



PART A
INVITATION TO BID – SBD 1

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)				
BID NUMBER:	RFQ 22/09/2023	DATE OF ISSUE: 20/10/2023	CLOSING DATE: 31/10/2023	CLOSING TIME: 12H00
DESCRIPTION	ADDENDUM: CLEANING SERVICES FOR A PERIOD OF FOURTY (40) MONTHS AT FREE STATE (BLOEMFONTEIN) REGIONAL OFFICE (The addendum is regarding the Office Size: 600 square metres which was omitted on the previous RFQ document) only this document will be accepted for RFQ submission as it includes the addendum			
BID RESPONSE DOCUMENTS MUST BE EMAILED TO THE BELOW EMAIL)				
Submissions must be emailed to RFQResponses@icasa.org.za, with the subject: RFQ 22/09/2023 CLEANING SERVICES FOR A PERIOD OF FOURTY (40) MONTHS AT FREE STATE (BLOEMFONTEIN) REGIONAL OFFICE				
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Siyathokozza Ntombela	CONTACT PERSON	Boitumelo Phayane	
TELEPHONE NUMBER	012 568 3833	TELEPHONE NUMBER	012 568 3892	
FACSIMILE NUMBER	N/A	FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS	sntombela@icasa.org.za	E-MAIL ADDRESS	bphayane@icasa.org.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] <input type="checkbox"/> Yes <input type="checkbox"/> No	B-BBEE STATUS LEVEL SWORD AFFIDAVIT		[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORD 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?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSURE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS				
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?			<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?			<input type="checkbox"/> YES <input type="checkbox"/> 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. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**
- 1.5. ORIGINAL CERTIFIED COPY OF A BBBEE CERTIFICATE ISSUED BY SANAS ACCREDITED VERIFICATION AGENCY OR ORIGINAL CERTIFIED SWORN AFFIDAVIT **(TO CLAIM THE BBBEE POINTS, BIDDERS ARE URGED TO SUBMIT THEIR ORIGINAL CERTIFIED COPY OF A BBBEE CERTIFICATE ISSUED BY SANAS ACCREDITED VERIFICATION AGENCY OR ORIGINAL CERTIFIED AFFIDAVIT IN OUR TENDER BOX SITUATED AT OUR HEAD OFFICE, AT 350 WITCH HAZEL AVE, ECO POINT OFFICE PARK, ECO PARK, CENTURION ON BY CLOSING DATE 31/10/2023 AT 12:00PM)**

2. TAX COMPLIANCE REQUIREMENTS

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

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

SIGNATURE OF BIDDER:

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

DATE:

SBD 3.1

PRICING SCHEDULE

Name of bidder..... Bid number: ICASA RFQ 22/09/2023

Closing Time: 12:00pm Closing date: 31st of October 2023

OFFER TO BE VALID FOR **90 DAYS** FROM THE CLOSING DATE OF BID.

CLEANING SERVICES FOR A PERIOD OF FOURTY (40) MONTHS AT FREE STATE (BLOEMFONTEIN) REGIONAL OFFICE (AS PER ATTACHED SPECIFICATION)

PRICE SCHEDULE (A) – Cleaning x 40 Months contract

**BIDDERS MUST COMPLETE THIS SCHEDULE IN ORDER TO BE
CONSIDERED**

	A	B	C	D	E	F	G
Description	Total Number of Staff	Monthly hours per staff member	Monthly Rate per Staff Member	Total Price of Labour (monthly) =A+B+C	Overheads (Monthly) (i.e. admin costs, transport costs etc.)	Total Price per month (excl. VAT) = D+E	Total Price per month (incl. VAT)
			R C	R C	R C	R C	R C
Cleaner (1)	One (1)						
TOTAL							

PRICE SCHEDULE (B) OFFICE CLEANING AND WASTE MANAGEMENT

Description	Price Per Months / Quarter	Number of Months	Total Price	Contract
Office Cleaning (Cleaner cost and cleaning material/ consumables) & Waste Management Services	R_____ Per Month	40 Months	R_____	
Pest Control Services	R_____ Per quarter	13 quarters	R_____	
Total (Exclusive of VAT)			R_____	
VAT @15% (if applicable)			R_____	
Total Price			R_____	

- Required by: Independent Communications Authority of South Africa
- At: Free State – Bloemfontein
- 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.

