



INDUSTRIAL DEVELOPMENT CORPORATION

REQUEST FOR PROPOSAL (RFP) FOR THE PROVISION OF CLEANING AND HYGINE SERVICES

RFP number	T22-04-26
Issue date	30 April 2026
Compulsory briefing session	08 May 2026 at 10h30, IDC Head office, 19 Fredman Drive, Sandown, Sandton
Closing date and time	14 May 2026
Tender validity period	120 days from the closing date and time
Responses to this RFP should ONLY be forwarded to:	<a href="https://idcza-my.sharepoint.com/:f:/g/personal/moitlisim_idc_co_za/IgDn1SubLi2nRJ30OUHLZ-6gAULd2NxtX2gFLNLdJEd_H4Q">https://idcza-my.sharepoint.com/:f:/g/personal/moitlisim_idc_co_za/IgDn1SubLi2nRJ30OUHLZ-6gAULd2NxtX2gFLNLdJEd_H4Q</a>

**NB: All enquiries regarding this RFP must be forwarded to the Procurement Specialist Hleketa Hlongwane at [HleketaH@idc.co.za](mailto:HleketaH@idc.co.za) within three (3) days after the RFP has been issued. No enquiries from bidders will be entertained after the closing date of this RFP and during the subsequent evaluation processes. IDC however reserves the right to clarify any information with any bidder regarding their response to this RFP.**

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**SECTION 1: GENERAL CONDITIONS OF BID**

## SECTION 1: GENERAL CONDITION OF BID

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### 1. PROPRIETARY INFORMATION

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Industrial Development Corporation of SA Ltd (IDC) considers this Request for Proposal (RFP) and all related information, either written or verbal, which is provided to the respondent, to be proprietary to IDC. It shall be kept confidential by the respondent and its officers, employees, agents and representatives. The respondent shall not disclose, publish, or advertise this RFP or related information to any third party without the prior written consent of IDC.

### 2. ENQUIRIES

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2.1. All communication and attempts to solicit information of any kind relative to this RFP should be submitted **in writing** to:

Name: Hleketa Hlongwane

Telephone Number: Office: 011 269 3032

Email address: [HleketaH@idc.co.za](mailto:HleketaH@idc.co.za)

2.2. Enquiries in relation to this RFP will not be entertained after **08 May 2026**.

2.3. The enquiries will be consolidated, and IDC will issue one response, and such response will be posted, within two days after the last day of enquiries, onto the IDC website ([www.idc.co.za](http://www.idc.co.za)) under tenders i.e., next to the same RFP document.

2.4. The IDC may respond to any enquiry in its absolute discretion and the bidder acknowledges that it will have no claim against the IDC on the basis that its bid was disadvantaged by lack of information, or inability to resolve ambiguities.

### 3. BID VALIDITY PERIOD

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3.1. Responses to this RFP received from bidders will be valid for a period of **120** days counted from the bid closing date.

### 4. INSTRUCTIONS ON SUBMISSION OF BIDS

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4.1. Bid responses must be submitted in electronic format only and must be uploaded to the dedicated link as provided herein.

4.2. Bid responses should be in generally acceptable / standard electronic file format/s (i.e., Microsoft suite of products or pdf) to enable access thereto by the IDC for purposes of evaluating responses received. Where documents are presented in a format which cannot be accessed by the IDC through generally acceptable formats, such bid response will be disqualified.

4.3. The closing date for the submission of bids is **14 May 2026** not later than 11h00 AM (before midday). No late bids will be considered. Bids must only be sent to [https://idcza-my.sharepoint.com/:f/g/personal/moitlisim\\_idc\\_co\\_za/lqDn1SubLi2nRJ30OUHLZ-6qAULd2NxtX2qFLNLdJEd\\_H4Q](https://idcza-my.sharepoint.com/:f/g/personal/moitlisim_idc_co_za/lqDn1SubLi2nRJ30OUHLZ-6qAULd2NxtX2qFLNLdJEd_H4Q). Bids sent to any other platform other than the one specified herein will be disqualified and will not be considered for evaluation. It is the bidder's responsibility to ensure that the bid is sent to the correct platform and that this is received by the IDC before the closing date and time in IDC's dedicated tender e-mail inbox / address [https://idcza-my.sharepoint.com/:f/g/personal/moitlisim\\_idc\\_co\\_za/lqDn1SubLi2nRJ30OUHLZ-6qAULd2NxtX2qFLNLdJEd\\_H4Q](https://idcza-my.sharepoint.com/:f/g/personal/moitlisim_idc_co_za/lqDn1SubLi2nRJ30OUHLZ-6qAULd2NxtX2qFLNLdJEd_H4Q).

4.4. Bidders are advised to submit / send its bid responses at least 30 minutes before the 11h00 AM deadline to avoid any technical challenges in this regard which may result in bid responses being received late. IDC's e-mail servers are configured to receive e-mails with sizes up to 50MB.

4.5. The IDC will not be held responsible for any of the following:

- 4.5.1. bid responses sent to the incorrect link.
- 4.5.2. bid responses being inaccessible due to non-standard electronic file formats being utilised to submit responses by bidders.
- 4.5.3. any security breaches and unlawful interception of tender / bid responses by third parties outside the IDC's IT network domain.
- 4.5.4. bid responses received late due to any IT network related congestions and/or technical challenges; and
- 4.5.5. bid responses with file size limits greater than IDC's e-mail receipt capacity of 50MB.
- 4.6. Only responses received via the specified link will be considered.
- 4.7. Where a complete bid response (Inclusive of all relevant Schedules) is **not received** by the IDC in its electronic email tender box [https://idcza-my.sharepoint.com/:f:/g/personal/moitlisim\\_idc\\_co\\_za/lqDn1SubLi2nRJ30OUHLZ-6qAULd2NxtX2qFLNLdJEd\\_H4Q](https://idcza-my.sharepoint.com/:f:/g/personal/moitlisim_idc_co_za/lqDn1SubLi2nRJ30OUHLZ-6qAULd2NxtX2qFLNLdJEd_H4Q) by the closing date and time, such a bid response will be regarded as incomplete and late. Such late and / or incomplete bid will be disqualified. **It is the IDC's policy not to consider late bids for tender evaluation.**
- 4.8. Amended bids may be sent to the electronic tender box [https://idcza-my.sharepoint.com/:f:/g/personal/moitlisim\\_idc\\_co\\_za/lqDn1SubLi2nRJ30OUHLZ-6qAULd2NxtX2qFLNLdJEd\\_H4Q](https://idcza-my.sharepoint.com/:f:/g/personal/moitlisim_idc_co_za/lqDn1SubLi2nRJ30OUHLZ-6qAULd2NxtX2qFLNLdJEd_H4Q) marked "Amendment to bid" and should be received by the IDC **before** the closing date and time of the bid.

## 5. PREPARATION OF BID RESPONSE

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- 5.1. All the documentation submitted in response to this RFP must be in English.
- 5.2. The bidder is responsible for all the costs that it shall incur related to the preparation and submission of the bid document.
- 5.3. Bids submitted by bidders which are companies or are comprised of companies must be signed by a person or persons duly authorised thereto by a resolution of the applicable Board of Directors, a copy of which Resolution, duly certified, must be submitted with the bid.
- 5.4. The bidder should check the numbers of the pages of its bid to satisfy itself that none are missing or duplicated. No liability will be accepted by IDC in regard to anything arising from the fact that pages of a bid are missing or duplicated.
- 5.5. Bidder's tax affairs with SARS must be in order (tax compliant status) and bidders must provide written confirmation to this effect as part of their tender response.
- 5.6. In the event that the bidding structure is a Prime Contractor with Sub-contractor/(s), then the Prime Contractor must not hold lower % of the contract value than **any** of the subcontractors.

## 6. SUPPLIER PERFORMANCE MANAGEMENT

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- 6.1. Supplier Performance Management is viewed by the IDC as a critical component in ensuring value for money acquisition and good supplier relations between the IDC and all its suppliers.
- 6.2. The successful bidder shall upon receipt of written notification of an award, be required to conclude a Service Level Agreement (SLA) with the IDC, which will form an integral part of the supply agreement. The SLA will serve as a tool to measure, monitor, and assess the supplier performance and ensure effective delivery of service, quality and value-add to IDC's business.
- 6.3. Successful bidders will be required to comply with the above condition and also provide a scorecard on how their product / service offering is being measured to achieve the objectives of this condition.

## **7. ENTERPRISE AND SUPPLIER DEVELOPMENT**

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The IDC promotes enterprise development. In this regard, successful bidders may be required to mentor SMMs and/ or Youth-Owned businesses. The implications of such arrangement will be subject to negotiations between the IDC and the successful bidder.

## **8. IDC'S RIGHTS**

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- 8.1.** The IDC is entitled to amend any bid condition, bid validity period, RFP specification, or extend the bid closing date, all before the bid closing date. All bidders, to whom the RFP documents have been issued and where the IDC have record of such bidders, may be advised in writing of such amendments in good time and any such changes will also be posted on the IDC's website under the relevant tender information. All prospective bidders should therefore ensure that they visit the website regularly and before they submit their bid response to ensure that they are kept updated on any amendments in this regard.
- 8.2.** The IDC reserves the right not to accept the lowest priced bid or any bid in part or in whole. It normally awards the contract to the bidder who proves to be fully capable of handling the contract and whose bid is functionally acceptable and financially advantageous to the IDC.
- 8.3.** The IDC reserves the right to conduct site visits at bidder's corporate offices and / or at client sites if so required.
- 8.4.** The IDC reserves the right to request all relevant information, agreements, and other documents to verify information supplied in the bid response. The bidder hereby gives consent to the IDC to conduct background checks, including FICA verification, on the bidding entity and any of its directors / trustees / shareholders / members.
- 8.5.** The IDC reserves the right, at its sole discretion, to appoint any number of vendors to be part of this panel of service providers, if applicable (i.e., where a panel is considered).
- 8.6.** The IDC reserves the right of final decision on the interpretation of its tender requirements and responses thereto.
- 8.7.** The IDC reserves the right to consider professional conduct and experiences it had with any bidder which rendered similar services to the IDC in the past 5 years over and above the references put forward by the bidder in its response.

## **9. UNDERTAKINGS BY THE BIDDER**

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- 9.1.** By submitting a bid in response to the RFP, the bidder will be taken to offer to render all or any of the services described in the bid response submitted by it to the IDC on the terms and conditions and in accordance with the specifications stipulated in this RFP document.
- 9.2.** The bidder shall prepare for a possible presentation should IDC require such and the bidder will be required to make such presentation within five (5) days from the date the bidder is notified of the presentation. Such presentation may include a practical demonstration of products or services as called for in this RFP.
- 9.3.** The bidder agrees that the offer contained in its bid shall remain binding upon him/her and receptive for acceptance by the IDC during the bid validity period indicated in this RFP and its acceptance shall be subject to the terms and conditions contained in this RFP document read with the bid.
- 9.4.** The bidder furthermore confirms that he/she has satisfied himself/herself as to the correctness and validity of his/her bid response; that the price(s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents; and that the price(s) and rate(s) cover all his/her obligations under a resulting contract for the services contemplated in this RFP; and that he/she accepts that any mistakes regarding price(s) and calculations will be at his/her risk.
- 9.5.** The successful bidder accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under the supply agreement and SLA to be concluded with IDC, as the principal(s) liable for the due fulfilment of such contract.

