

CONTRACT DATA

**A contract between
SENTECH, Sender Technology Park, Radiokop, Octave Road, Honeydew,
and**

APPOINTMENT OF A SERVICE PROVIDER

For

**the Cleaning, Hygiene and Landscaping (Gardening) Services at Sentech Head Office,
Nasrec, Sentech Tower for a period of 3 years.**

Bid Number: SENT/033/2024-25

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PART C1: AGREEMENTS AND CONTRACT DATA –

Form of Offer and Acceptance Offer

Sentech, identified in the acceptance signature block, has solicited offers to enter into a contract for the Cleaning, Hygiene and Landscaping (Gardening) Services at Sentech Head Office, Nasrec, Sentech Tower for a period of 3 years.

The Bidder, identified in the offer signature block, has examined the documents listed in the Tender Data and addenda thereto as listed in the Bid schedules, and by submitting this offer has accepted the conditions of the Bid.

By the representative of the Bidder, deemed to be duly authorized, signing this part of this form of offer and acceptance, the Bidder offers to perform all of the obligations and liabilities of the Bidder under the Contract including compliance with all its terms and conditions according to their true intent and meaning for an amount to be determined in accordance with the conditions of contract identified in the Contract Data.

THE OFFERED TOTAL OF THE PRICES INCLUSIVE OF APPLICABLE TAXES; (in the Bids applicable currency).

_____ (amount in words);

_____ (amount in figures)

NB: The Prices quoted above is the total Bid offer inclusive of all applicable taxes for the Contract duration. The price must be carried over from the price breakdown / schedule of rates provided in the Bid document.

This offer may be accepted by Sentech by signing the acceptance part of this form of offer and acceptance and returning one copy of this document to the Bidder before the end of the period of validity stated in the Tender Data, whereupon the Bidder becomes the party named as the Bidder in the conditions of contract identified in the Contract Data.

Bidder's Signature(s) _____

Signed by the Bidder at _____ **on this the** _____ **day of** _____ **20** _____

Name(s) _____

Capacity _____

Address (Domicillium)

Acceptance

By signing this part of this form of offer and acceptance, Sentech accepts the Bidder's offer. In consideration thereof, Sentech shall pay the Bidder the amount due in accordance with the conditions of contract identified in the Contract Data. Acceptance of the Bidder's offer by the signature by Sentech shall form an agreement between Sentech and the Bidder upon the terms and conditions contained in this agreement and in the contract that is the subject of this agreement.

The terms of the contract, are contained in:

Part C1 Agreements and contract data, (which includes this agreement)

Part C2 Pricing data

Part C3 Scope of work.

and drawings and documents or parts thereof, which may be incorporated by reference into Parts C1 to C3 above.

Deviations from and amendments to the documents listed in the Tender Data and any addenda thereto as listed in the Bid schedules as well as any changes to the terms of the offer agreed by the Bidder and the employer during this process of offer and acceptance, are contained in the schedule of deviations attached to and forming part of this agreement. No amendments to or deviations from the said documents are valid unless contained in this schedule of deviations.

Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation of this agreement.

Sentech's Signature(s) _____

Signed by Sentech at _____ **on this the** _____ **day of** _____ **20** _____

Name(s) _____

Designation _____

SENTECH SOC LIMITED,
Sender Technology Park
Octave Road, Radiokop
Honeydew
Johannesburg

Date _____

Upon acceptance by Sentech of the Bidder's offer, a contract will come into existence.

SCHEDULE OF DEVIATIONS

Notes:

- 1 The extent of deviations from the Bid documents issued by the Sentech before the Bid closing date is limited to those permitted in terms of the conditions of Bid.
- 2 A Bidder's covering letter shall not be included in the final contract document. Should any matter in such letter, which constitutes a deviation as aforesaid, become the subject of agreements reached during the process of offer and acceptance, the outcome of such agreement shall be recorded here.
- 3 Any other matter arises from the process of offer and acceptance either as a confirmation, clarification or change to the Bid documents and which it is agreed by the Parties becomes an obligation of the contract shall also be recorded here.
- 4 Any change or addition to the Bid documents arising from the above agreements and recorded here shall also be incorporated into the Contract.

1. **Subject** _____

Details _____

2. **Subject** _____

Details _____

3. **Subject** _____

Details _____

4. **Subject** _____

Details _____

By the duly authorised representatives signing this schedule of deviations, Sentech and the Bidder agree to and accept the foregoing schedule of deviations as the only deviations from and amendments to the documents listed in the Tender Data and addenda thereto as listed in the Bid schedules, as well as any confirmation, clarification or changes to the terms of the offer agreed by the Bidder and Sentech during this process of offer and acceptance.

It is expressly agreed that no other matter whether in writing, oral communication or implied during the period between the issue of the Bid documents and the receipt by the Bidder of a completed signed copy of this Agreement shall have any meaning or effect in the contract between the parties arising from this agreement.

Contract Data

Part one - Data provided by Sentech given in all contracts

1. The Purchaser is

SENTECH SOC LIMITED,

Sender Technology Park

Octave Road

Radiokop

Honeydew

Johannesburg

2. General

The National Treasury General Conditions of Contract for goods and services (NT GCC, 2010) or General Conditions of Contract for Works (2015) as issued by National Treasury and the Construction Industry Development Board of the Republic of South Africa apply, respectively.

The goods are specified in the Scope of Work. The Special Conditions of Contract (SCC) are stipulated in the Tender Data.

3. Goods information:

The *Goods Information* is in the document called "Scope of Work" and in the documents and drawings referred to by it.

4. Terms of Delivery

The *Terms of Delivery* are contained in the General Conditions of Contract (GCC) and Special Conditions of Contract.