BIDDER'S DISCLOSURE – SBD 4

1. PURPOSE OF THE FORM

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

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

2. Bidder's declaration

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

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

Full Name	Identity Number	Name of State institution

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

2.2.1 If so, furnish particulars:

.....
.....

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

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.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

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.



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 – SBD 6.1

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

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

1. GENERAL CONDITIONS

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

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

1.2 **To be completed by the organ of state**
(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the **90/10** preference point system.
- b) The applicable preference point system for this tender is the **80/20** preference point system.
- c) Either the **90/10 or 80/20 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

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

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

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

The maximum points for this tender are allocated as follows:

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

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

2. DEFINITIONS

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. **POINTS AWARDED FOR PRICE**

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

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

$$Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}}\right) \text{ or } Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}}\right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

P_{min} = Price of lowest acceptable tender

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

3.2.1. POINTS AWARDED FOR PRICE

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

80/20

or

90/10

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

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

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

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

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

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

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
B-BBEE Level	4 Points Level 1 - 4 Level 2 - 3 Level 3 - 2 Level 4 - 1 Level 5 - 0 Level 6 - 0 Level 7 - 0 Level 8 - 0 Non-compliant - 0	8 Points Level 1 - 8 Level 2 - 7 Level 3 - 6 Level 4 - 5 Level 5 - 4 Level 6 - 3 Level 7 - 2 Level 8 - 1 Non-compliant - 0		
Woman Owned	2 Points 51–100% - 2 0-50% - 0	5 Points 51–100% - 5 0-50% - 0		
Black Owned	2 Points 51–100% - 2 0-50% - 0	3 Points 51–100% - 3 0-50% - 0		
Youth	1 Points Yes – 1 No - 0	2 Points Yes – 2 No - 0		
People living with Disability	1 Points Yes – 1 No - 0	2 Points Yes – 2 No - 0		
Total				

Returnable Documents

Documents	Please tick of submitted
Original Certified BEE Certificate or an original Sworn Affidavit	
CIPC Document	
Original Sworn Affidavit	
CSD Report	

Failure on the part of the supplier to submit supporting documents/proof of specific goals for purposes of evaluation and scoring by RFQ closing will not result in disqualification (if tenderer is otherwise deemed to be responsive/acceptable in all other aspects). The tenderer will, however, be scored zero for Specific goals for purposes of PPPFA scoring and ranking.

DECLARATION WITH REGARD TO COMPANY/FIRM

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

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

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

[TICK APPLICABLE BOX]

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

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



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

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

SURNAME AND NAME:

DATE:

ADDRESS:

.....
.....



Independent Communications Authority of South Africa

350 Witch-Hazel Avenue, Eco Point Office Park
Eco Park, Centurion.
Private Bag X10, Highveld Park 0169

A REQUEST FOR QUOTATION (RFQ): CLEANING SERVICES FOR A PERIOD OF FORTY (40) MONTHS AT ICASA FREE STATE REGIONAL OFFICE IN BLOEMFONTEIN

1. PURPOSE

The supply, delivery, installation, and maintenance of hygiene services at ICASA's Free State Regional Office, for a period of forty (40) months, from 01 February 2024 to 31 May 2027.

2. SERVICE DEFINITION

The Independent Communications Authority of South Africa (ICASA) intends to outsource the supply, delivery, installation, and maintenance of cleaning services to external service providers at ICASA's Bloemfontein Regional Office in Bloemfontein. Qualified and interested companies with a presence in Bloemfontein, specialising in providing cleaning services are invited to submit a proposal to provide these services for ICASA as mentioned below:

2.1 SPECIFICATIONS

2.1.1 BUILDING

- 184 Nelson Mandela Drive, Park West, Bloemfontein, 9301.
- Occupants: 12 staff members
- Office Size: 600 square metres

3. PHASE 1: MANDATORY REQUIREMENTS

NB: Failure to submit the following required documents with the proposal will result in disqualifying the bidder's proposal.