- 9.6.** The bidder accepts that all costs incurred in the preparation, presentation and demonstration of the solution offered by it shall be for the account of the bidder. All supporting documentation and manuals submitted with its bid will become IDC property unless otherwise stated by the bidder/s at the time of submission.

## **10. REASONS FOR DISQUALIFICATION**

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- 10.1.** The IDC reserves the right to disqualify any bidder which does any one or more of the following, and such disqualification may take place without prior notice to the offending bidder:
- 10.1.1. bidder whose Tax Status is non-compliant, after they have been notified accordingly and remain non-compliant.
  - 10.1.2. bidder who submits incomplete information and documentation according to the requirements of this RFP document.
  - 10.1.3. bidder who submits information that is fraudulent, factually untrue, or inaccurate information.
  - 10.1.4. bidder who receives information not available to other potential bidders through fraudulent means.
  - 10.1.5. bidder who does not comply with any of the mandatory requirements as stipulated in the RFP document.
  - 10.1.6. bidder who fails to comply with POPIA requirements as listed herein.
  - 10.1.7. bidder, as the prime contractor, who holds a lower percentage in terms of the value of the contract than any of its subcontractor/(s).

## **11. RETURNABLE SCHEDULES**

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Bidders shall submit their bid responses in accordance with the returnable schedules specified below (each schedule must be clearly marked):

- 11.1. Cover Page:** (the cover page must clearly indicate the RFP reference number, bid description and the bidder's name)

### **11.2. Schedule 1:**

- 11.2.1. Executive Summary (explaining how you understand the requirements of this RFP and the summary of your proposed solution)

### **11.3. Schedule 2:**

- 11.3.1. Copy of Board Resolution, duly certified.
- 11.3.2. Originally certified copy of ID document for the Company Representative.
- 11.3.3. Annexure 2: Acceptance of Bid Conditions and Bidder's Details (duly completed and signed).
- 11.3.4. Annexure 3: Tax Compliance Requirements (duly completed and signed).
- 11.3.5. Annexure 4: Bidders Disclosure (duly completed and signed).
- 11.3.6. Annexure 5: Shareholders and Directors Information (duly completed and signed)
- 11.3.7. Annexure 6: BEE Commitment Plan.
  - 11.3.7.1. Bidders must submit a B-BBEE verification certificate. For Exempted Micro Enterprises (EME) with an annual revenue of less than R10 million and Qualifying Small Enterprises (QSE) with an annual revenue of between R10 million and R50 million per annum, a sworn affidavit confirming the annual total revenue and level of black ownership may be submitted. Any misrepresentation in terms of the declaration constitutes a criminal offence as set out in the B-BBEE Act as amended.
- 11.3.8. Annexure 7 Disclosure Statement (duly responded to).

- 11.3.9. Annexure 8 Privacy & Protection of Personal Information (duly completed and signed, if applicable).
- 11.3.10. Statement of Financial Position of the Bidder: Latest Audited Financial Statements (where applicable in terms of the Company's Act) and/or independently reviewed financial statements and/or Cashflow Budget for new entities with no financial records.
- 11.3.11. Copy of Joint Venture/ Consortium/ Subcontracting Agreement duly signed by all parties (if applicable).

**Note: If a bidder is a Consortium, Joint Venture or Prime Contractor with Subcontractor(s), the documents listed above must be submitted for each Consortium/ JV member or Prime Contractor and Subcontractor(s).**

#### **11.4. Schedule 3:**

Response to Section 2: Functional Requirements Specification, in line with the format indicated in this RFP document.

- 11.4.1. Annexure 1: Response format for section 2 of this RFP document duly completed and signed.

#### **11.5. Schedule 4:**

Price Proposal (response to Section 3 Cost Proposal of this RFP document).

**Note: Must be submitted as a separate file/document marked Schedule 4: Price/Cost Proposal)**

## **12. EVALUATION CRITERIA AND WEIGHTINGS**

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Bids shall be evaluated in terms of the following process:

**12.1. Phase 1: Initial Screening Process:** During this phase, bid responses will be reviewed for purposes of assessing compliance with RFP requirements including the general bid conditions and also the Specific Conditions of Bid, which requirements include the following:

- IDC will make use of the Central Supplier Database (CSD) to access key information which is required to conduct supplier vetting including Company Registration status, tax compliance status and any other relevant checks conducted on CSD.
- In the event that the bidding structure is a Prime Contractor with Sub-contractor/(s), then IDC will evaluate the information provided in Annexure 2 (Acceptance of Bid Conditions and Bidder's Details) and if determined that the Prime Contractor holds a lower percentage in terms of the value of the contract than any of its subcontractor/(s), then the bid will be disqualified.
- Submission of ID copy for the Company Representative as referenced in 11.3.2 above.
- BEE Status Certification as referenced in 11.3.7.1 above.
- Completion of all Standard Bidding Documents and other requirements, as reflected in this RFP, which covers the following:
  - Section 2: Statement of compliance with the Functional Evaluation Criteria for this RFP.
  - Section 3: Cost Proposal and Price Declaration Form.
  - Annexure 1: Bidders Experience & Project Team.
  - Annexure 2: Acceptance of Bid Conditions.
  - Annexure 3: Tax Compliance Requirements.
  - Annexure 4: Bidder's Disclosure.
  - Annexure 5: Shareholders' Information/ Group Structure.
  - Annexure 6: BEE Commitment Plan.
  - Annexure 7: Disclosure Statement.

- Annexure 8: Privacy & Protection of Personal Information Act 4 of 2013 Requirements.

**Note: Failure to comply with the requirements assessed in Phase 1 (compliance), may lead to disqualification of bids.**

## 12.2. Phase 2: Technical/ Functionality Evaluation

Bid responses will be evaluated in accordance with the Functional criteria as follows:

### 12.2.1. Mandatory Functional/ Technical Requirements

All bid responses that do not meet the Mandatory Functional Requirements will be disqualified and will not be considered for further evaluation on the Other Functional Requirements. The Mandatory Functional Requirements are stated in section 2 of this RFP document.

**Note: Failure to comply with the Mandatory Functional Requirements assessed in this phase will lead to disqualification of bids.**

### 12.2.2. Other Functional/ Technical Requirements

With regards to the other Functional Requirements, the following criteria (set out in more detail in section 2 of this RFP document) and the associated weightings will be applicable:

Number	ELEMENT	WEIGHT
1	<i>Bidder's Relevant Experience</i>	30
2	<i>Bidder's Proposed Methodology</i>	40
3	<i>Qualifications, Skills and Experience of The Team</i>	30
<b>TOTAL</b>		<b>100%</b>

**Note: The minimum qualifying score for functionality is 70%. All bidders that fail to achieve the minimum qualifying score on functionality shall not be considered for further evaluation on Price and Specific Goals.**

## 12.3. Phase 3: Preference Point System

All bids that achieve the minimum qualifying score for Functionality (acceptable bids) will be evaluated further in terms of the preference point system, as follows:

CRITERIA	POINTS	POINTS
Price	<b>80</b>	<b>90</b>
Specific Goals <sup>1</sup>	<b>20</b>	<b>10</b>
<b>TOTAL</b>	<b>100</b>	<b>100</b>

<sup>1</sup>Specific Goals for this tender and points that may be claimed are indicated per table below:

SPECIFIC GOALS	POINTS	POINTS
	(80/20 system)	(90/10 system)
Black ownership <sup>2</sup>	<b>10</b>	<b>5</b>
30% Black women ownership	<b>5</b>	<b>2</b>
Any % of ownership by Black Designated Groups <sup>3</sup>	<b>2</b>	<b>1</b>
Reconstruction Development Programme Objective: Promotion of SMMEs (Entities that are EME or QSE)	<b>3</b>	<b>2</b>
<b>TOTAL POINTS</b>	<b>20</b>	<b>10</b>

<sup>2</sup>Black ownership: 100% black owned entities will score the full 10 points (if 80/20 system) or 5 points (if 90/10 system), and between 51% - 99.99% black owned entities will score 4 points (if 80/20 system) or 2 points (if 90/10 System).

<sup>3</sup>Black Designated Groups has the meaning assigned to it in the codes of good practice issued in terms of section 9(1) of the Broad-Based Black Economic Act as amended.

**Note:** Only enterprises with direct Black shareholding that fall under the four categories below be considered for allocation of points on Specific Goal:

- Exercisable voting rights in the hands of Black people
- Exercisable voting rights in the hands of Black women
- Exercisable voting rights in the hands of Black Designated Groups
- Employee Share Ownership Programmes (“ESOPs”) with direct shareholding and exercisable voting rights in the hands of Black People, Black woman, and Black Designated Groups

#### **12.4. Phase 4: Objective Criteria**

This contract will be awarded to the bidder scoring the highest points unless an objective criterion justifies the award of the tender to a bidder other than the highest scoring bidder.

##### **12.4.1. Objective Criteria are:**

The bidder must pose less risk to the IDC. The risk will be assessed in terms of, but not limited to, the following:

- Reputational Risk: This will be assessed in line with the bidder’s disclosure (Refer to Annexure 7: Disclosure statement of this document) and the IDC Compliance and Regulatory Affairs Department (CRAD) screening report.
- Concentration Risk: Over exposure to a single bidder.
- The bidder’s financial capability in relation to the execution of the contract.
- The bidder’s past performance in IDC contracts.

### **13. PROMOTION OF EMERGING BLACK OWNED SERVICE PROVIDERS**

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It is the IDC’s objective to promote transformation across all industries and/ or sectors of the South African economy and as such, bidders are encouraged to partner with a black owned entity (being 50%+1 black owned and controlled). Such partnership may include the formation of a Joint Venture and/ or subcontracting agreement etc., where a portion of the work under this tender would be undertaken by black owned entities. To give effect to this requirement, bidders are required to submit a partnership / subcontracting proposal detailing the portion of work to be outsourced, level of involvement of the black owned partner and where relevant, submit either a consolidated B-BBEE scorecard or each bidder of the partnership in their individual capacity to submit a BEE certificate or Sworn Affidavit in case of an EME or QSE which will be considered as part of the Specific Goals scoring listed in 12.3.

## **SECTION 2: FUNCTIONAL REQUIREMENTS SPECIFICATION**

## SECTION 2: FUNCTIONAL REQUIREMENTS

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### 1. SPECIAL INSTRUCTIONS TO BIDDERS

- 1.1. Should a bidder have reason to believe that the Functional Requirements are not open/fair and/or are written for a particular service provider; the bidder must notify IDC Procurement within five (5) days after publication of the RFP.
- 1.2. Bidders shall provide full and accurate answers to the questions posed in this RFP document, and, where required explicitly state “Comply/Not Comply” regarding compliance with the requirements. Bidders **must** substantiate their response to all questions, including full details on how their proposal/solution will address specific functional/ technical requirements; failure to substantiate may lead to the bidder being disqualified. All documents as indicated must be supplied as part of the bid response.
- 1.3. Failure to comply with Mandatory Requirements may lead to the bidder being disqualified.

### 2. BACKGROUND INFORMATION

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The IDC Head Office is situated on 19 Fredman Drive, Sandown, Sandton, Johannesburg. It comprises of three adjacently located buildings. The buildings are fairly seasoned in terms of service length with a combined average service of over 30 years.

