

**SECTION 2.1: SPECIFICATIONS**

Bidders are invited to submit tenders to render cleaning services for the next 3 budgetary years. The tender amounts for the services to be rendered must be indicated in the summary hereafter for December 2022. The dates there-after for 2023 and 2024 will be for the same **number of days and number of employees** but the time frames will be communicated 90 days in advance for the December holiday periods. Please note that no additional amounts will be paid on public holidays and Sundays during the December and January Holiday periods, other than the tender amount per day provided for in the sheet below, therefore please consider the number of Sundays and public holidays over these periods and make provision to comply with the conditions of the labour act with regards to remuneration on Sundays and Public Holidays.

**A - Cleaning services:**

**The duties of the successful bidder are as follows:**

Cleaning of ablutions, chalets and municipal buildings as pointed out at the resort in the following manner and on a daily, ongoing basis:

| Specifications   | Comply Yes/No | Page to reference |
|--|---------------|-------------------|
| 1. Clean all floors with a broom to ensure that the floors are free from dust and dirt.  |               |                   |
| 2. Wash and scrub floors with a brush and mop with tile cleaner and a multi purpose cleaner/pine gel. Ensure that the floor is dry after cleaning it. Place slippery when wet signs in a visible position on the floor while cleaning the floor and if it is wet.  |               |                   |
| 3. Scrub all toilets, bathtubs, basins, shower and wall tiles and the shower floor with a brush by using pine gel and a disinfectant throughout the day to ensure the ablution facilities are clean. Ensure that the floor is dry after cleaning it.   |               |                   |
| 4. Clean all taps, showerheads, mirrors, door handles and light switches by using sponges and cleaning products for this purpose.  |               |                   |
| 5. Clean all windows by using window cleaner.  |               |                   |
| 6. Clean all dirty spots on the walls/tiles inside and outside the building and wipe dry with a cloth.   |               |                   |
| 7. Where there is moisture on the interior walls and doors, wipe it dry with a cloth.  |               |                   |
| 8. Remove all garbage bags inside the building and camp and place the garbage bags in the designated bins/or refuse area outside the building. Put new garbage bags in the bins. Wash all bins inside the ablution block daily.  |               |                   |
| 9. Clean all cupboards with a damp cloth and wipe dry.   |               |                   |
| 10. Ensure that all basins are cleaned with abrasive sponges.  |               |                   |
| 11. Chalets, where applicable must be cleaned by wiping all floors with a broom, mop the floor area, clean the shower and toilet by using a brush, clean windows and mirrors by using window cleaner, clean the oven by using a oven cleaner and wipe out the inside of the cupboards with a damp cloth. |               |                   |
| 12. Make sure the area around the ablution blocks, chalets, and municipal buildings are clean and remove all cigarette butts, papers, and other garbage / materials daily.   |               |                   |
| 13. Clean all brooms, mops, rags, buckets regularly (at least twice per day) and other cleaning items daily after use.   |               |                   |

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| 14. | Report any defects, shortages, emergencies, or irregularities immediately at the office.   |  |  |
| 15. | Perform any other reasonable instructions related to your functions.   |  |  |
| 16. | All equipment and material of the contractor must be properly marked.  |  |  |
| 17. | The standard of cleaning services must be in line with al legislative requirements and cleaning materials must be stored in a container which is properly marked with the description cleaning material. |  |  |

To summarize the above requirements the bidder must ensure that the ablution facilities are thoroughly cleaned including the floors, windows, doors, urinals, toilets, shower tiles, wall tiles, mirrors, taps, basins and any other surface within AND OUTSIDE the ablution facility including the dishwashing area. The facility must always be clean and neat.