3.1 Proof of affiliation with relevant cleaning bodies/associations (e.g. NCCA, BEECA, BCCI or equivalent);

3.2 Proof of compliance with government requirements (valid COIDA in Cleaning Services/ Cleaning Hygiene Services)

3.3 Proof of compliance UIF; letter(s) of good standing etc.);

3.3 Proof of staff training for your current staff (certificates), preferably SAQA or Services SETA accredited;

3.4 Type of equipment to be used in cleaning of offices and clarity on how green/organic the cleaning chemicals to be used

3.5 Proof of public liability (minimum of R500 000.00) / letter of Intent from the Insurance company) to be attached. Provide an original letter or a certified copy from the issuing company. If proof of public liability for a minimum threshold of R500 000.00 is not attached, the bidder will not be considered further in the process.

3.6 Waste removal certificate (attach certificate as proof) if you are using a third party please attach the certificate and agreement.

3.7 Proof of Pest Control Certificate and if you are using a third party, please attach the certificate and agreement.

4. SCOPE OF WORK FOR CLEANING SERVICES

The scope of work includes the following:

- a) Main Entrance/Reception area;
- b) Offices (Open plan and enclosed) and passages;
- c) Boardroom/meeting rooms;
- d) Kitchen;
- e) Pause/Entertainment Area;
- f) Windows – internal;
- g) Parking bays;
- h) Cleaning and washing of official vehicles once per month
- i) Cleaning and re-packing of all Storerooms (quarterly/every three months)

5. CLEANING SERVICES

5.1 Number of personnel

The contractor must provide ICASA with one (1) cleaning staff, who has been trained appropriately.

5.2 Additional Resources/Personnel

The contractor must make provision for additional resources/personnel when necessary to fulfil monthly, quarterly, bi-annual and annual cleaning obligation as specified.

5.3 Occupational Health and Safety

The successful bidder will be required to comply with the requirements of the Occupational

Health and Safety Act, Act 85 of 1993 and regulations as amended, which include, but not limited to:

- Safety procedure regarding equipment, stepladders and machinery.
- Procedure regarding reporting injury on duties.
- Procedure regarding identifying safety risks and resolving safety risks in the workplace as required by law.

The contractor is responsible to ensure that the services rendered meet all Occupational Health and Safety requirements, and always there will be no risk for any persons, staff members, members of public regarding Occupational Health and Safety.

5.4Compliance with Labour Regulations

The service provider must strictly adhere to all acts and regulations relating to human resources and remunerate all its employees in line with legislation and statutory requirements. ICASA shall not tolerate any unfair labour practices that happen within its premises and/or outside its building or close to its premises. Labour disputes are the sole responsibility of the service provider.

5.5Damage Compensation

The service provider will be held responsible for any damage or theft by its employees or due to their neglect whether in the normal execution of their duties or otherwise.

5.6Damages to ICASA Property

In the case of damages to carpets, furniture, equipment, etc. resulting from the rendering of the cleaning and pest control services, the service provider undertakes to rectify/repair the damage immediately after notification by the Supply Chain and/or Facilities division of the Authority. If the service provider fails to act after notification, ICASA will rectify the damages and costs will be recovered from the service provider.

5.7Cost of Consumables

ICASA shall provide water, electricity. The cost of the cleaning consumables, chemicals, detergents and disinfectants shall be for the account of the contractor.

