompanied by a copy award letters/contracts/purchase orders in respect of each of the contracts reflected in table. Such reference letters from the clients must reflect names and contact details of client(s); services rendered for car wash, start, end dates and values of the contracts as signed by the client. (Reference letters should not be older than 06 months). Reference letter that does not meet these requirements will be deemed as non – submission.

Only the relevant experience shall be considered for bid evaluation purposes.

Name of client / organization where contract is/was being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2011 to 31 March 2012	Is the contract previous or current? (please indicate accordingly)	Reason for termination of the contract	Contact persons and telephone numbers of your client	Total Cost of the Contract

ANNEXURE C (TABLE OF EXPERIENCE FOR CAR WASH SERVICES)

NB: SASSA has the right to confirm the details captured in this table. Any misrepresentation of information shall result in disqualifying the bid proposal.

TABLE OF EXPERIENCE

PREVIOUS AND CURRENT CONTRACTS (CLIENT BASE)

A list of previous and current contracts of car wash services provided, which are relevant to the service required in the bid specifications must be attached to the bid proposal. The following template must be used and must be completed in full.

- Reference letters from the bidder's previous and current clients confirming the information on the table below regarding the car wash services. The reference letters must be on the client's letterhead, signed and dated.
- Reference letters must be accompanied by a copy award letters/contracts/purchase orders in respect of each of the contracts reflected in table. Such reference letters from the clients must reflect names and contact details of client(s); services rendered for car wash, start, end dates and values of the contracts as signed by the client. (Reference letters should not be older than 06 months). Reference letter that does not meet these requirements will be deemed as non – submission.

Only the relevant experience shall be considered for bid evaluation purposes.

Name of client / organization where contract is/was being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2011 to 31 March 2012	Is the contract previous or current? (please indicate accordingly)	Reason for termination of the contract	Contact persons and telephone numbers of your client	Total Cost of the Contract

ANNEXURE C (TABLE OF EXPERIENCE FOR CAR WASH SERVICES)

NB: SASSA has the right to confirm the details captured in this table. Any misrepresentation of information shall result in disqualifying the bid proposal.

TABLE OF EXPERIENCE

PREVIOUS AND CURRENT CONTRACTS (CLIENT BASE)

A list of previous and current contracts of car wash services provided, which are relevant to the service required in the bid specifications must be attached to the bid proposal. The following template must be used and must be completed in full.

- Reference letters from the bidder's previous and current clients confirming the information on the table below regarding the car wash services. The reference letters must be on the client's letterhead, signed and dated.
- Reference letters must be accompanied by a copy award letters/contracts/purchase orders in respect of each of the contracts reflected in table. Such reference letters from the clients must reflect names and contact details of client(s); services rendered for car wash, start, end dates and values of the contracts as signed by the client. (Reference letters should not be older than 06 months). Reference letter that does not meet these requirements will be deemed as non – submission.

Only the relevant experience shall be considered for bid evaluation purposes.

Name of client / organization where contract is/was being executed/was executed	Contract period (indicate start and end dates) e.g. 1 April 2011 to 31 March 2012	Is the contract previous or current? (please indicate accordingly)	Reason for termination of the contract	Contact persons and telephone numbers of your client	Total Cost of the Contract

Bidders Initials

ANNEXURE D

BIDDERS DOCUMENTATION CHECKLIST

REQUIRED DOCUMENTS	Response
MANDATORY DOCUMENTATION	
• Annexure I (Briefing session certificate)	Yes / No _____
Bidders must submit the following documents:	
• COIDA relevant to Cleaning Services (Valid/Current Letter of Good Standing from Department of Employment and Labour)	Yes / No _____
• Proof of current membership with National Contract Cleaners Association (NCCA) or another recognised employers' association operating within the contract-cleaning sector.	Yes / No _____
• A signed undertaking on its company letterhead confirming that all materials, chemicals, consumables, machinery and equipment proposed for the contract	Yes / No _____
• Proof of current public liability insurance with cover of not less than R5 million	Yes / No _____
• Detailed list of all chemicals, detergents, consumables, sanitary materials, machinery and equipment to be used in the execution of the contract	Yes / No _____
• Waste Material License issued to bidders by the relevant department in terms of section 45 of the National Environment Management Waste Act 2008 (No. 59 of 2008). Where the bidder outsources waste management services for this bid, a written agreement with a duly licensed waste management service provider must be submitted.	Yes / No _____
• Fully completed **Annexure A, B and C (Table OF Experience)** – No substitute, retyped, amended or bidder-generated templates will be accepted.	Yes / No _____

Bidders Initials

• Fully completed **Annexure E – Price Structure Template** together with a signed Quotation on the company's letterhead – Only SASSA original Annexure E template provided will be accepted.	Failure to attach these documents will invalidate the bid
Project Implementation Plan Did you attach a Project Implementation Plan	Yes / No _____
Occupational Health and Safety Plan Did you attach a Occupational Health and Safety Plan	Yes / No _____
Contingency Plan Did you attach a Contingency Plan	Yes / No _____
Training Plan Did you attach a Training Plan	Yes / No _____
ADMINISTRATIVE COMPLIANCE DOCUMENTS • CSD report • Company Intellectual Property Commission (CIPC) document and shareholding certificate • ID • Authority to sign bid documents • SBD Forms ➢ SBD 1 ➢ SBD 3.1 – Pricing Schedule (Firm Prices) ➢ SBD 4 ➢ SBD 6.1 • Valid B-BBEE Status Level Verification Certificates or Sworn Affidavit signed by the Commissioner of Oaths. • Tax Compliance Status Pin	Yes/ No _____
Project Manager available Part Time Manager	Yes / No _____
Supervisor available Full Time (offered for this service)	Yes / No _____