**B - The succesful bidder must supply the following items at his/her own expence:**

| Specifications  | Comply Yes/No | Page to reference |
|---|---------------|-------------------|
| 1. All clothing, gloves and all other safety items that are required by Law and by the cleaners to effectively perform the cleaning.  |               |                   |
| 2. All household and industrial cleaning materials such as pine gel, window cleaner, Handy Andy, tile cleaner, all-purpose cleaner, disinfectant, bleach, and air fresher, etc. |               |                   |
| 3. All industrial cleaning equipment such as brooms, mops, spray cans, scrubs, toilet bowl brush, hand brush, cloth's, basins, etc.   |               |                   |
| 4. The cleaners must be identifiable by wearing a name tag and a yellow bib.  |               |                   |
| 5. The bidder must use only heavy-duty industrial cleaning equipment  |               |                   |

**C - GENERAL**

| Specifications   | Comply Yes/No | Page to reference |
|--|---------------|-------------------|
| 1. The bidder will be paid 40% of the total tender amount for the period December 2022 on the 22 <sup>nd</sup> of December 2022 and 60% of the total tender amount will be paid on the 13 <sup>th</sup> of January 2023. Please ensure that the invoices reach the Camp Coordinator 5 working days before the above-mentioned payment dates. |               |                   |
| 2. The payment dates for the other periods will be communicated by the Camp Coordinator or his delegate to the successful bidder.  |               |                   |
| 3. The bidder must ensure that he have the necessary cash flow to be able to acquire the cleaning material and equipment and to pay wages as per his/her agreement with his employees by taking into consideration the payment dates as described in point 1 above. The bidder is requested to submit a declaration in this regard with his  |               |                   |

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| <p>tender document confirming that he has the required cash flow.</p>  |  |  |
| <p>4. The bidder must ensure that the total number of cleaners as required in terms of the tender document is at the relevant check in point daily and signs the attendance register which must be made available to the Municipality on their request. The bidder must provide the attendance register and the register must be kept at the security office of the relevant camp.</p>   |  |  |
| <p>5. <b><i>The bidder is responsible for the transportation</i></b> of the cleaners at his/her own cost.</p>  |  |  |
| <p>6. Should the Camp Coordinator or his delegate receives any complaint with regards to the personnel of the bidder not performing their duties in terms of this tender the bidder must meet with the Camp Coordinator within 4 hours of the time the bidder is contacted by the Camp Coordinator or his delegate.</p>  |  |  |
| <p>7. Municipal personnel will be allocated to oversee/inspect the work of the bidders personnel and should the bidders personnel not perform their duties as required in terms of the tender document the Camp Coordinator or his delegate will be notified and the bidder will be requested to rectify the situation within 1 hour after receiving a instruction from the Municipal employee. It is specifically requested that the successful bidder inspect all the ablution facilities twice per day to ensure the cleaning service is rendered in line with the tender specifications. The successful bidder must physically be at the Caravan park for a minimum time of 1 hour per day which must also be indicated on the attendance register kept by the Municipal official at the office of the Caravan Park.</p> |  |  |
| <p>8. Should the bidder deliver sub-standard work a prescribed template will be completed by the Municipal employee and the bidder will be requested to sign the document.</p> <p>9. Cleaning personnel will also act on instruction from the Camp Coordinator or his/her delegate regarding any ad hoc tasks related to secure effective cleaning of the ablution facilities.</p>   |  |  |
| <p>10. The bidder is fully responsible to provide his/her own transport and accommodation for his/her personnel. No free accommodation will be made available at the Caravan Park.</p>   |  |  |
| <p>11. A work agreement must be signed between the successful bidder and his employees before the commencement of the tender period. The successful bidder must provide a declaration to the Camp Coordinator confirming that a work agreement was signed with all his employees.</p>  |  |  |