The IDC seeks to appoint a professional service provider to conduct general cleaning and hygiene services for the offices, deep cleaning of bathrooms and carpets as well as cleaning of the exterior & interior windows.

The IDC’s core hours are between 07H00 – 17H00 from Monday to Friday, with a limited number of employees working extended hours; thus, the service provider needs to conduct bulk cleaning works at night and routine cleaning work during operational hours/ during the day to not disrupt IDC operations.

#### 2.1. Cleaning services

##### 2.1.1. Building Information

The IDC Head Office has two (2) buildings referred to as IDC 1 and IDC 2. The IDC 1 has the greater floor space at 21,500m<sup>2</sup>, with IDC 2 at 3,500m<sup>2</sup> in total, 25000m<sup>2</sup> including the gym but excluding basement parking. The IDC Head Office has a main reception with an estimated 200 visitors per day, Open Plan workspace for 852 employees, a 1000-seater auditorium, crèche facility, staff canteen, staff kitchens, meeting rooms, storerooms, waste area, guardhouses, plant rooms as well as a gym which is located at IDC 2.

Location	Description	Number
IDC 1	<b>Areas to be Cleaned</b>	
	Number of Floors	3
	Number of Parking bays	364
	Number of Kitchens	25
	Number of bathrooms	59
	Waste Areas	2
	Guardhouses	2
IDC 2	Number of Floors	3
	Number of Parking bays	36

	Number of Kitchens	3
	Number of bathrooms	9
	Guardhouse	1

### 2.1.2. Floor Coverings:

The IDC building floors are covered in an array of floor coverings which are SABS rated. The carpet tiles have a 2(SANS 10177-IV) fire index rating. The supplier is expected to clean the carpets in accordance with the manufacturer's specified methods.

Total square meters for the buildings as stated in item 2.1 of the bid document. Carpeted areas square meters (m<sup>2</sup>) estimates: Main building IDC 1 = 18 200 m<sup>2</sup>, Auditorium = 1 342 m<sup>2</sup>, IDC 2= 2 019 m<sup>2</sup>. Tiled areas= 3 439 m<sup>2</sup>.

The buildings' floor surfaces are covered with the following:

Floor Surface	Specifications
Type 1	Carpet – various Belgotex Broadloom & Carpet tile carpets
Type 2	Ceramic Tiles, Granite, Vinyl
Type 3	Wood floor (coffee bar area only)
Type 4	Roof Waterproofing
Type 5	Concrete and screed floors; Paving
Type 6	Steel
Type 7	Epoxy

#### IDC 1 - Main Building

Area/ Item	Specifications	Floor Surface
Reception	Carpet - Belgotex Nexbac Tile and Broadloom & Ceramic Tiles, Granite, Vinyl	Types 1 & 2
Open Plan/ Workstations	Carpet - Belgotex Nexbac Tile and Broadloom	Types 1
Meeting Rooms and Boardrooms	Carpet - Belgotex Nexbac Tile and Broadloom	Type 1
Kitchens and Kitchenettes	Ceramic Tiles, Granite, Vinyl	Type 2
Pause Areas	Carpet - Belgotex Nexbac Tile and Broadloom	Type 1
Toilets	Ceramic Tiles, Granite, Vinyl	Type 2
Server rooms	Ceramic Tiles, Granite, Vinyl	Type 2
Document rooms and Storerooms	Ceramic Tiles, Granite, Vinyl	Type 2
Tenders drop off room	Ceramic Tiles, Granite, Vinyl	Type 2
Control Room	Carpet - Belgotex Nexbac Tile and Broadloom & Ceramic Tiles, Granite, Vinyl	Type 1 & 2
Dry Cleaning room	Ceramic Tiles, Granite, Vinyl	Type 2

<b>Area/ Item</b>	<b>Specifications</b>	<b>Floor Surface</b>
PIBC (walk-in centre)	Carpet - Belgotex Nexbac Tile and Broadloom	Type 1
Consulting rooms	Carpet - Belgotex Nexbac Tile and Broadloom	Type 1
VIP Holding room	Carpet - Belgotex Nexbac Tile and Broadloom	Type 1
Switchboard	Carpet - Belgotex Nexbac Tile and Broadloom	Type 1
Sick room	Ceramic Tiles, Granite, Vinyl	Type 2
Treasury room	Carpet - Belgotex Nexbac Tile and Broadloom	Type 1
Payroll room	Ceramic Tiles, Granite, Vinyl	Type 2
Industrial Relations room	Carpet - Belgotex Nexbac Tile and Broadloom	Type 1
Stationery room	Carpet - Belgotex Nexbac Tile and Broadloom	Type 1
Printing room	Carpet - Belgotex Nexbac Tile and Broadloom	Type 1
Computer Lab	Carpet - Belgotex Nexbac Tile and Broadloom	Type 1
IT Computer storeroom	Carpet - Belgotex Nexbac Tile and Broadloom	Type 1
Information Centre	Carpet - Belgotex Nexbac Tile and Broadloom	Type 1
Records room	Carpet - Belgotex Nexbac Tile and Broadloom	Type 1
Lifts and Risers	Ceramic Tiles, Granite, Vinyl	Type 2
Basement Parkades	Ceramic Tiles, Granite, Vinyl	Type 2
Station 3 Plant room	Ceramic Tiles, Granite, Vinyl & Concrete, and screed floors; Paving	Type 2 & 5
Main building Generator room	Concrete and screed floors; Paving	Type 5
UPS Room	Concrete and screed floors; Paving	Type 5
Diesel tank area	Concrete and screed floors; Paving	Type 5
Sprinkler valve area behind deliveries	Concrete and screed floors; Paving	Type 5
Basement 0 level	Concrete and screed floors; Paving	Type 5
Block D&E roof aircon plants	Roof Waterproofing	Type 4
Cooling towers plant	Concrete and screed floors; Paving	Type 5
All other aircon plants	Concrete and screed floors; Paving	Type 5
Guard rooms	Carpet - Belgotex Nexbac Tile and Broadloom & Ceramic Tiles, Granite, Vinyl	Type 1 & 2
Creche Facility	Ceramic Tiles, Granite, Vinyl	Type 2

IDC 1 - Auditorium

Area	Specifications	Floor Surface
Toilets	Ceramic Tiles, Granite, Vinyl	Type 2
Storerooms	Ceramic Tiles, Granite, Vinyl	Type 2
Kitchenettes	Ceramic Tiles, Granite, Vinyl	Type 2
Riser	Ceramic Tiles, Granite, Vinyl	Type 2
Fire escape	Ceramic Tiles, Granite, Vinyl	Type 2
Lift	Ceramic Tiles, Granite, Vinyl	Type 2
Meeting rooms	Carpet - Belgotex Nexbac Tile and Broadloom	Type 1
Foyer/ Passageway	Ceramic Tiles, Granite, Vinyl	Type 2
Office	Carpet - Belgotex Nexbac Tile and Broadloom	Type 1
Sick room	Carpet - Belgotex Nexbac Tile and Broadloom	Type 1
Roof structure IDC 1	Copper roof	Suspended roof style

IDC - Canteen

Area	Specifications	Floor Surface
Dining Area	Ceramic Tiles, Granite, Vinyl	Type 2
Kitchens	Ceramic Tiles, Granite, Vinyl	Type 2
Toilets	Ceramic Tiles, Granite, Vinyl	Type 2
Storerooms	Ceramic Tiles, Granite, Vinyl	Type 2

IDC 2 – Building

Area	Specifications	Floor Surface
Open Plan/ Workstations	Carpet - Belgotex Nexbac Tile and Broadloom	Type 1
Meeting Rooms	Carpet - Belgotex Nexbac Tile and Broadloom	Type 1
Kitchenettes	Ceramic Tiles, Granite, Vinyl	Type 2
Pause Areas	Carpet - Belgotex Nexbac Tile and Broadloom	Type 1
Toilets and Showers	Ceramic Tiles, Granite, Vinyl	Type 2
Server rooms	Ceramic Tiles, Granite, Vinyl	Type 2
Lifts and Risers	Ceramic Tiles, Granite, Vinyl	Type 2
Storerooms	Ceramic Tiles, Granite, Vinyl	Type 2
Basement Parkades	Concrete and screed floors; Paving	Type 5

Security key room	Carpet - Belgotex Nexbac Tile and Broadloom	Type 1
Marketing rooms	Ceramic Tiles, Granite, Vinyl	Type 2
Wellness room	Carpet - Belgotex Nexbac Tile and Broadloom	Type 1
UPS room	Ceramic Tiles, Granite, Vinyl	Type 2
Old Generator room	Ceramic Tiles, Granite, Vinyl	Type 2
Chiller plant and AHU plant rooms	Ceramic Tiles, Granite, Vinyl	Type 2

#### IDC 2 – Gymnasium

Area	Specifications	Floor Surface
Reception	Ceramic Tiles, Granite, Vinyl	Type 2
Kitchenette	Ceramic Tiles, Granite, Vinyl	Type 2
Workout floors	Ceramic Tiles, Granite, Vinyl	Type 2
Toilets	Ceramic Tiles, Granite, Vinyl	Type 2
Steam Baths	Ceramic Tiles, Granite, Vinyl	Type 2
Showers	Ceramic Tiles, Granite, Vinyl	Type 2
Storerooms	Ceramic Tiles, Granite, Vinyl	Type 2

#### 2.1.3. Building Walls

Most of the building walls are concrete based and painted with Plascon products for aesthetics improvement. Meeting room walls are made up of a mixture of glass and paint treated dry walling.

### 3. SCOPE OF WORK/TERMS OF REFERENCE

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The service provider will be required to render a comprehensive cleaning and hygiene service including scheduled/ routine (as per the standard cleaning methods indicated below) day to-day cleaning services and reactionary cleaning services as and when required. The service provider will also be required to provide specialist cleaning services on an ad hoc basis e.g., cleaning of high-rise windows and glass facade.

#### 3.1. OPERATIONAL REQUIREMENTS

✚ The bidder must always ensure adequate provision of Personal Protective Equipment (PPE) suitable for corporate environment and replacement of old/discoloured/worn out PPE. This should include PPE for working on heights, confined spaces, high noise levels plant rooms, etc. The bidder must ensure that employees assigned to site are easily identified by providing name tags depicting company logo and name for their staff members i.e., company branded name tags.

✚ The Bidder shall provide an operational plan which includes, but not limited to:

- All general and specialist equipment required for the provision of this service.
- All general and specialist chemicals (including MSDS), in the provision and maintenance of this service.
- Detailed plan on consumables stock control/ management, records keeping and update IDC on replenishment of stock items.
- Cleaning cloths to be used in different areas with different colour coding.
- Detailed green rating information for machinery and consumables to be used.

✚ The Bidder's site Supervisor will be required to be on site full time in all shifts to manage the cleaning team. He/she will be responsible for staff management and deployment within the buildings. Conduct weekly inspections, ensure daily checklists are adhered to and report any maintenance that disrupts cleaning services to IDC. Compile and submit monthly reports, invoices and supporting documents. Ensure replenishment of consumables in bathrooms, common areas, etc. is done on time. Keep record of all consumables used. Ensure smooth running of all cleaning services rendered daily throughout the contract. Manage and resolve cleaning staff disputes on site. Bidder's Account Manager together with site Supervisor will be required to attend monthly/quarterly on-site meetings.