Bidders Initials

Number of cleaners offered for providing the service Full Time cleaners	Indicate the number _____
Equipment Equipment and chemicals to be used for cleaning services. Sanitary equipment and consumables must also be listed according to the bid specifications.	Yes/ No _____ List the equipment and chemicals which will be used.
PRICE STRUCTURE • Are all prices charged must be inclusive of VAT. • Does the bid proposal clearly indicate the total price for the first year of the contract. • Is your price structure in relation to staff costs in line with the Sectorial Determination 1: Contract Cleaning Sector?	Yes / No _____ Yes / No _____ Yes / No _____ If no, specify reasons _____ _____ _____
Compliance with Labour legislation Do you comply with all applicable legislation to the Contract Cleaning Industry	Yes / No _____

Bidders Initials

ANNEXURE - E

PRICE STRUCTURE TEMPLATE

N.B. ALL Bid Price Proposals must be completed in line with the following requirements:

- The Regional Bid price proposal must be based on **ALL OF THE TERMS OF REFERENCE AND NOTHING MUST BE LEFT OUT.**
- A **Bid Price Proposal** excluding some of the required services (as outlined in the Terms of Reference) **shall not be accepted.**
- The Labour costs for the cleaning staff (Supervisor and cleaners) must not be below the approved Sectorial Wage Determination as determined by the Department of Employment and Labour, which is applicable at a time of submitting a Bid Proposal.

ONLY PRICE PROPOSALS SUBMITTED IN LINE WITH THIS TEMPLATE SHALL BE ACCEPTED

All prices must include VAT	
LABOUR COSTS:	
Project Managers	
Basic Salary	R……
Provident Fund	R……
Sick leave	R……
SDL	R……
Leave	R……
COIDA	R……
UIF	R……
CCA	R……
Any Other Allowances	R……
	Total monthly cost per Project Manager
	R…… ……
	Total cost for number of project managers (3) offered per month R……

Bidders Initials

Supervisors	
Basic Salary	R.....
Provident Fund	R.....
Sick leave	R.....
SDL	R.....
Leave	R.....
COIDA	R.....
UIF	R.....
CCA	R.....
Bonus	R.....
Any Other Allowances	R.....
	Total monthly cost per Supervisor
	R.....
	Total cost for number of supervisors (12) offered per month
	R.....
Cleaners	
Basic Salary	R.....
Provident Fund	R.....
Sick leave	R.....
SDL	R.....
Leave	R.....
COIDA	R.....
UIF	R.....
CCA	R.....
Bonus	R.....
Any Other Allowances	R.....

Bidders Initials

	Total monthly cost per Cleaner **R.....** **Total cost for number of Cleaners (49) offered per month** **R.....**

Saturday **Number of sessions (refer to Terms of Reference for overtime cleaning activities)** ..... Overtime: 1.5 x normal hourly rate	Cost for Project Manager per overtime session (Per day). R..... Total cost for all Project Manager's **Saturday** overtime sessions (Per day). R.....
Sunday **Number of sessions (refer to Terms of Reference for overtime cleaning activities)** ..... Overtime: 2 x normal hourly rate	Cost for Project Manager per overtime session (Per day). R..... Total cost for all Project Manager's **Sunday** overtime sessions (Per day). R.....
Saturday **Number of sessions (refer to Terms of Reference for overtime cleaning activities)** ..... Overtime: 1.5 x normal hourly rate	Cost for Supervisor per overtime session (Per day). R..... **Total cost** for all Supervisor's **Saturday** overtime sessions (Per day). R.....

Bidders Initials

Sunday **Number of sessions (refer to Terms of Reference for overtime cleaning activities)** …… Overtime: 2 x normal hourly rate	Cost for Supervisor per overtime session Per day). R…… **Total cost** for all Supervisor's **Sunday** overtime sessions (Per day). R……
Saturday **Number of sessions (refer to Terms of Reference for overtime cleaning activities)** …… Overtime: 1.5 x normal hourly rate **Sunday** **Number of sessions (refer to Terms of Reference for overtime cleaning activities)** …… Overtime: 2 x normal hourly rate	Cost per cleaner per overtime session (Per day). R…… **Total cost** per cleaner for all **Saturday** overtime sessions (Per day). R…… Cost per cleaner per overtime session (Per day). R…… **Total cost** per cleaner for all **Sunday** overtime sessions (Per day). R……

CAR WASH SERVICE (REFER TO THE TERMS OF REFERENCE FOR SERVICES REQUIRED)	
Cost per Car, 2 times per month	**Total Cost per month** **R……**
Cost per Truck, 2 times per month	**Total Cost per month** **R……**

Bidders Initials

GARDEN SERVICE (REFER TO THE TERMS OF REFERENCE FOR SERVICES AND FREQUENCY REQUIRED)	
Office	**Total Cost per month**
Smithfield Local Office (2 820 m²)	**R**.....
Jagersfontein Local Office (2 240 m²)	**R**.....
Zastron Local Office (1 326 m²)	**R**.....
Welkom Local Office (7 995m²)	**R**.....
Winburg Local Office (2 220m²)	**R**.....
Bethlehem Local Office (2 666m²)	**R**.....
Tweespruit Local Office (406m²)	**R**.....
Frankfort Local Office (2 310m²)	**R**.....
	Total Cost per month for garden services all offices
	R.....