6. OFFICES AND RELATED AREAS, ENTRANCES, FOYERS, RECEPTION AREA

These areas must be cleaned/maintained at least once a day, but more often if necessary. The cleaning company must monitor the situation continually and make arrangements for cleaning services as required. ICASA requires proper cleaning cloths for various areas in colour codes, as follows:

- Yellow – for workstations and equipment
- Blue – for lifts, staircases, walls, windows, paintwork, glass
- Red – for bathrooms
- Green – for kitchens

7. CLEANING ACTIVITIES

The following should be cleaned and dusted daily, with a soft cloth or duster:

- a) All contents of each room/open area.
- b) All surfaces (including, but not limited to desks, credenzas and bookcases) and partitions.
- c) All vertical surfaces to be dusted up to a height of 2.4 metres.
- d) All artwork and frames.
- e) Wooden panels and partitions.
- f) Dust all window ledges and skirting boards.
- g) Wipe all light switches.
- h) Dust ceiling lights (**weekly**)
- i) Vacuuming.

7.1 Doors

- a) Remove all dirty spots on wooden/aluminium or similar doors – daily.
- b) Polish doorknobs with an approved metal polish, where applicable – weekly.
- c) Wash all glass doors (inside and outside) with a degreasing agent and equipment that will not scratch the surface, as required – weekly or on request.

7.2 Furniture and Electronics

- a) Polish wooden furniture with an approved polish. Such polish should not be greasy and should not come off on anything it comes into contact with after it has been polished – **weekly**.
- b) Do not polish any laminated furniture.
- c) Remove all dirty spots from glass tops, desks and other furniture, such as bookcases, empty shelves – **daily**
- d) Damp-wash those parts of furniture covered in leather or imitation leather – **daily**.
- e) Treat upholstered or leather-covered parts of furniture with an approved agent – **monthly**.
- f) Vacuum those parts of furniture covered with fabric – **weekly**.
- g) Wipe telephones & computers with a damp cloth using a suitable diluted disinfectant – **daily**.

7.3 Internal Walls

- a) Remove all spots such as fingerprints on walls, paintwork, and electric switches – **daily**.

7.4 Blinds

- a) Dust blinds – **weekly**.
- b) Clean blinds – **monthly**.

7.5 Glass partitioning and patios (if any)

- a) Wash all full-height and low-level glass partitioning – **weekly or on request**.
- b) Mop and polish all the patios (if any) – **weekly or on request**

7.6 Floors and stairs

- a) Clean all floors to maintain a high gloss – **daily**.
- b) Should entry to offices or high traffic make it difficult to treat floors, it should be done before office hours.
- c) Wash floors with an appropriate disinfectant – **daily**.

7.7 Carpets

- a) High-traffic areas like passages – cleaned/vacuumed **daily**.
- b) Boardroom facilities – cleaned/vacuumed **daily**.
- c) Clean spots or stains daily. Guard against the use of cleaning agents that could damage or discolour the carpets.
- d) The carpets should then be washed with an appropriate carpet washing machine – deep cleaning **bi-annually**.
- e) When carpets are washed, dirty marks or stains should be removed after which the carpet should be thoroughly vacuumed. It should be always ensured that the carpets do not become excessively wet. All water should be removed until the carpets are damp only. Occupants should be requested not to walk on the damp carpets, if possible. Washing of carpets will be done regularly or when requested, after hours or on weekends (as arranged).
- f) Carpets to be vacuumed – **daily**.

7.8 Offices, Boardrooms, Reception, Open Plan, Entertainment/Pause Areas, & Passages

- 7.8.1 Clean water bottles and drinking glasses and refill with fresh water.
- 7.8.2 During meetings, fresh water, coffee and tea should be available in the locations to be informed by the client.
- 7.8.3 During meetings and official functions, all cutlery and dishes must be cleaned up on the same day, or as otherwise arranged with ICASA.
- 7.8.4 Making tea/coffee and refreshments for meetings and washing dishes and utensils thereafter (as and when required).
- 7.8.5 Tidy magazines and newspapers on coffee tables and/or shelving cabinets.
- 7.8.6 Empty and clean waste bins - **daily**.
- 7.8.7 Clean telephone instruments, office equipment, microwave surfaces (inside and outside), all cupboards (inside and outside), counter tops and work surfaces, inside and outside surfaces of refrigerators, kettles and urns.