✚ The bidder will be expected to attend an induction meeting after appointment where a formal handover process will be discussed with IDC regarding site compliance requisites, policies, and procedures.

## A. CLEANING SERVICES

### 3.2. STANDARD CLEANING METHODS

✚ Bidders must submit together with the bid a completed, detailed operational plan which outlines the work method to be followed to execute the cleaning requirements.

✚ The list below is an itemised account of areas and items found in both buildings consisting of a brief description of the method and frequency of cleaning required in terms of "Standard Cleaning" norms. It is the bidder's responsibility to ensure that all areas of the facilities are always kept clean and to perform a continuous audit ensuring adequacy in the frequency of cleaning and methodology.

#### 3.2.1. DEFINITIONS:

- ✓ **Clean:** Water, detergent (soap) and mechanical friction to reduce pathogen load, organic matter, and dirt. Detergent does not kill pathogens.
- ✓ **Deep Clean:** Improved sanitation by disinfecting items or areas that are not frequently cleaned to the core. In this document we refer to deep cleaning of carpets, windows, copper roofs, chairs, ottomans and couches. ***All deep clean scheduled service must be completed within one month.***
- ✓ **Disinfect:** Type of decontamination using disinfectants to kill – 100% of pathogens.
- ✓ **Sanitize:** lowering the number of pathogens to a safe level by either cleaning or lower-level disinfection.

- ✓ **Sterilize:** type of decontamination using heat and steam often via autoclaving.
- ✓ **Decontamination:** includes pre-cleaning followed by sanitizing, sterilizing, or disinfecting.

### 3.2.2. APPROVED DISINFECTANTS:

- ✓ National Regulator for Compulsory Specifications (NRCS)-approved list (South Africa).
- ✓ EPA-approved N-list (USA).
- ✓ Department of Trade and Industry list of active ingredients in approved disinfectants.

### 3.2.3. CLEANING SERVICES AT HIGH TRAFFIC AREAS:

ITEMS	STANDARD CLEANING METHOD	NO OF TIMES (MINIMUM)	FREQUENCY
<b>Reception, Delivery Areas, and Common Areas</b>	Clean and disinfectant frequently touched surfaces, counter tops, and iPads.	5	Daily
	Clean Cabinet	1	Daily
	Clean Chairs		
	Vacuum carpets (night shift) or scrub & mop floors with disinfectant, wet wipe and dry		
	Clean lights and air-con screen switches	5	Daily
	Remove dust and Clean tv screens		
	Clean and disinfectant frequently touched surfaces. (Early morning, after teatime, at lunch and afternoon, and as & when required)	3	Daily
	Empty waste bins and collect waste to waste area.	2	Daily
	Remove dust and spot clean couches and chairs at waiting areas (vacuum on nightshift only)	1	Weekly
	Clean interior and exterior accessible building windows (accessible height)		
	Clean artwork/pictures/awards	1	Monthly
	Wet wash and dry window seals		
<b>Coffee bar area</b>	Dust, Clean and disinfectant countertop surfaces	4	Daily
	Cabinet- Dust and Clean	1	Daily
	Chair- Dust and Clean	1	Daily
	Clean lights and air-con screen switches	1	Daily
	Floors – scrap and mop with disinfectant, wet wipe and dry	2	Daily
	Empty waste bins and collect waste to waste area.	3	Daily
	Remove dust and Clean tv screens	1	Daily
<b>Ablution Facilities</b>	Remove mineral deposits and soilage from bowl and under flush rim with hard surface cleaner and brush	5	Daily
	Wet wash with disinfectant seat and lid, cistern, and pipes, etc.	5	Daily
	Disinfect doors handles frequently touched areas	5	Daily
	Sanitise and wet wipe walls	1	Daily
	Clean Hand basins and Shower: wet wipe regularly.	5	Daily
	Monitor and replenish consumables regularly. (e.g., toilet paper, hand paper towels; seat sanitizer and soap)	5	Daily
	Floors – scrap and mop with disinfectant, wet wipe and dry. <b>Note:</b> Seat sanitizer, hand towel, tissues and	3	Daily

ITEMS	STANDARD CLEANING METHOD	NO OF TIMES (MINIMUM)	FREQUENCY
	soap and related dispensers will be provided by the IDC		
<b>Canteen</b>	Dust, Clean and disinfectant surfaces counter tops and tables at serving points.	4	Daily
	Floors – scrap, mop with disinfectant, wet wipe and dry (night shift)	2	Daily
	Empty waste bins and collect waste at eating tables to waste area.	3	Daily
<b>Desks And Offices</b>	Dust, Clean and disinfectant surfaces of workstations and office desks and chair armrests.	1	Daily
	Apply polish on desks	3	Weekly
	Cabinet- Dust and Clean	1	Daily
	Chair- Dust and Clean	1	Daily
	Vacuum carpets (night shift)	1	Daily
	Empty waste bins and collect waste from desks, pause areas and offices to waste area.	2	Daily
	Clean light switches and air-con screens with disinfectant.	1	Daily
	Glass Walls - wet wash and dry	1	Weekly
	Clean Power Skirtings and plugs	1	Daily
	Wet wipe and disinfect printers, shredder machines, etc.	4	Daily
	Clean artwork/pictures/awards	1	Weekly
	Remove dust and clean blinds	1	Weekly
<b>Kitchenettes</b>	Floors – mop/wet wipe and dry (4 x daily & when required)	4	Daily
	Walls and cupboard doors - wet wiped and dried	2	Weekly
	Cupboard storage cleaned, wet wiped and disinfected. (Night shift)	2	Daily
	Disinfect inside microwave & fridge	1	Daily
	Clean dishes (night shift)	1	Daily
	Empty waste bins and collect waste to waste area.	3	Daily
<b>Basement Parking</b>	Remove litter from waste bins	2	Daily
	Remove dust and wet wipe	1	Weekly
	Remove oil spillage with degreaser (machine scrub and dry and polish)	1	Monthly
	Remove dust and Clean uncovered pipes on walls, fire extinguishers, services box, and hose rails.	1	Weekly
	Remove dust and Clean uncovered pipes under soffit.	1	Quarterly
	Wet wash with soap & dry with machine and polish floors	1	Monthly
	Empty waste bins and collect waste to waste area.	2	Daily
	Wash with water and soap, windows, and burglars.	1	Monthly
<b>Carport Parking</b>	Deep clean oil spillages using degreaser/correct chemicals	When required	Daily
<b>Lifts and Lift Lobbies</b>	Clean, sanitize lifts panels and clean mirrors.	2	Daily
	Apply polish for stainless finishes.	1	Daily
	Floors – mop with disinfectant, wet wipe and dry tiled areas	1	Daily
	Clean and disinfectant frequently touched surfaces. (Early morning, after teatime, at lunch and afternoon).	4	Daily
	Replenish sanitizer dispensers and /or wet wipes every morning.	1	Daily
	Clean interior and exterior accessible building windows (accessible height)	1	Weekly

ITEMS	STANDARD CLEANING METHOD	NO OF TIMES (MINIMUM)	FREQUENCY
<b>Conference Centre</b>	Setting up chairs and tables, dismantling setups for each meeting/function request.	As and when required	Daily
	Floors – mop with disinfectant, wet wipe, and dry tiled areas.	2	Daily
	Vacuum carpet areas (night shift)	1	Daily
	Clean and disinfectant frequently touched surfaces. (Early morning, after teatime, at lunch and afternoon)	5	Daily
	Replenish sanitizer dispensers and /or wet wipes every morning	2	Daily
	Laying, steaming, sending laundry cleaning, and collecting from the dry clean room.	As and when required	Daily
	Prepare paperwork for laundry	1	Daily
	Keep stock of table linen	1	Daily
	Clean light switches and air-con screens with disinfectant	1	Daily
<b>Change rooms</b>	Remove mineral deposits and soilage from bowl and under flush rim with hard surface cleaner and brush	3	Daily
	Wet wash with disinfectant seat and lid, cistern, and pipes, etc.	3	Daily
	Disinfect doors handles frequently touched areas	3	Daily
	Sanitise and wet wipe walls	1	Daily
	Clean Hand basins and Shower: wet wipe regularly.	3	Daily
	Monitor and replenish consumables regularly. (e.g., toilet paper, hand paper towels; seat sanitizer and soap)	3	Daily
	Floors – scrap and mop with disinfectant, wet wipe and dry	3	Daily

#### 3.2.4. CLEANING SERVICES AT MEDIUM TRAFFIC AREAS:

ITEMS	STANDARD CLEANING METHOD	NO OF TIMES (MINIMUM)	FREQUENCY
<b>Boardrooms, Meeting Rooms, and all Doors (Doors, Steel Frames, Glass, and Wood, etc)</b>	Dust, Clean and disinfectant frequently touched surfaces of meeting tables, doors, and chair armrests.	3	Daily
	Apply polish on tables	3	Weekly
	Cabinet- Dust and Clean	1	Daily
	Chairs and ottomans - Dust and Clean, remove spots.	1	Daily
	Vacuum carpets (night shift)	1	Daily
	Empty waste bins and collect waste from desks and offices to waste area.	2	Daily
	Clean light switches and air-con screens with disinfectant	1	Daily
	Glass Walls - wet wash and dry	1	Weekly
	Clean Power Skirtings and plugs	1	Daily
	Clean artwork/pictures/awards	1	Weekly
<b>Staircases and fire escapes (Handrails, floors, and door handles)</b>	Dust, Clean and disinfectant frequently touched surfaces, handrails, and door handles	3	Daily
	Floors – scrap and mop with disinfectant, wet wipe and dry.	1	Daily
	Sweep floors and remove any accumulating dirt (follow up area service after mopping in the morning)	2	Daily
<b>Security Control Room and Guard Rooms</b>	Sweep, mop, dry and polish floors.	1	Daily
	Dust and Clean tables	1	Daily
	Dust, Clean and disinfectant frequently touched surfaces, tables, doors, and chair armrests	1	Daily
	Empty bins and collect waste to waste area.	2	Daily
	Remove dust, spot clean chairs.	1	Daily
	Clean light switches and air-con screens with disinfectant	1	Daily
<b>Gym</b>	<b>Bathrooms:</b> Remove mineral deposits and soilage from bowl and under flush rim with hard surface cleaner and brush.	3	Daily
	Wet wash with disinfectant seat and lid, cistern, and pipes, etc.	3	Daily
	Disinfect doors handles frequently touched areas.	3	Daily
	Sanitise and wet wipe walls	1	Daily
	Clean Hand basins and Showers: wet wipe regularly.	2	Daily
	Monitor and replenish consumables regularly. (e.g., toilet paper, hand paper towels; seat sanitizer, shower gel and hand soap)	3	Daily
	Floors – scrap and mop with disinfectant, wet wipe and dry.	3	Daily
	<b>General Gym areas and studios</b> Dust, Clean and disinfectant frequently touched surfaces counter tops, doors, etc.	3	Daily
	Floors – mop with disinfectant, wet wipe and dry.	1	Daily
	Empty waste bins and collect waste at eating tables to waste area.	2	Daily
	Clean interior and exterior accessible building windows (accessible height)	1	
	Clean light switches and air-con screens with disinfectant	1	Daily