CLEANING MATERIAL, SANITARY CONSUMABLES, PEST CONTROL AND DEEP CLEANING (REFER TO THE TERMS OF REFERENCE FOR SERVICES REQUIRED)	
Description of the cleaning chemicals/requisites **(Attach a table reflecting individual units to be utilized per month and the cost of each unit)**	**Total Cost per month** **R**.....
Description of sanitary consumables to be used **(Attach a table reflecting individual units to be utilized per month and the cost of each unit)**	**Total Cost per month (Consumables)** **R**.....
Pest Control	Cost per quarter x square meters **(11 772.43 m²)** R..... **Total cost x 4 quarters** **R**.....
Deep Cleaning of Couches	Cost per couch per term x number of couches **(6)** R.....

Bidders Initials

	Total cost x 2 terms (6 MONTHLY) **R**.....
Deep Cleaning of Chairs	Cost per chair per term x number of chairs **(2265)** R..... **Total cost x 2 terms (6 MONTHLY)** **R**.....
Deep Cleaning of Carpet	Cost per quarter x square meters **(7 461 m²)** R..... **Total cost x 4 quarters** **R**.....
Total cost for cleaning material, sanitary consumables, pest control and deep cleaning **R**.....	
Overheads	**Total Cost p/month** **R**.....
Total cost of Project Managers (3) per month	**R**.....
Total cost of Supervisors (12) per month	**R**.....
Total cost of Cleaners (49) per month	**R**.....
Total cost for all Project Manager's Saturday overtime sessions	**R**.....
Total cost for all Project Manager's Sunday overtime sessions (Per day).	**R**.....
Total cost for all Supervisors Saturday overtime sessions	**R**.....
Total cost for all Supervisors Sunday overtime sessions (Per day).	**R**.....
Total cost for all cleaners Saturday overtime sessions	**R**.....
Total cost for all Cleaners Sunday overtime sessions (Per day).	**R**.....
Total Cost per car per month	**R**.....

Bidders Initials

Total Cost per truck per month	**R.....**
Total Cost per month for Garden services for all offices	**R.....**
Total cost for cleaning material, sanitary consumables, Pest control and deep cleaning	**R.....**
Total Cost per month for overheads	**R.....**
Grand Total Bid Price (per month)	**R.....**
Total Bid Price for the 12 Months (1ST Year): R.....	
TOTAL BID PRICE FOR THE FIRST 12 MONTHS (1ST Year) – to be carried over to the SBD 3.1 Form	
DISASTER MANAGEMENT & EMERGENCIES (AS PER Section 6.1.18) **N.B.** For the services listed below, the service provider must only claim for the work done. The invoice must reflect this accordingly. Proof of request for emergency services must be attached to the main invoice for the affected months).	
Deep Cleaning of Couches	Cost per couch R.....
Deep Cleaning of Chairs	Cost per chair R.....
Deep Cleaning of Carpet	Cost per square meter R.....
Flooding	Cost per square meter R.....
Deep Cleaning of Mobile Toilets	Cost per square meter R.....
Deep Cleaning of Floors	Cost per square meter R.....
Washing of interior windows	Cost per square meter R.....
Deep Cleaning of the Stairs	Cost per floor (stairs) area

Bidders Initials

	R.....

***NB: PRICE AND PRICE ADJUSTMENTS (ANNEXURE E)**

- All prices charged must be inclusive of VAT.
- The bid proposal must clearly indicate the total price for the first year of the contract.
- Price adjustments shall be done annually in line with the following:
  - Consumer Price Index approved by STATSSA after the anniversary of the contract, on the cost of services rendered;
  - Sectorial Determination as promulgated by the Department of Employment and Labour for the labour costs.

ANNEXURE F: OFFICE INFORMATION

Free State Regional Office

SASSA Free State House (Iustitia Building)								
Floor Description	**Size of floor per square meters**	**Number of toilets**	**Number of Furniture**	**Number of Employees**	**Number of cleaners per floor**	**Supervisor**	**Average number of visitors / Clients**	**Number of vehicles**
Floor 6	780.3 m² 700 m² –Carpets 80 m² - Tiles	**Male** • Three(3) toilets • Two(2) Urinal **Females** • Four(4) Toilets	• Leather chairs = 186 • Fabric Chairs = 505 • Leather couches = 2 • Workstations / Tables = 415 • Cabinets wood / steel =273 • Pedestals =137	18	Two (2)Cleaners	One (1) Supervisor	250	Seventeen (17)
Floor 5	780.3 m² 700 m² –Carpets 80 m² - Tiles	**Male** • Three(3) toilets • Two(2) Urinal **Females** Three(3) Toilets		25	Two (2)Cleaners			
Floor 4	780.3 m² 700 m² –Carpets 80 m² - Tiles	**Male**		29	Two (2)Cleaners			

