

1. TERMS OF REFERENCE SCOPE OF WORK

Darvill WWW is a site which has a Control Room with at least 35 number of offices.

Darvill WWW is a wastewater treatment plant situated in Pietermaritzburg, 569 New England Road extension, Hayfields. The site consists of different facilities and offices that are categorised as follows;

- **Control Room**
- **Storage rooms**
- **Meeting/boardrooms**
- **Offices**
- **Park home offices**
- **Filing Room**
- **ICT Server rooms**
- **CCTV Monitoring room**
- **Entrance Foyers**
- **Laboratory**
- **Ablution Facilities/Laundry Room**
- **Stairways**
- **Passages**
- **Security guardhouse**
- **Canteens**
- **Re-use Plant**

1. Service areas and cleaning frequency

Note: Services to commence from 07h00 to 16h00

Item No	Activity	Frequency	Number of areas
1.	Sweep all floors	Daily	All
2.	Dust all surfaces	Daily	All except the lab
3.	Mop floors	Daily	All
4.	Waste removal, waste separation and cleaning of bins	Daily	All bins
5.	Replenishment of dishwashing soap	Weekly	All kitchen soaps
6.	Replenishment of SABS Toilet Paper Rolls	Daily	All
7.	Clean and refill water cooler	Daily	All
8.	Doors, frames, handles (wipe with environmental friendly water base cleaner)	Daily	All

9.	Damp wipe , dust and disinfect desks, cabinets, counters, telephones, window sills, handrails, blinds, computers, leather chairs, printers/photo copy machine (excluding key boards), dusting of picture frames including pot plants picture frames	Daily	All
10.	Clean and wash dishes, crockery, microwave and kitchen appliances	As and when required	Kitchen/pause area
11.	Making and serving of tea/refill of water/juice	As and when necessary	All meeting rooms
12.	Clean outside fridge	Daily	All
13.	Setting up of meeting rooms	As and when necessary	All meeting rooms
14.	Sanitize meeting rooms after every meeting	As and when necessary	All meeting rooms

Item No	Activity	Frequency	Number of areas
15.	Spot cleaning of inside walls and glass partitions	Daily	All
16.	Clean ashtrays in smoking areas	As and when necessary	All smoking areas
17.	Defrost and clean inside fridge	Fortnightly	All
18.	Stripping floors – main passage, kitchen, laboratory, control room, ablution facilities and Offices	Quarterly	All
19.	High raise windows and normal window cleaning	Quarterly	All
20.	Door mats to be cleaned	Daily	All
21.	Cleaning outdoors concrete surfaces, walls and paving(ceramics, Terrace, tiles etc.)	Daily	All

2. Work areas for Hygiene cleaning services

Item No	Work Area	No of toilets/ ablutions/ kitchen	Frequency	Price per month per each	Total price for 12 months
1.	Toilets	23	Monthly		
2.	Kitchen sinks	5	Monthly		
3.	Basins	21	Monthly		
4.	Showers	14	Monthly		
5.	Urinals	9	Monthly		

3. Toilets and washrooms

Item Number	Description	Frequency
3.1	Toilet pans, covers, urinals, basins, towel rails and taps are to be cleaned with approved disinfectant – checked hourly and kept clean at all times,	3 x Daily
3.2	Bathroom floors to be washed and disinfected and checked hourly, and kept clean at all times.	3 x Daily
3.3	Counters tops to be washed and disinfected daily, checked hourly and kept clean at all times.	Daily
3.4	An approved detergent should be put in toilet pans to prevent deposits forming	Weekly
3.5	Showers should be disinfected with an approved disinfectant, checked hourly and kept clean at all times.	Daily
3.6	All mirrors should be cleaned and polished, checked hourly and kept clean at all times.	Daily
3.7	Approved detergents should be put in basins and urinals to prevent clogging –	Weekly and when necessary
3.8	Glazed and enamel surfaces should be washed with an approved liquid agent, no abrasives or scouring materials may be used.	Daily
3.9	Toilet papers to be provided, and be replaced regularly during the day.	Daily
3.10	Hygiene equipment should be cleaned daily and serviced hourly to replenish soaps, paper towels, air-fresheners etc.	Daily

12.6 Background

Darvill Waste Water Works is situated in Pietermaritzburg has been having cleaning and hygiene services conducted by Co-Operatives over the years and the contract is coming to end in December 2024.

By crafting the new cleaning and Hygiene contract, we mitigating a catastrophic situation where there will be no cleaning and Hygiene contract in place in January 2025 after the existing cleaning contract expires in December 2024.

12.7 Description of goods/ services required.

Cleaning and Hygiene Services.

12.8 Deliverables/Key Outcomes.

Description	Indicative date for delivery
Cleaning of Offices before staff arrive	In the morning
Cleaning and deep cleaning of ablution facilities before staff arrive	In the morning
Provide milk, tea, coffee in the meeting rooms on request	In the morning

12.9 Contract term

We anticipate that the Contract will commence [01st January 2025]. The anticipated Contract term and options to extend are:

12.10 Other information

- We estimate the quantity to be delivered is [8 Cleaning Personnel].
- Payment will be [on successful delivery of cleaning at the end of the monthly on invoice].
- New Intellectual Property arising as a result of the Contract will be the property of the Client]

12.11 Mandatory documentation

- National Contract Cleaners Association (NCCA)
- Valid letter of good standing for Workman's Compensation (COID)
- Valid Bargaining Council Contract Cleaning Industry (BCCCI) registration certificate

12.12 Pricing

- The bidder shall provide the price proposal as detailed in SBD 3.1
- The bidders's price must be fully inclusive, and each item must be clearly specified.
- All additional costs must be clearly specified and included in the total quotation price, (e.g. transport, labour, etc.).
- All prices must be VAT inclusive.
- The bidder is responsible for all the cost that they shall incur related to the preparation and submission of the quotation.

2. PRICE ADJUSTMENTS (ANNUAL ESCALATION)

- a) **Only firm prices will be accepted. Non-Firm prices (including prices subject to rates of exchange variations) will not be considered.**
- b) The service providers shall provide prices (VAT exclusive) for **ALL** items listed in the table. **Failure to provide prices in any of the items listed will deem this tender to be non-responsive.**
- c) **Note:** The estimated quantities per annum on the pricing schedule are our best estimates but should not be considered as binding.
- b) **Should an extension of contract become necessary after the 12 months period, Uuw would apply the following price increase formula:**

Price review mechanism for Cleaning Services

- 1. The prices for the cleaning services shall be fixed for the period of 15 months from the effective date. Should an extension be necessary, the following price increase formula will be applied.
- 2. The pricing shall only be revised in the following circumstances:
 - Wage reviews by the Bargaining Council for the Contract Cleaning Industry (Kwazulu-Natal)
 - Annual Consumer Price Index (CPI) based on the final month of the contract.
- 3. The formula to be used to review the prices shall be done as follows:

3.1 The formula for BCCCI:

$$R = WI \times 70\%$$

Where:

R is the percentage increase in price from the existing price; and

WI is the percentage increase released by BCCCI

3.2 The formula for CPI:

$$R = CPI \times 30\%$$

Where:

R is the percentage increase in price from the existing price; and

CPI is the latest available release of the official Consumer Index by STATS SA

Prices – must remain firm for a 12 month period and thereafter, will be subject to CPI escalation on the anniversary of the contract. A 30 day notice period prior to price increases is required.