### 3.2.5. CLEANING SERVICES AT LOW TRAFFIC AREAS:

ITEMS	STANDARD CLEANING METHOD	NO OF TIMES (MINIMUM)	FREQUENCY
Creche (Day Care Centre)	<b>Bathrooms:</b> Remove mineral deposits and soilage from bowl and under flush rim with hard surface cleaner and brush	3	Daily
	Wet wash with disinfectant seat and lid, cistern, and pipes, etc.	3	Daily
	Disinfect doors handles frequently touched areas.	3	Daily
	Sanitise and wet wipe walls.	1	Daily
	Clean Hand basins and Showers: wet wipe regularly.	3	Daily
	Monitor and replenish consumables regularly. (e.g., toilet paper, hand paper towels; seat sanitizer and soap)	3	Daily
	Floors – scrap and mop with disinfectant, wet wipe and dry	2	Daily
	<b>General Areas and classes</b> Dust, Clean and disinfectant frequently touched surfaces counter tops, doors, etc.	3	Daily
	Floors – mop with disinfectant, wet wipe and dry	1	Daily
	Empty waste bins and collect waste at eating tables to waste area.	3	Daily
	Clean light switches and air-con screens with disinfectant	1	Daily
Sick Rooms	Cleaning of the room floors	2	Weekly
	Change the linen		
	Make bed		
	Empty waste bins		
Duct Rooms and DB Rooms (Should Be done under Escort and Supervision of IDC Facilities Personnel)	Sweep, remove dust and wipe with wet/dry cloth.	1	Monthly
	Mop floors (excluding DB rooms)	1	Monthly
General Storerooms	Sweep, remove dust and wipe with wet cloth.	1	Monthly
	Mop with soap and dry/vacuum floors	1	Monthly
Server Rooms (Should Be done under Escort / Supervision of IDC Facilities Personnel)	Sweep, remove dust and wipe with wet cloth.	1	Weekly
	Vacuum carpets where applicable		
	Clean light switches and air-con screens with disinfectant		

“When necessary” means that the work is part of the standard/ routine cleaning service, but the frequency will be determined on a need basis.

IDC reserves the right to decrease/increase frequencies for services rendered at its own discretion.

### 3.2.6. DEEP CLEANING: SCHEDULED SERVICES

- **Deep Cleaning:** Improved sanitation by disinfecting items or areas that are not frequently cleaned to the core. In this document we refer to deep cleaning of carpets, windows, copper roofs, chairs, ottomans and couches, toilets, basins, and showers. **Note:** Deep cleaning of showers and bathrooms will not be part of this scope of work because these services will be rendered by a different supplier.

ITEMS	STANDARD CLEANING METHOD	NO OF TIMES (MINIMUM)	FREQUENCY
<b>Quarterly Carpet Deep Cleaning</b>	Deep clean wash and shampoo carpet with machine following the manufacturer's instructions.	1	Bi-Annually
<b>Windows Deep Cleaning</b>	Deep clean all windows on the exterior and interior, including high rise windows in a safe manner, including Guard rooms. <b>Note: The IDC buildings <u>do not</u> have anchor points in the roofs.</b>	1	Bi-Annually
<b>Cleaning Of Copper Roof in IDC 1 Building</b>	Cleaning of the copper roof structure using the right tools and materials in a safe manner.	2	Bi-Annually
<b>Chairs, Ottomans, and Couches (Fabric, Leather, And Suede)</b>	Wet wash, shampoo deep clean and dry.	1	Bi-Annually

**Table A: Day shift 1**

Building	Time	Days	Responsibility
IDC 1, 2 and Gym	06h00 - 17h00	Monday to Friday	Supervisor
IDC 1, 2 and Gym	06h00 - 15h00	Monday to Friday	Cleaners

**Table B: Day shift 2**

Building	Time	Days	Responsibility
IDC 1, 2 and Gym	08h00 - 17h00	Monday to Friday	Cleaners

**Table C: Night Shift**

Building	Time	Days	Responsibility
IDC 1, 2 and Gym	21h00 - 06h00	Monday to Friday	Supervisor
IDC 1, 2 and Gym	21h00 - 06h00	Monday to Friday	Cleaners

### **Weekends and Public Holiday Services**

Table D: Day Shift (Sundays, Saturdays, and Public Holidays)

Building	Time	Days	Responsibility
IDC 1, 2 and Gym	07h00- 15h00	Sundays & Public Holidays	Supervisor
IDC 1, 2 and Gym	07h00 - 15h00	Saturdays & Public Holidays	Cleaners

**Important Note:** The IDC reserves the right to increase or decrease the number of staff at any given time over the duration of the contract.

### **B. HYGIENE SERVICES**

The service provider will be expected to render a comprehensive Hygiene Management service to IDC Head Office. The following services are required:

## 1. SCOPE OF HYGIENE SERVICES

- Supply, installation, and maintenance of stainless-steel hygiene equipment on a rental basis (see list on Table 1.2 below),
- Bi-monthly removal of sanitary waste (SHE bins) and proper (as per legislated regulations) disposal thereof, the service provider must provide a certificate of disposal.
- Monthly replacement and service of automated air freshener sprays.
- Disinfect/ sterilize urinal pans, hand basins, showers, gym steam room and toilet cistern monthly.
- Ensure that defective equipment's are either replaced or repaired within 48 hours from the time that such defective equipment is reported by the IDC and/or the Service Provider's staff.
- Ensure that any damage to the property during the installation and removal of equipment is repaired.

### 1.1. HYGIENE EQUIPMENT ON RENTAL BASIS (STAINLESS STEEL)

Service	Unit of Measure	Total	
		IDC 1	IDC 2
Stainless steel 750ml air fresheners, automated spray or Similar Product service every 30 days	Each	105	20
Stainless steel manually operated Body wash dispenser		31	3
Stainless steel Touch-Free Hand Sanitizers (Battery Operated)		52	7
Stainless steel Touch-Free Hand soap dispenser (Battery Operated)		114	16
Stainless steel Touch-Free Automated Hand towel dispenser (Battery Operated)		83	15
Stainless steel (Slim line) foot operated - Serviced weekly/bi-monthly		96	13
Stainless steel Sanitary packet holder		89	13
Stainless steel Touch-Free Seat Sanitiser (Battery Operated)		146	19
Stainless steel Three (3) Tier Toilet roll holder - lockable		144	19
Stainless steel 27l wall mounted bins with liner (Slim line Design)		92	15
Stainless steel Auto Paper Towel Dispensers for kitchens		40	3
Stainless steel Dish Touch-Free washer soap Dispensers for kitchens (Battery Operated)		40	3

#### Notes:

- The service provider will be required to provide training for the replacement of consumables & batteries to the cleaning team. A training refresher will be required at least twice a year from the commencement of the contract.
- Service of Automated equipment **MUST** include replacement of batteries by the service provider's staff.
- The service provider shall supply a key-alike (master key) system to all equipment.
- T3 tissue holder **MUST** be able to accommodate 2 ply, 350 sheet roll and have an inspection window to view refills

- Battery Operated Paper Towel Dispenser must be able to dispense 196mm x 100mm, 2 ply virgin paper.

## 1.2. CONSUMABLES

The service provider is expected to provide the following compatible consumables to the required equipment specified under paragraph 1.1 and Table 1.2:

- 5L Bucket - 70% alcohol sanitising wipes;
- Stainless steel 750ml air fresheners, automated spray or Similar Product service every 30 days: (IDC reserves the right to choose signature fragrance);
- Body Wash Soap: 5 L – Should be lotion & moisturiser-based;
- Dishwasher Soap (5L);
- Eucalyptus oil (100% Pure) – 50ml;
- Hand Foam Soap (800ml) – Should be lotion & moisturiser based;
- Hand Sanitiser: 5 L liquid; (70% Alcohol Based);
- Sanitary Bags: (SHE Bags);
- Seat Spray: (70% Alcohol Based);
- Alcohol hand sanitizer refills, 1 litre;
- Urinal Mats – Gradual fragrance replaced every 30 days. Must reduce the formation of uric acid build-up and contain no ozone depleting ingredients;
- Lilly domes for waterless urinals;



- Supply durable, quality toilet brush sets (white, round)



### IMPORTANT NOTE:

The required consumable quantity will depend on the Monthly Usage: The service provider must provide consumables within two (2) calendar days from a call being logged.

## 1.3. IDC2- DEEP CLEANING

Monthly deep cleaning of ablution, hygiene infrastructure and surfaces to remove unwanted elements that produce corrosiveness. The service provider will clean the following items monthly:

Service	Unit of Measure	Quantity per Area				Total
		IDC 1	Creche	IDC 2	Gym	
Deep Cleaning Showers	N/A	9	-	3	9	21
Deep Cleaning Steam Room	N/A	-	-	-	2	2
Deep Cleaning Toilets	N/A	105	5	18	8	136

Service	Unit of Measure	Quantity per Area				Total
		IDC 1	Creche	IDC 2	Gym	
Deep Cleaning Urinals	N/A	42	-	9	3	54
Deep Cleaning wash basin	N/A	98	11	21	8	138
Deep Cleaning of walls and Floors to the above	Item	1	1	1	1	4

**a. SUPPLY AND DELIVERY OF TISSUES AND HAND TOWELS.**

The supply and delivery of South African National Standards (SANS) / South African Bureau of Standards (SABS) certified eco-friendly, unscented, soft white, 2-ply toilet paper and paper towels on an ad hoc basis over a period of 24 months which must be delivered to the IDC Head Office situated at 19 Fredman Drive in Sandton. The IDC's usage on average is approximately 50 bales of toilet paper and 50 packs of paper towels per month, but smaller quantities may be ordered and delivered on short notice, based on actual demand which may spike from time to time.

**The appointed bidder should be able to supply and deliver the following:**

- **Supply and deliver white, unscented eco-friendly SANS/SABS approved 2 Ply toilet paper with the following specification:**
  - Specification: 350 Sheets Per Toilet Roll, containing 48 Rolls in a bale;
  - Colour: White;
  - Sheet Size: 100mm x 110mm; and
  - Estimated quantity of **50 bales** as and when required.
- **Supply and deliver white, unscented, eco-friendly, SANS/SABS approved, 2 ply, non-perforated paper towels.**
  - Specification: Laminated, Non-perforated;
  - Sheet size 100m x 200mm per Roll, pack of 6.
  - Estimated quantity of **50 x 6 packs** as and when required.

✚ The IDC reserves the right to increase/decrease quantity depending on the need at hand or not place an order on certain month(s), orders will be placed on a need basis. Samples are available on site for quoting purposes, ***the appointed supplier will also be required to provide samples prior to delivery.***

✚ The appointed supplier must be able to deliver within 2 working days, upon receipt of delivery request from IDC, without compromising quality.

✚ The preferred bidder will be engaged on a need basis (ad hoc); therefore, the required paper quantities per delivery cannot be confirmed at this stage however, indicative paper quantities are a fair reflection based on historic consumption by the IDC. For evaluation purposes, bidders are required to provide prices for the following items which constitute the IDC Head office monthly paper requirements. The quantities reflected above are only estimates based on the current trends.