		• Three(3) toilets • Two(2) Urinal **Females** Three(3) Toilets						
Floor 3	780.3 m² 700 m² –Carpets 80 m² - Tiles	**Male** • Three(3) toilets • Two(2) Urinal **Females** Three(3) Toilets		19	Two (2)Cleaners			
Floor 2	780.3 m² 700 m² –Carpets 80 m² - Tiles	**Male** • Three(3) toilets • Two(2) Urinal **Females** Three(3) Toilets		31	Two (2)Cleaners			
Floor 1	780.3 m² 700 m² –Carpets 80 m² - Tiles	**Male** • Three(3) toilets • Two(2) Urinal **Females** Three(3) Toilets		21	Two (2)Cleaners			
Parking 2		**Male**						

		• One (1) toilets • Two (2) urinal **Females** Two(2) Toilets						
Parking 1								

(NB! Allocated cleaners for Regional Office must clean the parking areas)

Mangaung Metro

Bloemfontein Local Office (Iustitia Building)								
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
Local office	866.6 m² 700 m² – Carpets 166.6 m² - Tiles	**Male** • Three (3) toilets • Two (2) urinal **Females** Six(6) Toilets	• Leather chairs = 4 • Fabric Chairs = 61 • Workstations / Tables = 42 • Cabinets woods / steel = 29 • Pedestals =7	30	Two (2)Cleaners	One (1) Supervisor	3000	Three (3) One (1) Mobile truck

Botshabelo Local Office								
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
Local office	623m² (Tiles)	**Male** • Four(4) toilets • Four (4) urinal **Females** Six(6) Toilets	• Fabric Chairs = 109 • Workstations / Tables = 33 • Cabinets woods / steel = 17 • Pedestals = 2	29	Two (2)Cleaners	One (1) Supervisor	3000	Eight (8)

Thaba Nchu Local Office								
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
Local office	912m² 600 m² – Carpets 312 m² - Tiles	**Male** • Four(4) toilets • Three (3) urinal **Females** Six(6) Toilets	• Leather chairs =0 • Fabric Chairs = 110 • Workstations/ Tables = 65 • Cabinets woods / steel = 7	22	Two (2)Cleaners	One (1) Supervisor	1000	Eight (8)

	Enclosed ten (10) parking bays to be cleaned once a week.		• Pedestals = 1					

Xhariep District

	Smithfield Local Office & Xhariep District Office							
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
District & Local Office	420,54m² 300 m² – Carpets 120,54 m² - Tiles	**Male** • Four(4) toilets **Females** • Five(5) Toilets	• Leather chairs =1 • Fabric Chairs = 84 • Workstations / Tables =26 • Cabinets woods / steel = 20 • Pedestals = 9	14	One (1) Cleaner	One (1) Supervisor	1000	Seven (7) One (1) Mobile truck

Zastron Local Office								
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
Service Office	221m² (Tiles)	**Male** • Two(2) toilets • One (1) urinal **Females** • Four(4) Toilets	• Leather chairs =0 • Fabric Chairs = 21 • Leather couches=0 • Workstations / Tables = 9 • Cabinets woods / steel = 4 • Pedestals = 2	7	One (1) Cleaner	N/A	600	Three (3)

Jagersfontein Local Office								
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
Local office	243m² (Tiles)	**Male** • Two (2) toilets • Two (2) urinals **Female**	• Leather chairs =0 • Fabric Chairs = 28 • Leather couches=0 • Workstations / Tables =17	8	One (1) Cleaner	N/A	600	Six (6)

		• Three (3) Toilets	• Cabinets woods / steel = 10 • Pedestals =2					
		Disability • One (1) Toilet						

Koffiefontein Local Office								
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
Local Office	198m² (Tiles)	**Male** • Three(3) toilets • Three (3) urinal **Females** One (1) Toilet	• Leather chairs = 0 • Fabric Chairs = 22 • Leather Couches= 0 • Workstations / Tables= 14 • Cabinets woods / steel = 3 • Pedestals = 0	7	One (1) Cleaner	N/A	600	Four (4)

Trompsburg Local Office								
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners per floor**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
Local Office	80 m² (Tiles)	**Male** • One (1) toilets • One(1) urinal **Females** One (1) Toilet	• Fabric Chairs = 21 • Workstations / Tables = 8 • Cabinets woods / steel = 4 • Pedestals = 1	5	One (1) Cleaner	N/A	600	Three (3)

Lejweleputswa District

Lejweleputswa district office &Welkom Local Office								
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
District & local office	1400 m² 800 m² – Carpets 600 m² - Tiles	**Male** • Six (6) toilets • Eight (8) urinal	• Fabric Chairs = 183 • Workstations / Tables = 63 • Cabinets woods / steel = 30	36	Three(3) Cleaner	One (1) Supervisor	3000	Nineteen (19)

		Females • Eight (8) Toilet	• Pedestals = 22					

Odendaalsrus Local Office								
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners**	**Number of Supervisors**	**Average number of clients per month**	**Number of vehicles**
Service Office	436.8m² (Tiles)	**Male** • Two (2) toilets • two (2) urinal **Females** Six (6) Toilet	• Fabric Chairs = 85 • Workstations / Table = 19 • Cabinets woods / steel = 7	10	One(1) Cleaner	N/A	600	Two (2)