7.9 Storerooms

- 7.9.1 Cleaning & dusting of all shelves and storage cupboards (**Monthly**)
- 7.9.2 Removal of all disposable packaging and re-packing of storerooms (**quarterly**)
- 7.9.3 Cleaning and/or washing of storerooms floors, walls and windows (**quarterly/bi-annually**).

7.10 Windows

- a) Clean interior faces of windows on all floors, - **quarterly**.

7.11 Parking bays, ramps & surrounding areas

- a) Clean and remove any refuse from all ICASA parking bays;

7.12 Waste Removal

- a) Empty all waste bins at offices, kitchen, bathrooms and general areas – daily.
- b) All rubbish bins should be washed with an approved disinfectant.
- c) Sufficient rubbish bags need to be provided daily to line the bins at the kitchens, or general areas (at the service provider's cost).
- d) All rubbish bags will be removed from the containers with the rubbish intact and the containers will be lined with new bags - **daily**.
- e) The contents of waste bins and other office rubbish should be removed neatly in bags and deposited at the collecting points of rubbish bins provided for this purpose.
- f) Rubbish bags may not be dragged across floors or carpet tiles as the bags may be damaged.

7.13 Kitchens

- a) Kitchen floors to be washed - **daily**.
- b) Counters tops to be washed - **daily**.
- c) Cupboards to be cleaned and washed inside weekly to avoid infestation.
- d) Clean fridges, including those in offices – **weekly**
- e) Clean microwaves and other kitchen appliances – **daily**
- f) Empty and clean waste bins (**x2 daily**)
- g) Wash dishcloths and drying cloths
- h) Wash up and pack away any crockery and cutlery – **2 x daily or as additionally required**.

7.14 Pictures

- a. Dust frames - **daily**
- b. Damp wipe frames - **weekly**
- c. Clean glass with glass cleaner – **monthly**

8 CLEANING EQUIPMENT

Every worker must have cleaning resources, which include, but not limited to the following:

- 8.5** Broom;
- 8.6** Long/short dusters (colour coded);
- 8.7** Mops;
- 8.8** Pingel
- 8.9** Scrubbing brushes;
- 8.10** Buckets;
- 8.11** Buffing machine, buffing liners (when necessary);
- 8.12** Furniture polish;
- 8.13** Multipurpose cleaner;
- 8.14** Disinfectant hand soap;
- 8.15** Dusters;
- 8.16** Scourers;
- 8.17** Dust pans;
- 8.18** Cleaning gloves;
- 8.19** Plastic bags for waste collection;
- 8.20** Wet floor warning sign boards, where necessary;
- 8.21** And all other necessary cleaning material/equipment, line with approved cleaning industry regulations
- 8.22** Washing up Dish Cloths and Drying Cloths; and

8.23 Vacuum cleaner

7.1 Warning Boards

Clearly readable warning boards or signs shall be appropriately displayed where the rendering of the service may cause injury to any person(s).

8. Staff Requirements/Working Hours

- 8.1** The service provider must provide proof that cleaning personnel have undergone skills and knowledge-based training and qualifications in the professional cleaning industry, by an approved and accredited Services SETA organisation(s).
- 8.2** The service provider shall also be responsible for the provision of supervision. This supervision shall be carried out by a competent and experienced person with the necessary skills, knowledge and qualification at supervisory level. The details of the supervisor shall be provided before the contractor commences with any work on the premises.
- 8.3** The service provider shall also inform the designated Representative of ICASA of any changes in supervisory and cleaning personnel. The supervisor shall also be always contactable.
- 8.4** The service provider shall make provision for additional resources (cleaning personnel, etc) that may be required for quarterly, bi-annual and annual tasks.
- 8.5** The supervisor shall be responsible for the accurate attendance and/or replacement of cleaning staff.
- 8.6** The supervisor shall also be responsible for monitoring the quality of work and the completion of the daily, weekly, fortnightly and monthly check sheets.
- 8.7** The supervisor and/or cleaner must report to ICASA any defects identified e.g. broken mirrors, blocked toilets/urinals, non-functional hygiene equipment, broken windows etc. during the cleaning of the building.
- 8.8** The service provider will ensure the cleaner is available between 07h30 – 16h30 on all working days (Monday – Friday), to maintain an efficient cleaning service at all times to all areas.
- 8.9** Relief or replacement staff must be made available within 2 hours, with proof of training/cleaning knowledge, otherwise penalties will be incurred.
- 8.10** The cleaner must have good communication and people skills as they will be in regular contact with clients and observe ICASA's protocols and office rules.
- 8.11** The cleaner must always maintain a professional level of client service.
- 8.12** The cleaner must ensure safe handling of all office equipment, official documents and any other items when cleaning and should maintain high levels of confidentiality.
- 8.13** The cleaner will be responsible for keeping the refuse area reasonably clean and ensuring the refuse is correctly sorted into the relevant bins.
- 8.14** The cleaner will ensure that the pre-sorted waste coming out of the building is placed