## **b. COMPLIANCE TO RELEVANT LEGISLATION**

The bidder must ensure compliance with Legislation but not limited to:

- Municipal By-laws,
  - National Environmental Management Act.
  - National Water Act.
  - National Environmental Management: Waste Act.
  - Occupational Health and Safety Act 85 1993.
- 
- HR Policy.
  - OHS Policy and Procedures.
  - Safe works and COVID19 Work plan Procedures.
  - Risk Assessments procedures and method statement.
  - Department of Labour documents e.g., Letter of Good Standing in terms of, COIDA, UIF, etc.
  - Stock control procedure.
  - Insurance documents/details.
  - Cleaning Service programme/schedule as per IDC requirement.
  - Incident Report; and
  - Qualification for working on heights.

## **c. DAMAGE COMPENSATION**

The service provider will be held liable for any damage or theft that may be caused to the premises or contents by its employees or be it due to their neglect, whether in normal execution of duties or otherwise and a claim for indemnification can accordingly be imposed by IDC against the service provider.

## **2. PROJECT TIMELINES**

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The appointed service provider(s) will be required to start immediately after signing the contract and provide the services for a period of three (3) years, subject to annual review of service provider's performance.

## **3. TECHNICAL EVALUATION CRITERIA**

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### **a. Mandatory Technical Requirements**

The service provider must indicate their compliance/ non-compliance to the following requirements and to substantiate as required. The bidder must respond in the format below, where additional information is provided/ attached somewhere else; such information must be clearly referenced.

5.1.1 LETTER OF GOODSTANDING (COIDA)	COMPLY	NOT COMPLY
<p>The bidder must always ensure compliance with all relevant statutory labour requirements especially the following with no exception:  The bidder must be registered with COIDA throughout the contract duration with the IDC.  <b>Bidders must provide with this proposal the valid Letter of Good Standing with the Department of Employment and Labour in terms of COIDA for cleaning.</b></p>		
<b>Substantiate / Comments</b>		

**5.2 Technical Requirements**

The service provider must indicate their compliance/ non-compliance to the following requirements and to substantiate as required. The bidder must respond in the format below, where additional information is provided/ attached somewhere else; such information must be clearly referenced.

5.2.1 BIDDERS RELEVANT EXPERIENCE	COMPLY	PARTIALLY COMPLY	NOT COMPLY
<p>The bidder must demonstrate relevant experience in providing cleaning services of a similar magnitude to that of the IDC's requirements.  The bidder must provide three (3) relevant contactable references of similar work done (as per the specification) in the past six (6) years.  Refer to <b>Table (a) Annexure 1</b> of this document for the response format provided.</p>			
<b>Substantiate / Comments</b>			

5.2.2 BIDDER'S PROPOSED METHODOLOGY AND IMPLEMENTATION PLAN	COMPLY	PARTIALLY COMPLY	NOT COMPLY
<p>The bidder is required to submit a comprehensive methodology and implementation plan detailing the proposed approach to delivering the cleaning services. This must include, but not be limited to:</p> <ul style="list-style-type: none"> <li>• The operational methodology and work processes to be applied in executing the cleaning requirements;</li> <li>• Deployment of resources (staffing structure, supervision, equipment, and materials);</li> <li>• Service schedules and frequency aligned to the specified cleaning standards;</li> <li>• Quality assurance and control measures to ensure consistent service delivery;</li> <li>• Health, safety, and environmental management practices; and</li> <li>• Transition and implementation arrangements, where applicable.</li> </ul> <p>The proposed methodology must demonstrate the bidder's capability to deliver the services efficiently, sustainably, and in compliance with all applicable legislation, industry standards, and IDC requirements.</p>			
<b>Substantiate / Comments</b>			

5.2.3 EXPERIENCE, SKILLS, AND QUALIFICATIONS OF THE SUPERVISORY PERSONNEL	COMPLY	PARTIALLY COMPLY	NOT COMPLY
<p>The supervisory personnel to be deployed to the IDC must have relevant supervisory experience in contract cleaning services.</p> <p>The supervisor must have experience and skills in the following:</p> <ul style="list-style-type: none"> <li>❖ Supervision of staff.</li> <li>❖ Labour and employee relations.</li> <li>❖ Computer literacy.</li> <li>❖ Administration.</li> <li>❖ Inventory/ stock take and management</li> <li>❖ Good communication</li> </ul> <p>The bidders must submit, as part of its proposal, CVs of the key personnel; and the CVs must clearly highlight qualifications, areas of experience/ competence relevant to the tasks and objectives of this project as outlined above. Please refer to <b>Table (b) Annexure 1</b> of this document for the format in which the required information must be provided.</p>			

**Substantiate / Comments**

**SECTION 3: COST PROPOSAL**

**SECTION 3: COST PROPOSAL**

1. **NOTE: All prices must be VAT inclusive (where applicable) and must be quoted in South African Rand (ZAR).**

2. Are the rates quoted firm for the full period of the contract? 

YES	NO
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**Important:** If not firm for the full period, provide details of the basis on which price adjustments shall be applied e.g., CPI etc.

3. All additional costs associated the bidder’s offer must be clearly specified and included in the Total Bid Price.

4. The following exchange rates as per SARB on **[insert date and time in the format xxhxx when exchange rates were confirmed]** be used (where applicable):

**R 12.40 = 1 US dollar**

**R 19.26 = 1 Pound**

**R 13.94 = 1 Euro**

5. Is the proposed bid price linked to the exchange rate?	Yes	No
<b><i>If yes, the bidder must indicate CLEARLY which portion of the bid price is linked to the exchange rate:</i></b>		

6. Payments will be linked to specified deliverables after such deliverables have been approved by the IDC. Payments will be made within 30 days from date of invoice.	Comply	Not Comply

7. The IDC reserves the right to consider the guidelines on consultancy rates as set out in the <b>National Treasury Instruction 02 of 2016/2017: Cost Containment Measures</b> which took effect from 01 January 2014, where relevant.	Comply	Not Comply
The bidder must indicate if their proposed rates are in line with the provisions of the referenced National Treasury Instruction: Cost Containment Measures. <b>The “Guide on Hourly Fee Rates for Consultants” as issued by the Department of Public Service and Administration (DPSA); or Remuneration guidelines issued by professional service organisations or regulatory bodies, may be relevant.</b>		
Substantiate / Comments		

## 8. COSTING MODEL

**Cleaning services personnel should be billed in accordance with below:**

- Daily cleaning services, night shift, weekend and public holidays provided. Detailed cleaning services to be done during night shift.
- Day shifts to focus mostly but not limited to, common areas, high traffic areas, rest rooms and office desks.

### 8.1 IDC 1 (Kindoc) and IDC 2 (Dymson)

#### 8.1.1 Labour Force

Personnel	Proposed number of People	Hourly Rate	Monthly Fee per person (VAT Excl.)	Total Monthly labour Fee (VAT Excl.)	Total Annual Fee (VAT Excl.)
<b>Day Shift 1 Weekdays</b>					
Cleaners	9				
Supervisor	1				
<b>Day Shift 2 Weekdays</b>					
Cleaners	3				
<b>Night Shift Weekdays</b>					
Cleaners	14				
Supervisor	1				
<b>Day Shift Weekends (Weekends and Public Holidays)</b>					
Cleaner	5				
Supervisor	1				
<b>Total Labour Costs: Year 1</b>					
<b>Total Labour Costs: Year 2</b>					
<b>Total Labour Costs: Year 3</b>					
<b>Sub-Total (8.1.1) VAT Excl.)</b>					

**Note:**

- The labour fee must be in line with the minimum wage as promulgated by the Department of Labour; and inclusive of all costs associated with rendering the service i.e., cleaner's salary, UIF, transport, training, uniform, leave days and provision of relievers in case of absenteeism etc.
- Annual price increments applicable to labour rates (for 8.1.1 above) will be based on an escalation rate of 6.25% annually, for tender evaluation purposes, however the escalation will be negotiated annually with the preferred bidder.

## 8.1.2 Cleaning Equipment

Description	Total Monthly Fee (VAT Excl.)	Total Annual Fee (VAT Excl.)
Rental of all equipment and tools which will be used for the provision of the service as specified in the bid document.		
<b>Total Equipment Cost: Year 1</b>		
<b>Total Equipment Cost: Year 2</b>		
<b>Total Equipment Cost: Year 3</b>		
<b>Sub-Total (8.1.2) VAT Excl.)</b>		

**Note:** The bidder must provide an adequate number of equipment and tools to ensure effective cleaning service and must also ensure that the equipment and tools are always in usable condition. The costs of all other material e.g., Cleaning Trolley, Industrial Buffing Machine, Wet and dry Industrial vacuum cleaner, Beta brush vacuum machine (Industrial), Mop trolley, etc.

## 8.2 Deep cleaning of carpets, chairs, couches, and windows

Item no	Description	Unit	Frequency per annum	Rate per chair	Total Amount (VAT Excl.)
1	Deep cleaning of +/- 600 chairs in meeting rooms, dining and boardrooms Vulcan fabric chairs (including ottomans) with relevant SABS approved detergent suitable for office environment.	Bi-annually	2		
2	Deep cleaning of +/- 800 office Vulcan fabric chairs with relevant SABS approved detergent suitable for office environment.	Bi-annually	2		
3	Deep cleaning of +/- 1000 Auditorium fabric chairs with relevant SABS approved detergent suitable for office environment.	Bi-annually	2		
4	Cleaning of +/- 127 sofas and tab chairs made of suite, leather, and fabric within all IDC buildings.	Bi-annually	2		
Item no	Description	Unit	Frequency per annum	Rate per m <sup>2</sup>	Total Amount (VAT Excl.)
5	Wet deep cleaning carpet for IDC1 = 16 436m <sup>2</sup> , IDC2 = 3 246 m <sup>2</sup> floor area with relevant SABS approved detergent suitable for office environment.	Bi-annually	2		
6	Cleaning of copper 106m <sup>2</sup> copper roof with relevant SABS approved detergent.	Bi-annually	2		
Item no	Description	Unit	Frequency per annum	Rate per visit	Total Amount (VAT Excl.)
7	Deep cleaning of windows on the interior and exterior for all 3 buildings at Head Office, including sky walks and security guard rooms.	Bi-annually	2		

Item no	Description	Unit	Frequency per annum	Rate per chair	Total Amount (VAT Excl.)
Total Cost of Chemicals: Year 1					
Total Cost of Chemicals: Year 2					
Total Cost of Chemicals: Year 3					
Sub-Total (8.2) VAT Excl.)					

Cost Element	Monthly Cost (VAT Excl.)	Total Annual Fee (VAT Excl.)
Bidders must price for cleaning consumables which will be used for the provision of the service as specified in the bid document. (This must include cleaning chemicals)		
Total Cost of Consumables: Year 1		
Total Cost of Consumables: Year 2		
Total Cost of Consumables: Year 3		
Sub-Total (8.1.3) VAT Excl.)		

***Important Note:*** All deep cleaning to be executed on weekends and each scheduled deep clean session must be completed within one month.

### 8.3 Management fees

Cost Description	Total Monthly Cost (VAT Excl.)	Number of Months	Total Annual Fee (VAT Excl.)
Management fees		36	
Total Management fees: Year 1			
Total Management fees: Year 2			
Total Management fees: Year 3			
Sub-Total (8.2) VAT Excl.)			

### 8.4 Ad-Hoc Services: IDC 1 and IDC 2

The IDC may require from time to time the service provider to assist with ad-hoc deep cleaning requirement for the removal of large spills and spots using dry foam cleaning methods on carpets, upholstered couches, executive diner chairs and workstation screens. The amount of work may differ in size; therefore, service providers are required to provide an indication of their fees and must therefore populate the table below.