Bothaville Local Office								
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
Local office	561 m² (Tiles)	**Male** • Five (5) toilets	• Fabric Chairs = 50 • Workstations Tables= 12	10	One (1) Cleaner	N/A	600	Two (2)

		• Two (2) urinal **Females** • Seven (7) Toilet	• Cabinets woods / steel = 4					

Hertzogville Local Office								
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners per floor**	**Supervisors**	**Average number of clients per month**	**Number of vehicles**
Local office	220m² (Tiles)	**Male** • One (1) toilets **Females** • One (1) Toilet	• Fabric Chairs = 6 • Workstations / Table = 5 • Cabinets woods / steel = 3 • Pedestals =2	2	One (1) Cleaner	N/A	600	One (1)

Bidders Initials

Winburg Local Office								
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
Service Office	120m² (Tiles)	**Male** • One (1) toilets **Females** One (1) Toilet	• Fabric Chairs = 9 • Workstations / Tables= 5	2	One (1) Cleaner	N/A	600	N/A

Thabong Local Office								
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
Service Office	93m² (Tiles)	**Male** • One (1) toilets **Females** One (1) Toilet	• Fabric Chairs = 10 • Workstations / Tables= 7 • Cabinets wood= 10	7	One (1) Cleaner	N/A	1000	N/A

Thabo Mofutsanyane District

	QwaQwa Local Office & District Office							
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
District Office & Local Office	1015 m² (Tiles)	**Male** • Six(6) toilets • four (4) Urinary **Females** Ten (10) Toilet	• Leather chairs = 3 • Fabric Chairs = 175 • Leather Couches =4 • Leather couches =0 • Workstations / Tables = 92 • Cabinets woods / steel = 25 • Pedestals =36	48	Three (3) Cleaners	One (1) Supervisor	3000	Fourteen (14) One(1) Mobile Truck

Bethlehem Local Office								
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
Local Office	581m² 300 m² (tiles) 281 m² (Carpets)	**Male** • Two(2) toilets • Two (2) Urinals **Females** Four (4) Toilet	• Fabric Chairs = 116 • Workstations / tables = 60 • Cabinets woods / steel =18 • Pedestals = 31	25	Two (2) Cleaners	One (1) Supervisor	1000	Seven (7)

Senekal Local Office								
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners**	**Supervisor clients**	**Average number of clients per month**	**Number of vehicles**
Local Office	198m² (Tiles)	**Male** • One (1) toilet • two (2) urinal **Females**	• Fabric Chairs = 86 • Workstations / Table = 38 • Cabinets woods / steel = 13	16	One(1) Cleaner	One (1) Supervisor	600	Five (5)

		• Two (2) Toilets						

	Ficksburg Local Office							
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners per floor**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
Local office	68.19m² (Tiles)	**Male** • One (1) toilets • One urinal **Females** One (1) Toilet	• Fabric Chairs =18 • Workstations / Tables= 6 • Cabinets woods / steel = 4 • Pedestals = 1	8	One(1) Cleaner	N/A	600	Two (2)

	Ladybrand Local Office							
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
Local office	120m² (Tiles)	**Male** • Three (3) toilets • One (1) Urinal **Females** Four (4) Toilet	• Fabric Chairs = 14 • Workstations / Tables = 16 • Cabinets woods / steel = 4 • Pedestals = 4	6	One(1)	N/A	600	Two (2)

Tweespruit Local Office								
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners per floor**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
Service Office	88 m² (Tiles)	**Male** • Two (2) toilets **Females** • Two (2) Toilet	• Fabric Chairs = 4 • Workstations/ Tables = 3 • Cabinets woods / steel = 1	3	One (1) Cleaner	N/A	600	One (1)

Vrede Local Office								
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
Local office	120 m² (Tiles)	**Male** • One (1) toilets **Females** One (1) Toilet	• Fabric Chairs = 34 • Workstations / tables = 6 • Cabinets woods / steel = 5	5	One (1) Cleaner	N/A	600	Two (2)

Harrismith Local Office								
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners per floor**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
Service office	49,42 m² (Tiles)	**Male** • One (1) toilets • One (1) urinals **Females** One (1) Toilet	• Fabric Chairs =10 • Workstations / Tables = 7 • Cabinets woods / steel = 5 • Pedestals =1	3	One (1) Cleaner	N/A	600	N/A

Charles Mopeli Local Office								
Floor Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
Local office	600 m² (Tiles)	**Male** • Three (3) toilets • One (1) Urinal	• Leather chairs = 0 • Fabric Chairs = 7 • Workstations / Tables= 7 • Cabinets woods / steel = 5	05	One (1) Cleaner		2000	N/A

		Females • Three (3) toilets	• Pedestals = 3					

Fezile Dabi District

Sasolburg Local office & District Office								
Floor Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
District & Local office	900 m² (Tiles)	**Male** • two (2) toilets • two (2) Urinal **Females** six (6) Toilet	• Leather chairs = 3 • Fabric Chairs = 71 • Workstations / Tables= 39 • Cabinets woods / steel = 15 • Pedestals = 1	30	Two(2) Cleaners	One(1) Supervisor	3000	Seventeen (17)