into the correct recycling bins.

8.15 ICASA reserves the right to request the successful service provider and their staff to undergo a security vetting process.

9. Uniform Clothing

- 9.1** Attention should be given to the good presentation and appearance of the cleaner.
- 9.2** The cleaner must be dressed in a good quality uniform, with name/identification badges, shoes, gloves etc. supplied by the service provider at their own cost.
- 9.3** All worn-out uniform and name/identification badges must be replaced with immediate effect at the service provider's cost.
- 9.4** Identification badges must be always worn and be visible while on the premises.
- 9.5** The cleaner's details to be employed on this contract must be furnished beforehand.

10. CLEANING MATERIALS/CHEMICALS & EQUIPMENT(S)

- 10.1** Responding service providers to state specific types of cleaning materials/chemicals and equipment(s) to be used, as well as required quantities monthly, which will be made available for the duration of this RFQ/contract by the service provider.
- 10.2** Responding service providers to provide/list of alternative products and/or equipment(s) that will be supplied for cleaning purpose if different from those mentioned below.
- 10.3** The cleaner must be trained on every aspect relating to the handling of all equipment that they use with regards to this contract. The contracted service provider will be held responsible for any damages or injuries arising from any misuse or negligent use of such equipment by their "on-site" staff member/cleaner(s).
- 10.4** Responding service providers to include items that might have been omitted on the blank spaces provided below.

No.	Description	Quantity
MINIMUM CLEANING MATERIALS & CHEMICALS		
1	Disinfectant	2
2	Black bags (heavy duty)	1
3	Liquid hand soap	1
4	Acceptable glass and mirror cleaner	1
5	Degreasing Agents	1
6	Furniture Polish	2
7	Insecticide	2
8	Disinfectant	2
9	Deep Clean Chemical	2
10	Bin Liners	1
11	Dishwashing Liquid 750ml	2
12	Bleach	2
13	Kitchen Paper Towel	2

EQUIPMENT(S)

Numbering	Description	Quantity
1	Brooms (Interior)	1
2	Buckets (industrial)	1
3	Scrubbing brushes	1
4	Vacuum Cleaner	1
5	Mops	1
6	Buffing Machine/Scrubbing Machines	1
7	Dusters/Cloths	3
9	Polishers	2
10	Carpet cleaning machine	1

11	Janitorial trolleys	1
12	Ladder (long)	1
13	Ladder (short)	1
14	Industrial steam cleaner	1
15	Safety signs/boards	1
16	Dust pans	1
17	Kitchen Paper Towel Dispenser	1 (rental)
18 (Please add, if any)	Vacuum cleaning machine	1

10.5 All equipment should be of an acceptable quality standard. An acceptable quality standard would be equipment of a brand name that is recognized within the facilities management industry as being durable in construction and reliable in service.

10.6 ICASA will inspect the condition of the following cleaning equipment that is needed (before the contract starts).

10.7 The successful service provider must ensure that there's enough back-up cleaning material and equipment.

11. Fire Extinguishers

The service provider and his/her employees shall not, under any circumstances, make use of fire hose reels or other fire extinguishers on the site in the activities attached to the rendering of the services.