Description Service fee	Rate per carpet Cleaning (per m <sup>2</sup> )	Rate per couches (per seat)	Rate per deep cleaning tiled floors (per m <sup>2</sup> )
Normal hours			
After hours			
Weekends (including Sundays)			
Public Holidays			

**Important Note:** The method for all deep cleaning of carpets, chairs and couches must be with dry foam in line with the manufacturer's specification.

### 8.5 Tissues and Hand Towels

Description	Unit of Measure	Quantity	Unit Price (VAT Excl.)	Total Price (VAT Excl.)
Supply of 2ply white toilet paper as per specification	Bale of 48	50		
Supply of 2ply paper towels as per specification	Pack of 6	50		
Year 1				
Year 2				
Year 3				
<b>Sub-total Bid Price (VAT Excl.)</b>				
<b>VAT (if applicable)</b>				
<b>Total Bid Price (VAT Incl.)</b>				

### 8.6 Hygiene equipment IDC 1

Supply Dispenser and Service	Unit of Measure	Total building IDC 1	Cost per item	Total
Stainless steel 750ml air fresheners, automated spray or Similar Product service every 30 days	Each	105		
Stainless steel manually operated Body wash dispenser		31		
Stainless steel Touch-Free Hand Sanitizers (Battery Operated)		52		
Stainless steel Touch-Free Hand soap dispenser (Battery Operated)		114		
Stainless steel Touch-Free Automated Hand towel dispenser (Battery Operated)		83		
Stainless steel (Slim line) foot operated - Serviced weekly/bi-monthly		96		
Stainless steel Sanitary packet holder		89		
Stainless steel Touch-Free Seat Sanitiser (Battery Operated)		146		
Stainless steel Three (3) Tier Toilet roll holder - lockable		144		
Stainless steel 27l wall mounted bins with liner (Slim line Design)		92		
Stainless steel Auto Paper Towel Dispensers for kitchens		40		

Supply Dispenser and Service	Unit of Measure	Total building IDC 1	Cost per item	Total
Stainless steel Dish Touch-Free washer soap Dispensers for kitchens (Battery Operated)		40		
CEO bathroom Mat black dispensers (T3, wall mounted slim bin, sanitary bin, auto safe seat, auto hand soap, SHE packets, auto fragrance)		7		
Year 1				
Year 2				
Year 3				
<b>Sub-total Bid Price (VAT Excl.)</b>				
<b>VAT (if applicable)</b>				
<b>Total Bid Price (VAT Incl.)</b>				

### 8.7 Hygiene equipment IDC 2

Supply Dispenser and Service	Unit of Measure	Total building IDC 2	Cost per item	Total
Stainless steel 750ml air fresheners, automated spray or Similar Product service every 30 days	Each	20		
Stainless steel manually operated Body wash dispenser		3		
Stainless steel Touch-Free Hand Sanitizers (Battery Operated)		7		
Stainless steel Touch-Free Hand soap dispenser (Battery Operated)		16		
Stainless steel Touch-Free Automated Hand towel dispenser (Battery Operated)		15		
Stainless steel (Slim line) foot operated - Serviced weekly/bi-monthly		13		
Stainless steel Sanitary packet holder		13		
Stainless steel Touch-Free Seat Sanitiser (Battery Operated)		19		
Stainless steel Three (3) Tier Toilet roll holder - lockable		19		
Stainless steel 27l wall mounted bins with liner (Slim line Design)		15		
Stainless steel Auto Paper Towel Dispensers for kitchens		3		
Stainless steel Dish Touch-Free washer soap Dispensers for kitchens (Battery Operated)		3		

## 8.8 Hygiene Consumables (Monthly estimates)

Item	Unit of Measure	Quantity per month	Cost per item	Total
5L Bucket - 70% alcohol sanitising wipes;	Each	40		
Air Freshener 750 ml to be replaced when depleted (IDC reserves a right to choose signature fragrance);	Each	125		
Body Wash Soap: 5 L – Should be lotion & moisturiser based;	Each	20		
Dishwasher Soap (5L);	Each	15		
Eucalyptus oil (100% Pure) – 50ml;	Each	10		
Hand Foam Soap (800ml) – Should be lotion & moisturiser based;	Each	80		
Hand Sanitiser: 5 L liquid; (70% Alcohol Based);	Each	20		
Sanitary Bags packs: (SHE Bags);	Each	70		
Seat Spray: (70% Alcohol Based);	Each	80		
Alcohol hand sanitizer refills, 1 litre;5L	Each	20		
Urinal Mats – Gradual fragrance replaced every 30 days. Must reduce the formation of uric acid build-up and contain no ozone depleting ingredients;	Each	120		
Lilly domes for waterless urinals;	Each	20		
Year 1				
Year 2				
Year 3				
<b>Sub-total Bid Price (VAT Excl.)</b>				
<b>VAT (if applicable)</b>				
<b>Total Bid Price (VAT Incl.)</b>				

### Total Bid Price

<b>Bid Price (8.1.1 + 8.1.2 + 8.2 + 8.2 + 8.3 + 8.4 + 8.5 + 8.6 + 8.7 + 8.8) (VAT Excl.)</b>	
<b>VAT @ 15% (if applicable)</b>	
<b>Total Bid Price (8.1.1 + 8.1.2 + 8.2 + 8.2 + 8.3 + 8.4 + 8.5 + 8.6 + 8.7 + 8.8) (VAT Incl.)</b>	

#### Notes:

- The labour fee must be in line with the minimum wage as promulgated by the Department of Labour and inclusive of all costs associated with rendering the service i.e., cleaner's salary, UIF, transport, uniform (protective gear), Police clearance, etc.

- **The bidder must provide adequate number of cleaning equipment in order to ensure effective cleaning service and must also ensure that the equipment is always in usable condition.**
- **The bidder will be required to keep adequate stock of consumables/ materials on site in order to ensure effective service. The consumables/ materials must always be in useable condition and not expired.**

**PRICE DECLARATION FORM**

Dear Sir,

Having read through and examined the Request for Proposal (RFP) Document, **T22-04-26** the General Conditions, The Requirement and all other Annexures to the RFP Document, we offer to provide cleaning services to the IDC as per specification for three (3) years, at a total amount of:

**R..... VAT incl.)**

**In words**

**R..... VAT incl.)**

We confirm that this price covers all activities associated with the project management and consulting service, as called for in the Tender document. We confirm that IDC will incur no additional costs whatsoever over and above this amount in connection with the provision of this service.

We undertake to hold this offer open for acceptance for a period of 120 days from the date of submission of offers. We further undertake that upon final acceptance of our offer; we will commence with the provision of service when required to do so by the IDC.

We understand that you are not bound to accept the lowest or any offer and that we must bear all costs which we have incurred in connection with preparing and submitting this tender.

We hereby undertake for the period during which this tender remains open for acceptance not to divulge to any persons, other than the persons to which the tender is submitted, any information relating to the submission of this tender or the details therein except where such is necessary for the submission of this tender.

**SIGNED** \_\_\_\_\_ **DATE** \_\_\_\_\_

(Print name of signatory) \_\_\_\_\_  
Designation \_\_\_\_\_

**FOR AND ON BEHALF OF:** COMPANY NAME \_\_\_\_\_  
Tel No \_\_\_\_\_  
Fax No \_\_\_\_\_  
Cell No \_\_\_\_\_

## **SECTION 4: ANNEXURES**

**ANNEXURE 1: RESPONSE FORMAT FOR SECTION 2**

**Bidder's Experience and the proposed Project Team**

Request for Proposal No: \_\_\_\_\_  
 Name of Bidder: \_\_\_\_\_  
 Authorised signatory: \_\_\_\_\_

*[Note to the Bidder: The bidder must complete the information set out below in response to the requirements stated in Section 2 of this bid document. If the bidder requires more space than is provided below it must prepare a document in substantially the same format setting out all the information referred to below and return it with this Returnable Schedule 3.]*

**The bidder must provide the following information:**

**Table (a) Details of the bidder's experience in providing cleaning services within office environment (please refer to Section 2 par 5.2.1):**

Client' Name	Industry	Monthly Production/Volumes	Project period (Start and End Dates)	Description of service performed and extent of Bidder's responsibilities	Name, title and telephone contact of client

**Table (b) Details of the key personnel of the bidders' proposed team: (please refer to par 5.2.3 of Section 2 of this RFP document):**

Name	Position	Role / Duties in this Project	Relevant Project Experience	
			Project description, Client, Project period	Project Cost

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**ANNEXURE 2: ACCEPTANCE OF BID CONDITIONS AND BIDDER'S DETAILS**

Request for Proposal No: \_\_\_\_\_  
 Name of Bidder: \_\_\_\_\_  
 Authorised signatory: \_\_\_\_\_  
 Name of Authorised Signatory \_\_\_\_\_  
 Position of Authorised Signatory \_\_\_\_\_

By signing above the bidder hereby accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under this RFP.

**[Note to the Bidder: The Bidder must complete all relevant information set out below.]**

**CENTRAL SUPPLIER DATABASE (CSD) INFORMATION**

<b>Bidders that are registered on the Central Supplier Database (CSD) of National Treasury are required to submit as part of this proposal both their CSD supplier number and CSD unique registration reference numbers below:</b>	
<b>Supplier Number</b>	

**BIDDING STRUCTURE**

<b>Indicate the type of Bidding Structure by marking with an 'X':</b>	
<b>Individual Bidder</b>	
<b>Joint Venture/ Consortium</b>	
<b>Prime Contractor with Subcontractors</b>	
<b>Other</b>	

**REQUIRED INFORMATION**

<b>If Individual Bidder:</b>	
Name of Company	
Registration Number	
Vat registration Number	
Contact Person	
Telephone Number	
cell phone Number	
Email address	
Postal Address	
Physical Address	

<b>If Joint Venture or Consortium, indicate the following for each partner:</b>	
<b>Partner 1</b>	
Name of Company	
Registration Number	
Vat registration Number	
Contact Person	
Telephone Number	
Cell phone Number	
Email address	
Postal Address	
Physical Address	

Scope of work and the value as a % of the total value of the contract	
<b>Partner 2</b>	
Name of Company	
Registration Number	
Vat registration Number	
Contact Person	
Telephone Number	
Cell phone Number	
Email address	
Postal Address	
Physical Address	
Scope of work and the value as a % of the total value of the contract	

<b>If bidder is a Prime Contractor using Sub-contractors, indicate the following:</b>	
<b>Prime Contractor</b>	
Name of Company	
Registration Number	
Vat registration Number	
Contact Person	
Telephone Number	
Cell phone Number	
Email address	
Postal Address	
Physical Address	
<b>Work as a % of the total value of the contract and description of the work</b>	
<b>Sub-contractors</b>	
Name of Company	
Company Registration Number	
Vat registration Number	
Contact Person	
Telephone Number	
Cell phone Number	
Email address	
Postal Address	
Physical Address	
<b>Subcontracted work as a % of the total value of the contract and description of the work</b>	

**ANNEXURE 3: TAX COMPLIANCE REQUIREMENTS**

<b>1. TAX COMPLIANCE REQUIREMENTS</b>			
1.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.			
1.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.			
1.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.			
1.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS TOGETHER WITH THE BID.			
1.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS / PIN / CSD NUMBER.			
1.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.			
<b>2. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS</b>			
2.1 IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?		<input type="checkbox"/> YES	<input type="checkbox"/> NO
2.2 DOES THE BIDDER HAVE A BRANCH IN THE RSA?		<input type="checkbox"/> YES	<input type="checkbox"/> NO
2.3 DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA?		<input type="checkbox"/> YES	<input type="checkbox"/> NO
2.4 DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA?		<input type="checkbox"/> YES	<input type="checkbox"/> NO
<p><b>IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN, IT IS NOT A REQUIREMENT TO OBTAIN A TAX COMPLIANCE STATUS / TAX COMPLIANCE SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 1.3 ABOVE.</b></p>			
SUPPLIER STATUS	COMPLIANCE	TAX COMPLIANCE SYSTEM PIN:	

**ANNEXURE 4: BIDDER'S DISCLOSURE**

**1. PURPOSE OF THE FORM**

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

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

**2. BIDDER'S DECLARATION**

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest <sup>1</sup> 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:

.....  
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....  
.....