Bidders Initials

Kroonstad Local Office								
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
Local office	694.88 m² 500 m² (carpets) 198.88 m² (Tiles) Eighteen (18) enclosed parking bays to be cleaned once a week.	**Male** • Two (2) toilets • Two (2) Urinal **Females** Three (3) Toilet	• Fabric Chairs = 82 • Workstations / Table= 21 • Cabinets woods / steel = 14 • Pedestals = 7	26	Two (2) Cleaners	One (1) Supervisor	1000	Eleven (11)

Frankfort Local Office								
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
Local Office	182 m² (Tiles)	**Male** • three (3) toilets • One (1) Urinal **Females** three (3) Toilet	• Fabric Chairs = 37 • Workstations / Table= 9 • Cabinets woods / steel = 1	9	One (1) Cleaner	N/A	600	Three (3)

Zamdela Local Office								
Office Description	**Size of floor per square meters**	**Number of toilets**	**Number of furniture**	**Number of Employees**	**Number of cleaners**	**Supervisor**	**Average number of clients per month**	**Number of vehicles**
Service Office	80 m² (Carpets)	**Male** • One (1) toilets • One (1) Urinal **Females** One (1) Toilet	• Fabric Chairs = 10 • Workstations / Table = 3	4	One (1) Cleaner	N/A	600	N/A

Bidders Initials

Personnel Summary Per Office / District

NAME OF OFFICE	NUMBER OF CLEANERS	NUMBER OF SUPERVISORS	NUMBER OF PROJECT MANAGERS	REMARKS
Regional Office	12	1	1	The project manager will manage Regional office, Mangaung Metro and Xhariep District
Mangaung Metro	6	3		
Xhariep	5	1		
Lejweleputswa	8	1	1	The project manager will manage Lejweleputswa and Fezile Dabi
Fezile Dabi	6	2		
Thabo Mofutsanyane	12	3	1	The project manager will manage Thabo Mofutsanyane
TOTAL NUMBERS	**49**	**12**	**3**	

Bidders Initials

Vehicle Summary Per Office/ District

NAME OF OFFICE	NUMBER OF VEHICLES	NUMBER OF MOBILE TRUCKS
Regional Office	17	N/A
Mangaung Metro	19	1
Xhariep	23	1
Lejweleputswa	24	N/A
Thabo Mofutsanyane	33	1
Fezile Dabi	31	
TOTAL NUMBER	**147**	**3**

ANNEXURE G: SITES AND SERVICES REQUIRED

XHARIEP DISTRICT

Office	Size (m^2)	Services Required
Smithfield Local Office	2 820	Weed removal, litter collection, tree trimming, flower/shrub trimming, sweeping of surroundings, removal of rubble and waste
Jagersfontein Local Office	2 240	Weed removal, litter collection, tree trimming, grass cutting, sweeping of surroundings, removal of rubble and waste
Zastron Local Office	1 326	Weed removal, litter collection, tree trimming, grass cutting, flower/shrub trimming, sweeping of surroundings, removal of rubble and waste

LEJWELEPUTSWA DISTRICT

Office	Size (m^2)	Services Required
Welkom Local Office	7 995	Weed removal, litter collection, tree trimming, grass cutting, flower/shrub trimming, sweeping of surroundings, removal of rubble and waste
Winburg Local Office	2 220	Weed removal, litter collection, tree trimming, grass cutting, flower/shrub trimming, sweeping of surroundings, removal of rubble and waste

Bidders Initials

THABO MOFUTSANYANE DISTRICT

Office	Size (m^2)	Services Required
Bethlehem Local Office	2 666	Weed removal, litter collection, tree trimming, grass cutting, flower/shrub trimming, sweeping of surroundings, removal of rubble and waste
Tweespruit Local Office	406	Weed removal, litter collection, tree trimming, grass cutting, flower/shrub trimming, sweeping of surroundings, removal of rubble and waste

FEZILE DABI DISTRICT

Office	Size (m^2)	Services Required
Frankfort Local Office	2 310	Weed removal, litter collection, tree trimming, grass cutting, flower/shrub trimming, sweeping of surroundings, removal of rubble and waste

NB: The square meter measurements reflected in Annexure G relate exclusively to gardening and landscape maintenance areas and exclude building structures, office buildings, internal office areas and any other non-garden infrastructure unless specifically stated otherwise.

Bidders Initials

ANNEXURE H: PERFORMANCE MONITORING TOOL

1.1 Key Performance Areas and indicators

1.1.1 The Supplier is expected to comply 100% with the contractual agreement and SASSA is also expected to pay full amount charged by the service provider on a monthly basis, for services rendered.

1.1.2 Where there are failures in meeting any of the KPA's a Rectification Order will be issued by SASSA to the supplier.

1.1.3 The Supplier then shall be given a specified amount of time to rectify the issue raised in the Rectification Order.

1.1.4 Independent quality audits may be carried by an external consultant as SASSA's request. The aim will be to measure the cleaning performance of the building.

1.1.5 If there is a failure to rectify the issue within the prescribed time frame, penalty points shall be deducted for each failure as detailed under the penalty point value.