12. Flammable and/or poisonous substances

The service provider shall not use or store any poisonous or highly inflammable substances on the premises without the written consent of the ICASA for the rendering of the services or any other purposes.

13. Training

The cleaner must be trained by the service provider (at own cost) on the correct cleaning and hygiene procedures, sorting of waste, importance and procedures in recycling and the impact this has on the environment.

14. Insurance

14.1 Without limiting the obligations of the responding service providers in terms of this Agreement, the contracted service provider shall effect and maintain the following insurances, covering:

- Public liability insurances, in the name of the service provider, covering the service provider and ICASA against liability for the death of / or injury to any person, or loss of / or damage to any property, arising out of / or during this agreement.
- The service provider shall insure all its own possessions and equipment kept on the premises, in its own name.

14.2 All insurance must remain in force for the duration of this agreement, including UIF and accidents for the cleaning staff.

14.3 The service provider hereby guarantees that it shall make the necessary submissions of insurance to the satisfaction of the ICASA (copies of which policies shall be provided to the ICASA annually, within 7 (seven) days of awarding/acceptance of this contract, as proof that the required insurances exist and that it will comply with all terms, requirements and conditions in respect of insurance applicable to this agreement.

15. Cleaners Waiting Area(s)

15.1 The client will be able to provide a cleaners' waiting area.

15.2 The cooking of food will not be tolerated in the cleaners' waiting area, or in any area that is not designated for such purposes.

16. Pest Control Services

16.1 Identify pests and assessing the degree of infestation. Pest control measures should include spraying, rodent bait, chemicals and fogging (i.e. treatment measures methods) – **quarterly**

16.2 Pest control coverage should include, but not limited to fish moths, cockroaches, mosquitoes, ants, mice, rats, flies, termites, booklice, spiders, fruit flies etc.

16.3 Areas of treatment should include, but not limited to the offices, kitchens, boardrooms, meeting rooms, storerooms, filing rooms, library, main entrance areas, fire hydrant closets, toilets, cabling & pipe duct closets, and surrounding areas.

16.4 At the completion of every quarterly service, the service provider must provide ICASA with a written report and/or logbook, with accurate records of all services.

16.5 Mild and odourless chemicals and equipment used must be user-friendly, taking into consideration employees with respiratory medical conditions (e.g. asthma etc.).

16.6 These services must be rendered without impacting the daily operations and activities of ICASA, and compromising the health and safety of employees, by unnecessarily

exposing them to pesticides.

17. Waste Recycling

17.1 ICASA supports the National Waste Management Strategy, a legislative requirement of the National Environmental Management: Waste Act, 2008 (Act No. 59 of 2008). The strategy encourages the separation at the source of recyclable materials from the general waste stream and the reuse of these materials. The objective of recycling is to save resources as well as reduce the environmental impact of waste by reducing the amount of waste disposed at landfills.

17.2 The cleaning personnel shall separate waste (i.e., paper, tins, bottles, food, plastics, toners, light bulbs etc.) collected from emptying of dustbins and put them in the recycling bins on a daily basis (once in the morning and once in the afternoon).

17.3 The service provider shall either have the waste collected by a recycling company or taking it to a registered waste management drop-off centres/disposal sites, in line with applicable municipal by-laws and legislation.

17.4 The service provider must be registered with the local authority or approved relevant authority as the waste handler/transporter – please provide valid proof.

17.5 The service provider must comply with all relevant legislation pertaining to waste management and the environment, including, but not limited to Waste Information Regulations (Government Notice No R 625 of 2012). Failure to comply with these requirements may constitute an offence in terms of the National Environmental Management: Waste Act, 2008 (Act 59 of 2008).

17.6 The service provider shall maintain their knowledge and skills at levels consistent with development in technology, legislation, and management of waste.

17.7 The service provider must ensure that the waste permit from the registered disposal site to be used is available, if so requested, and suitable for waste disposed there.

17.8 The service provider to supply ICASA with waste recycling bins, to be placed at identified common areas within each floor of the building.