**D - Other important matters**

| Specifications   | Comply Yes/No | Page to reference |
|--|---------------|-------------------|
| <ul style="list-style-type: none"> <li>- Cleaning personnel must be willing to work on all weekends and public holidays and must always be sober when on duty.</li> </ul>  |               |                   |
| <ul style="list-style-type: none"> <li>- As indicated, all cleaning material and chemicals must be supplied by the bidder and must be of high-quality SABS approved and also to the satisfaction of the Camp Coordinator or his/her delegate.</li> </ul>   |               |                   |
| <ul style="list-style-type: none"> <li>- The bidder must visit the cleaning personnel twice per day to ensure excellent services are rendered and address complaints. The bidder must be at the Caravan Park for a minimum time of 2 hours per day. The attendance register at the Municipal office must be signed by the bidder when entering and when leaving the Caravan Park.</li> </ul> |               |                   |
| <ul style="list-style-type: none"> <li>- The cleaners must wear identification cards and yellow bibs. (The contractor must supply the identification cards with the persons name and the wording "Cleaner" and the name and contact number of the bidder on the identification card and clothing)</li> </ul>   |               |                   |
| <ul style="list-style-type: none"> <li>- Only residents who permanently reside in Hessequa environment area must be used as cleaners.</li> </ul>   |               |                   |
| <ul style="list-style-type: none"> <li>- The bidder is fully responsible for the behavior and performance of the personnel. <b>NO</b> employee of the bidder is allowed to listen music on his phone while working at the Caravan Park.</li> </ul>   |               |                   |
| <ul style="list-style-type: none"> <li>- The bidder is fully responsible for wages of his personnel and the Municipality will not enter into conversations or negotiations with regard to any remuneration or work-related matters with the bidders personnel. The bidder must bring this under the attention of his personnel.</li> </ul>   |               |                   |
| <ul style="list-style-type: none"> <li>- The bidder and his personnel will only communicate with the public through the Camp Coordinator or his/her delegate.</li> </ul>   |               |                   |
| <ul style="list-style-type: none"> <li>- The bidder is fully responsible and accountable for the health and safety of his or her personnel on duty according to the Health and Safety regulations.</li> </ul>  |               |                   |
| <ul style="list-style-type: none"> <li>- The Hessequa Municipality will not be held responsible or accountable for any injury, harm, or losses by any worker of the bidder, the bidder personally or any other person whatsoever.</li> </ul>   |               |                   |
| <ul style="list-style-type: none"> <li>- The bidder must always during the contract period be available on his cell phone and must have airtime available. The bidder must also be willing to be added onto a WhatsApp group for communication purposes.</li> </ul>  |               |                   |

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| <ul style="list-style-type: none"> <li>- A 30 minutes lunch break will be allowed per 8 hours work shift. The time of the lunch break must be discussed with the Camp Coordinator or his/her delegate in advance, but all personnel must take lunch during this time. The bidder must ensure that his personnel are at their allocated ablution facility for the remainder of their shift (7.5 hours).</li> </ul> |  |  |
| <ul style="list-style-type: none"> <li>- The bidder must ensure that sufficient cleaning material and equipment are available at the ablution facility to limit the time spent on collecting cleaning material and equipment from the area where it is stored.</li> </ul>   |  |  |

**E - Penalty fee:**

1. ***A penalty fee of R500.00 of the total contract amount will be levied if any of the following scenarios should present itself:***
  - 1.1 If the bidder does not have **all** the following cleaning material and chemicals such as pine gel, window cleaner, Handy Andy, tile cleaner, all-purpose cleaner, disinfectant, bleach and air fresher available at the relevant camp.
  - 1.2 If the number of cleaning personnel as required i.t.o the specifications are not present at the Caravan park, a penalty of R500.00 per person will be levied.
  - 1.3 If a written warning is issued regarding poor service delivery. A written warning will be issued if 5 templates as per the prescribed document has been issued to the bidder.

**F - Cancellation of the tender:**

The tender will be cancelled if 2 written warnings is issued during one continues working period. If the tender gets cancelled the bidder will only get paid up to the last day on which the service was rendered.

**G - Important information:**

Please note that the Municipality reserves the right to not accept any bids or to accept part of a bid. Due to risk management factors no award will be made to one contractor for rendering services at both Preekstoel Caravan Park and Ellensrust Caravan Park. The maximum number of Caravan Parks awarded to a single bidder will be capped at three Caravan Parks. For this purpose, the Witsand Middel and East Caravan Park will be seen as one Caravan Park.

**Failure to adhere to the beforementioned may result in your tender being declared non-responsive.**

DECLARATION,

I, THE UNDERSIGNED (NAME) .....  
 CERTIFY THAT THE INFORMATION FURNISHED ABOVE IS CORRECT. I ACCEPT THAT THE MUNICIPALITY MAY ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

Initials of Service Provider's Authority: .....

AUTHORISED SIGNATURE: .....

NAME: .....

CAPACITY: .....DATE: .....

Initials of Service Provider's Authority: .....