1.1.6 Monthly meetings are to be held to review contract performance based on the KPA'S

1.2 Penalties

1.2.1 Each KPA is allocated 100 points.

1.2.2 If issues in the Rectification Orders are not addressed within the Rectification Time the penalty points, shall be deducted as follows:

Bidders Initials

PENALTIES					
	KEY PERFORMANCE AREA	TARGET	MEASURED BY	RECTIFICATION TIME (HOURS)	PENALTY POINTS (Deducted from 100)
A.	Cleanliness standards in the following key service areas: • Bathrooms; • Kitchens (sink/fridges/microwes • Water coolers • Workstations (chairs,tables • Carpeted/tiles floors • Pause areas • Lifts • Boardrooms • Store rooms • Dustbins • Waste Rooms • Window Seats • Glass doors/Walls and all other areas as per specifications	• All key service areas cleaned in line with the specifications • 85% of officials rating the overall service good or above	• Justifiable and verified • Inspections conducted by bouth Project Managers and Supervisors • Quarterly Survey	2 hours	70
B	Cleaners Daily work Attendance	• Supervision or assistant Supervisor always available • 100% of staff are available for their contracted hours of work • Competent Relievers for absent cleaners and those on leave reporting for duty before 08:30	• Monitoring of the Daily Attendance Register by SASSA's Projects Manager and Supervisor • Justifiable and verified complaints	1 hour	85

Bidders Initials

c	Provision and Maintenance of Sanitary Equipment and consumables	• SABS approved sanitary equipment and consumables	• SABS approved certificates submitted quarterly	24 hours	100
		• Sanitary equipment functioning at all times	• Justifiable and verified complaints • Inspections conducted by SASSA's Project Manager and Supervisor	24 hours	
		• Sanitary Waste Bins emptied weekly	• Justifiable and verified complaints • Inspections conducted by SASSA's Project Manager and Supervisor	1 hour	
		• No shortage of sanitary consumables in ablution facilities • Daily refills done before 07:00	• Justifiable and verified complaints • Inspections conducted by SASSA's Project Manager and Supervisor	1 hour	
D	Provision of Quarterly Cleaning Exercises	• Order of e.g.chairs,tables,dustbins in offices and workstations restored after chairs and deep carpet cleanings	• Inspections conducted by either Project Managers or their delegates • Justifiable and verified complaints	2 hours	70
		• Chairs and carpet cleaned in line with specifications	• Inspections conducted by SASSA's Project Manager and Supervisor • Cleanliness checklist and signed off attendance registers • Justifiable and verified complaints	168 hours	
		• All quarterly Exercises (Deep Carpet Cleaning, chair Cleaning, Pest Control, Interior Windows	• inspections conducted by either Project Managers or their delegates • Justifiable and verified complaints	168 hours	

		Cleaning, Foyer & Deep Carpet Cleaning) completed in line with set time frames and specifications			
E	Provision and Maintenance of General Cleaning Equipment and Supplies	• SABS approved cleaning equipment and supplies	• SABS approved certificates submitted quarterly	24 hours	100
		• Functional and adequate cleaning equipment at all times	• Inspections conducted by SASSA's Project Manager and Supervisor. • List of equipment for each cleaner • Signed off delivery note of stock	24 hours	
		• No shortage of general cleaning supplies	• Justifiable and verified complaints	3 hours	
F	Presentation and Uniform	• All staff are well presented in company uniform • Cleaners having winter and summer uniforms • Cleaners wearing name tags always	• Inspections conducted by SASSA's Project Manager and Supervisor. • Justifiable and verified complaints	24 hours	70
G	Safety Management System and Public Liability	• Signage – cleaner and visual signs of safety (wet floor signs)	• Inspections conducted by SASSA's Project Manager and Supervisor.	20 min	100
		• Protective Clothing – usage of safety clothing (e.g. gloves, masks, shoes etc.) by cleaners	• Justifiable and verified complaints	48 hours	
		• Cleaners promptly attend to spills		immediately	
		• First aid kit and one of staff members trained on first aid	• Compliant first aid kit	24 hours	

Bidders Initials

		• Proactive measures by Service Provider to prevent damage or injury	• Assessment of the Company's Measures to prevent injury and damage	120 hours	
		• Public Liability certificates submitted to SASSA annually	• Assessment of Company's claim Handling Procedure	24 hours	
		• Efficient processing of claims	• Monitoring the processing of SASSA's claims	Immediately	
H	Training and Competence of Staff	• Supervisors, cleaners and relivers trained on cleaning all areas as per specifications and competent	• Inspections of training records by both Project Managers – training certificates	120 hours	
		• Supervisors trained on supervisory role and competent	• Experience of sub-contractor • Justifiable and confirmed complaints	120 hours	
		• Supervisors /cleaners/subcontracted companies experienced and competent in the performance of deep carpet cleaning, pest control interior window cleaning, foyer and deep toilet cleaning.			
		• Supervisor, cleaners and relivers trained on: ○ Occupational Health & Safety ○ Operation of equipment ○ Mixing chemicals ○ And other appropriate training as per cleaning and sanitation			

Bidders Initials

		industry requirements			
I	Stability and Consistency in the provision of Cleaning and Sanitation services	• Expert and competent supervisor and Cleaners regardless of the changes	• Compliance to the service standards	48 hours	70
		• Timeous notifications on changes of staff from the service provider	• Justifiable and confirmed complaints • Feedback on change notifications from SASSA Project Manager	Immediately	
		• Swift replacement of incompetent staff	Consistent poor staff performance	24 hours	
J	Customer Service	• Individual cleaners conduct themselves in a professional manner	• Feedback from staff (justifiable • Inspections conducted by SASSA's Project Manager and Supervisor.	24 hours	70
		• Company Director and Project Manager conducting themselves in a professional manner	• Justifiable and confirmed complaints from the SASSA Project Manager	24 hours	
K	Car Wash & Valvet Services	• Car wash & velvet services provided in line with expectations • Agreed upon number of cars washed at agreed upon intervals	• Feedback from staff, Transport Unit (justifiable • Inspections conducted by SASSA's Project Manager and supervisor	24 hours	70

1.3 Penalty and Reward System

1.3.1 The Service Provider will be penalized if more than 101 points are issued per month:

1.3.1.1 Either in one KPA or in various KPA's, particularly if the Rectification Orders (s) issues were not completed in the specified time frame.