---

<sup>1</sup> 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.

**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 consortium<sup>2</sup> 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 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

<sup>2</sup> 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.

**ANNEXURE 5: SHAREHOLDERS AND DIRECTORS INFORMATION**

[Note to the bidder: the bidder must complete the information set out below. If the bidder requires more space than is provided below it must prepare a document in substantially the same format setting out all the information referred to below and return it with Returnable Schedule 2.]

**1. Shareholders/ Members**

Name of the shareholder	ID Number	Race	Gender	% Shares

**Note: The bidder must also attach the detailed Company/ Group Structure where relevant.**

**2. Trust Information**

Should a trust form part of the Company / Group structure then the following must be submitted as part of your proposal.

<b>Documents necessary to verify the Identity of a Trust</b>	<input type="checkbox"/> Copy of trust deed or other founding document by which trust is created.
	<input type="checkbox"/> Letters of authority (as issued by the Master of the High Court)
	<input type="checkbox"/> Personal details of each Trustee, each Beneficiary, the Founder, and the person authorised to act on behalf of the Trust

**3. Black Shareholders/ Members as per the B-BBEE Certificate**

Name of the shareholder	ID Number	Race	Gender	% Shares
<b>Total Black Shareholding % as per the current and valid B-BBEE Certificate</b>				

**4. Directors**

Name of the shareholder	ID Number	Race	Gender

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT THE INFORMATION FURNISHED ABOVE IS CORRECT.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of bidder

## **ANNEXURE 6: BEE COMMITMENT PLAN**

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The IDC encourages existing vendors and prospective bidders to support the objectives of B-BBEE and as far as possible strive to improve their B-BBEE contribution status. For bid evaluation purposes, bidders are allocated points in terms of a preference point system based on the Specific Goals which requires the bidder to have a valid B-BBEE certificate or a sworn affidavit in case of a EME or QSE.

Bidders are therefore required to submit a B-BBEE improvement plan in view of the new B-BBEE Codes of Good Practice. Bidders must indicate the extent to which their ownership, management control, employment equity, preferential procurement and enterprise development will be maintained or improved over the contract period in the event that they are successful in this bid process.

**ANNEXURE 7: DISCLOSURE STATEMENT**

**In terms of the tender condition 8.4, which allows the IDC to conduct background checks on bidders and its shareholders and directors, the IDC hereby requires bidders to provide the following additional information:**

1. The IDC considers the integrity of its appointed service providers to be of critical importance. The IDC reserves the right to apply its objective criteria to award any bidders whose integrity, based on past conduct (during the 5 years immediately preceding the bid submission date), it considers questionable.
2. To this end, the IDC requires each bidder to include in its bid, a disclosure statement which details the following (sufficient information and supporting documentation for the IDC to make its own assessment as to the materiality or seriousness of allegations regarding the bidder’s integrity or conduct): any criminal charges made against the bidder or any of its directors, shareholders, or management officials regarding their professional conduct;
  - 2.1. any civil proceedings initiated against the bidder or any of its directors, shareholders, or management officials regarding their professional conduct; and
  - 2.2. any other enquiry or similar proceedings initiated or threatened against the bidder or any of its directors, shareholders, or management officials regarding their professional conduct.
3. Where the bidder is a consortium, the disclosure statement referred to in paragraph 2.2 above must be made separately in respect of each consortium partner.
4. In the event that the bidder’s circumstances change, after submission of its bid, regarding any matter referred to in paragraph 2.2 above or in regard to any matter referred to in its disclosure statement, the bidder must submit a written notification to IDC indicating the nature and extent of such changed circumstances.
5. The IDC reserves the right to seek such additional information from any bidder, in respect of the disclosure statement referred to in paragraph 2.2 above, as it may, in its sole discretion, determine, whether such information has been requested under this RFP or otherwise, and may require the bidder to make oral presentations for clarification purposes or to present supplementary information, in respect of the disclosure statement if so required by the IDC.
6. Based on its own assessment of the contents of the bidder’s disclosure statement and any publicly available information which is relevant to the contents of such disclosure statement, the IDC will decide whether the bidder’s conduct or any allegations relating thereto pose a risk, reputational or otherwise, to the IDC; and if it reaches an adverse conclusion the IDC will in its sole discretion have the right not to award a contract or order.

**SIGNED** \_\_\_\_\_ **DATE** \_\_\_\_\_

(Print name of signatory) \_\_\_\_\_

Designation \_\_\_\_\_

**FOR AND ON BEHALF** COMPANY \_\_\_\_\_

**OF:** NAME \_\_\_\_\_

Tel No \_\_\_\_\_

Fax No \_\_\_\_\_

Cell No \_\_\_\_\_

**ANNEXURE 8: PRIVACY & PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013 REQUIREMENTS**

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<b>Request for Proposal No:</b>	
<b>Name of Bidder:</b>	
<b>Authorised signatory:</b>	

Protecting personal information is important to the Industrial Development Corporation (IDC). To do so, IDC follows general principles in accordance with applicable privacy laws and the Protection of Personal Information Act 4 of 2013 (POPIA).

IDC’s role as a responsible party, is amongst others to process personal information for the intended purpose for which it was obtained and in line with legal agreements with its respective/prospective clients, third parties, suppliers, and operators.

Who is an Operator? A person or body/ entity which processes personal information for the IDC in terms of a contract or mandate.

Who is a Supplier? a natural or juristic person that provides a product or renders a service to the IDC. A supplier could also be considered as an operator, an independent responsible party or (together with IDC) a joint responsible party.

If the supplier or business partner provides IDC with its related persons’ personal information, the supplier or business partner warrants that the related persons are aware of and have consented to the sharing and processing of their personal information with/by IDC. IDC will process the personal information of related persons as stated under a contractual agreement or as required by any related legislation.

Examples of the personal information of the supplier or business partner where relevant may include (but are not limited to): financial information, including bank statements provided to the IDC; invoices issued by the supplier or business partner; the contract/ legal agreement between the IDC and the supplier or business partner; other identifying information, which includes company registration numbers, VAT numbers, tax numbers and contact details; marital status and matrimonial property regime (e.g. married in community of property); nationality; age; language; date of birth; education; financial history; identifying numbers (e.g. an account number, identity numbers or passport numbers); email address; physical address (e.g. residential address, work address or physical location); information about the location (e.g. geolocation or GPS location); telephone numbers; online and other unique identifiers; social media profile/s; biometric information (like fingerprints, facial recognition signature; race; gender; sex; criminal history).

Example of Special personal information is personal information about the following: · criminal behaviour, or any proceedings in respect of any offence allegedly committed by a data subject or the disposal of such proceedings; religious and philosophical beliefs; trade union membership; political beliefs; health, including physical or mental health, disability, and medical history; or biometric information (e.g. to verify identity).

**RESPONSIBILITIES OF SUPPLIERS AND BUSINESS PARTNERS WHO ARE OPERATORS UNDER POPIA**

Where a supplier or business partner, in terms of a contract or mandate, processes personal information for the IDC and is considered an operator of the IDC, the supplier or the business partner will be required to adhere to the obligations set out in the IDC data privacy or POPIA policy. This policy sets out the rules of engagement in relation to how personal information is processed by suppliers and business partners on behalf of the IDC as well as the minimum legal requirements that IDC requires the suppliers and business partners to adhere to, including compliance with POPIA as summarised in the below table.

ITEM	GUIDING CONDITIONS FOR PROCESSING PERSONAL INFORMATION	YES	NO
1.	<p><b>Accountability</b></p> <p>The respective clients, third parties, suppliers and operators and its members will ensure that the provisions of POPIA, the guiding principles outlined in the policy and all the measures that give effect to such provisions are complied with at the time of the determination of the purpose and means of the processing and during the processing itself. In the event that an employee of the IDC or any person acting on behalf of the corporation who through their intentional or negligent actions and/or omissions fail to comply with the principles and responsibilities outlined, proper corrective measures will be applied.</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2.	<p><b>Processing Limitation</b></p> <p>The respective clients, third parties, suppliers and operators and their members will ensure that information is only processed for a justifiable reason and processing is compatible with the purpose of the collection.</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3.	<p><b>Purpose Specification</b></p> <p>All respective clients, third parties, suppliers and operators and their members will process personal information only for specific, explicitly defined, and legitimate reasons. The respective clients, third parties, suppliers and operators will inform IDC of reasons prior to collecting or recording their PI.</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.	<p><b>Further Processing Limitation</b></p> <p>Personal information will not be processed for a secondary purpose unless that processing is compatible with the original purpose. Thus, where the respective clients, third parties, suppliers and operators seek to process personal information it holds for a purpose for which it was originally collected, and where this secondary purpose is not compatible with the original purpose, respective clients, third parties, suppliers and operators will first obtain additional consent from the IDC.</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5.	<p><b>Information Quality</b></p> <p>The respective clients, third parties, suppliers and operators will take reasonable steps to ensure that all personal information collected is complete, accurate and not misleading. Where PI is collected or received from third parties, the respective clients, third parties, suppliers and operators will take reasonable steps to confirm that the information is correct by verifying the accuracy of the information directly with the data subject or by way of independent sources.</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

ITEM	GUIDING CONDITIONS FOR PROCESSING PERSONAL INFORMATION	YES	NO
6.	<b>Open Communication</b> Reasonable steps will be taken by the respective clients, third parties, suppliers and operators to ensure that the IDC is notified of the purpose for which the information is being collected, used, and processed.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
7.	<b>Security Safeguards</b> It is a requirement of POPIA for responsible parties, business partners and operators to adequately protect personal information. IDC will need to review suppliers or business partner security controls and processes to ensure that personal Information is compliant with the conditions of the lawful processing of personal information as set out in the POPIA. This would be continuous monitoring and review that will be conducted by the IDC at its discretion.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
8.	<b>Data Subject Participation</b> A data subject whose PI has been collected, stored, and processed by the respective clients, third parties, suppliers and operators must have communication channels to attend to may request for the correction or deletion of such information.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

I, \_\_\_\_\_ (print name) hereby certify that the information, facts, and representations are correct and that I am duly authorized to sign on behalf of the company.

Name of Company/ Entity: \_\_\_\_\_

Company/ Entity Registration Number: \_\_\_\_\_

Company/ Entity VAT Registration Number: \_\_\_\_\_

\_\_\_\_\_  
Signature (Company/ Entity Representative)

\_\_\_\_\_  
Date