Table 1: The waste recycling bins must be clearly marked for each type of refuse.

Service Description	Service Task	Intervals
Wet-waste removal/collection	Removal of recyclable wet waste from offices to temporary storage Removal of recyclable wet waste from the building premises to a recognised waste recycling/disposal site	Daily, at 09h00 & 14h00 Every 2nd business day
Dry-waste removal/collection	Removal of recyclable dry waste (e.g. paper, newspapers, card boxes, plastic, bottles etc.) from the offices Removal of recyclable dry waste (e.g. paper, newspaper, card boxes, plastic, bottles etc.) from the building premises to a recognised waste recycling/disposal site	Daily, at 09h00 & 14h00 Once a week
Waste-to-landfill (non-recycled) removal/collection	Removal of non-recyclable waste materials to a recognised waste recycling, landfill and/or disposal site (e.g. irreparable assets – approved for disposal)	Once a week, or as & when required

18. ADDITIONAL SERVICES REQUIRED

- 18.1** This section defines additional services that will fulfil ICASA's tender requirements as set out in this document.
- 18.2** Successful service provider' will assist in the preparing and serving of refreshments at pre-arranged times;
- 18.3** Service provider will be responsible for cleaning of windowpanes, that can be accessed without special aids such as ladders or scaffolding; and
- 18.4** Bidders will be required to clean and maintain of the front sidewalk, paved areas and garden.

19. CONDITIONS

- 19.1** It is a condition of this bid that any damages caused by the successful service provider during maintenance or replacement of any equipment, the cost of repairs thereof will be recouped from the successful service provider.
- 19.2** The successful bidder shall at its own cost maintain public liability insurance for accidents, injury or death during the execution of its contract. Proof of such valid insurance must be submitted with bid before closing time.
- 19.3** The service provider will always use good quality materials and in accordance with SABS specification.
- 19.4** Any electrical equipment used must comply with SABS, SANS and CKS specifications/certification requirements. (Compliance certificate(s) from SABS must be submitted).
- 19.5** All installations and removals of the equipment will be subject to written consent from ICASA. The successful service provider is liable for any damages of the premises when equipment is to be removed for example any repairs, which includes but not limited to the replacement of wall tiles, patching/fixing drilled holes etc. to the premises.
- 19.6** Where necessary, all batteries to be provided and replaced by the service provider, at their own cost.
- 19.7** Service provider must submit material safety data sheet for treatment of chemicals to be used in the provision of hygiene services.

20. PRICE SCHEDULE

A pricing template below is provided. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples. If the format below does not consider expenses which would be borne by the service provider, please feel free to add:

PRICE SCHEDULE (A) – Cleaning x 8 Months contract							
BIDDERS MUST COMPLETE THIS SCHEDULE IN ORDER TO BE CONSIDERED							
	A	B	C	D	E	F	G
Description	Total Number of Staff	Monthly hours per staff member	Monthly Rate per Staff Member	Total Price of Labour (monthly) $=A+B+C$	Overheads (Monthly) (i.e. admin costs, transport costs etc.)	Total Price per month (excl. VAT) $= D+E$	Total Price per month (incl. VAT)
			R c	R c	R c	R c	R c
Cleaner (1)	One (1)						
TOTAL							

PRICE SCHEDULE (B) OFFICE CLEANING AND WASTE MANAGEMENT

Description	Contract Period	Total Contract Price (excl. VAT) R	VAT Portion R	Total Contract Price (incl. VAT) R
Office Cleaning (Cleaner cost and cleaning material/consumables) & Waste Management Services (Monthly) at R_____ per month	40 months	R_____	R_____	R_____
Pest Control Services (Quarterly) at R_____ per quarter	13 Quarters	R_____	R_____	R_____
GRAND TOTAL				R_____

21. SITE VISITS

Service providers may visit ICASA premises per appointment. To arrange an appointment kindly liaise with Desmond Johns 083 262 9402. In addition, any specification enquiries should be directed to Boitumelo Phayane 082 439 0002.