1.3.1.2 The Service Provider shall also receive a complimentary letter where compliance to the KPA's compliance is achieved and Rectification Orders are completed with the stated time frame monthly.

1.3.1.3 The table below sets out penalties which shall be levied:

Points Value	Performance Deductions
420	Contract Review at Risk
390	80% of Monthly Payment at Risk
360	70% of Monthly Payment at Risk
330	60% of Monthly Payment at Risk
300	50% of Monthly Payment at Risk
270	40% of Monthly Payment at Risk
240	30% of Monthly Payment at Risk
210	20% of Monthly Payment at Risk
180	10% of Monthly Payment at Risk
150	5% of Monthly Payment at Risk
120	1% of Monthly Payment at Risk
100	Threshold
Less than 100	Compliance Letter

THUS, DONE AND SIGNED by or on behalf of the Parties, in presence of the undersigned witnesses, at the places appearing in the appropriate spaces below, on the dates as specified.

FOR SASSA

Full names and surname:_____

Designation: _____

Signature :_____

Date:_____

Place: _____

FOR THE SERFOCE PROVIDER

Full name and Surname:_____

Designation:_____

Signature:_____

Date:_____

Place:_____

AS WITNESSESS (Full name and surname)

1._____

2._____

AS WITNESS (Full name and surname)

1._____

2._____

Annexure I

Bidder number: _____

CERTIFICATE OF ATTENDANCE OF COMPULSORY BRIEFING SESSION FOR THE PROVISION OF CLEANING, SANITATION, CAR WASH AND GARDENING SERVICES FOR SASSA FREE STATE REGION FOR THE PERIOD OF THREE (3) YEARS

This is to certify that

_____

Representative(s)

of

_____

____ [name of entity] has attended the compulsory briefing session.

ACKNOWLEDGEMENT

This is to certify that the bidder has familiarized themselves with the contents of the bid document provision of Cleaning, Sanitation, Car wash and Gardening Services for SASSA Free State Region for the period of three (3) years

THUS, DONE and SIGNED at _____ on this ____ day of _____ 20_____.

Representative Signature _____.

FOR / ON BEHALF OF SASSA

Name: _____

SCM official

Signature: _____

Bidders Initials

ANNEXURE J
SCHEDULE OF CHEMICALS, CONSUMABLES, SANITARY MATERIALS, MACHINERY AND EQUIPMENT

Bid Number: _____

Bid Description: _____

Name of Bidder: _____

1. Instructions

Bidders must complete this Annexure in full and provide a detailed list of all chemicals, detergents, consumables, sanitary materials, machinery and equipment to be used in the execution of the contract which comply with the applicable South African National Standards (SANS). All sanitary chemicals and sanitary equipment must be clearly identified. Failure to submit a fully completed and signed Annexure J may render the bid non-responsive.

2. Chemicals and Detergents

Item No.	Product Description	Intended Use	Sanitary Chemical (Yes/No)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
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22			
23			

Bidders Initials

24			
25			

3. Consumables and Sanitary Materials

Item No.	Description	Unit of Measure	Sanitary Material (Yes/No)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			

4. Machinery and Equipment

Item No.	Equipment Description	Make/Model	Quantity Available	Sanitary Equipment (Yes/No)
1				
2				
3				
4				
5				
6				
7				
8				

Bidders Initials

9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				

5. Bidder Declaration

I/We certify that the information provided is true and correct and that all listed products and equipment will be available for use during the contract and comply with applicable legislation and standards.

Name and Surname: _____

Designation: _____

Company Name: _____

Signature: _____

Date: _____

Bidders Initials

ANNEXURE K - UNDERTAKING

Regional Office
Free State
Istutia Building
Cnr Aliwal & Snt Andrews
Street
Bloemfontein
9300

Re: Letter of confirmation of bid requirements

Dear Sir/madam

I _____**(Initials and Surname),** the **CEO/Managing Director** of _____**(Company name)** hereby confirm that, if appointed as the cleaning and sanitation service provider for SASSA Free State Region , in relation to the **SASSA bid:** _____that all materials, chemicals, consumables, machinery and equipment proposed for the contract will:

- be suitable for their intended purpose;
- comply with all applicable South African legislation and compulsory specifications;
- comply with the applicable South African National Standards (SANS) where such a standard exists and is required under these specifications;
- be used in accordance with the manufacturer's instructions; and not cause avoidable harm to people, SASSA property or the environment.

Kind regards

Name and Surname: _____

Designation: _____

Company Name: _____

Signature: _____

Date: _____