5. Language

The *language* of this contract is English.

6. Governing Laws and Jurisdiction

The Contract shall be governed by and interpreted according to the laws of the Republic of South Africa.

In the event of a conflict between or inconsistency in the laws applicable in the various provinces of the Republic of South Africa, the law as applied and interpreted in the Gauteng Province shall prevail.

The parties irrevocably submit to the exclusive jurisdiction of the South Gauteng High Court, Johannesburg in respect of any action or proceeding arising from this Bid.

This Bid and all contracts emanating there from will be subject to the General Conditions of Contract issued in accordance with Treasury Regulation 16A published in terms of the Public Finance Management Act, 1999 (Act 1 of 1999). The Special Conditions of Contract are supplementary to that of the General Conditions of Contract. Where, however, the SCC are in conflict with the GCC, the SCC shall prevail.

7. Sub-contracting post award

A Bidder awarded a Bid may only enter into a subcontracting arrangement with the approval of Sentech. The successful bidder may not subcontract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level of contributor than the Bidder concerned, unless the contract is subcontracted to an EME that has the capability and ability to execute the subcontract.

8. Transformation Plan

A transformation plan is a record of activities an entity intends to undertake to improve its BBBEE Level through Ownership, Management and Control; Skills Development; Enterprise and Supplier Development and Socio-Economic Development.

Sentech reserves the right to request a BBBEE transformation plan with clearly defined timelines and milestones if the recommended bidder does not meet Sentech's transformation goals. These milestones must be achieved over the term of the contract. This transformation plan shall be submitted within 10 working days from the written request, failing which Sentech reserves the right to withdraw its appointment of the preferred recommended Bidder.

9. Warranty

The warranty period is 12 months after Delivery.

10. Payment

The method and conditions of payment are contained in the Tender Data, GCC and SCC.

The interest on late payment is 0 % per complete week of delay.

11. Rate of Exchange, Currency Fluctuations and Currency

All bid prices quoted shall be in South African Rands (ZAR). If prices are in a foreign currency, the rate of exchange quoted shall remain fixed throughout the term of the agreement. Bidders will bear the risk of and all cost/s associated with currency fluctuations, therefore Bidders shall be required to manage such risk in their bid price.

12. General - Prices

All prices shall be quoted in ZAR.

Unless written approval has been obtained from Sentech, no adjustment in contract prices will be made. Applications for price adjustment must be accompanied by documentary evidence in support of any adjustment.

13. Price Negotiations

Sentech reserves the right to negotiate market related prices and discounts. If market-related prices are not agreed to, Sentech reserves the right to cancel the Bid.

14. Liabilities indemnities and insurance

Insurance is required from the Bidder in respect of delivery and transportation where applicable.

15. Disputes

Should any dispute, disagreement or claim arise between the parties ("the dispute") concerning this Agreement, the parties shall try to resolve the dispute by negotiation. This entails one party inviting the other party to meet and attempt to resolve the dispute within fourteen (14) days from the date of the written invitation.

If the dispute has not been resolved by such negotiation as referred to in this clause above, the Parties shall submit the dispute to the Arbitration Foundation of Southern Africa ("AFSA") for administered mediation, upon the terms set out by the AFSA secretariat.

Failing such resolution, the dispute shall be resolved by arbitration in accordance with the rules and procedures of AFSA by an arbitrator appointed by AFSA. Where the arbitration route is followed, the dispute must be adjudicated within Johannesburg in the English language and finally resolved in accordance with the rules of AFSA, by an arbitrator or arbitrators appointed by that Foundation.

The provisions of this clause shall not preclude any party from obtaining relief from a Court of competent jurisdiction. To this extent, the Parties hereby consent to the jurisdiction of the South Gauteng High Court, Johannesburg, South Africa. The provisions of this clause shall continue to be binding on the Parties, notwithstanding any termination or cancellation of this Agreement.

16. Termination

Sentech shall have the right, at its sole and exclusive discretion, upon written notice to the Bidder, to terminate this Agreement, in whole or in part should the Bidder fail to perform any of its obligations or deliver any deliverable timeously or should Sentech not be satisfied with the quality of any service/s in terms of this Agreement, to the satisfaction of Sentech.

Sentech shall furthermore have the right, as a result of such termination, to appoint a third party to perform the obligations of the Bidder in terms of the Agreement and the Bidder indemnifies Sentech against all costs incurred by Sentech in appointing such third party to fulfil the obligations of the Bidder.

Sentech shall have the right, at its sole and exclusive discretion, to terminate this Agreement, at any time, upon 30 (thirty) days' written notice to the Bidder.

17. Contract Term

This contract will run for a period of **36** months.

18. Supplier Due Diligence

Sentech reserves the right to conduct supplier due diligence at any time pre, during and post the contract period. This may include announced or unannounced site visits.

19. Cession

Sentech shall be entitled to cede, delegate, assign, charge, transfer or otherwise dispose of this Agreement or any rights or obligations therein in whole or in part, upon prior written notice to the Bidder.

20. Monitoring and Evaluation

The service delivery and performance of the Bidder will be monitored and evaluated by Sentech at all relevant times. In the event that the Bidder defaults in any manner or form, Sentech reserves the right to blacklist the Bidder on the National Treasury Database of Prohibited Suppliers and Tender Defaulters, and to take such further steps as may be warranted in the circumstances which steps shall be determined at Sentech's sole and exclusive discretion.

21. Protection of Personal Information Act No. 4 of 2013 ("POPI")

Sentech is POPI compliant and the Bidder will ensure that it conducts itself within the prescripts of the prescribed legislation.

Should Sentech need to collect Personal Information by law or in consideration of the Tender, and the Bidder fail to provide the Personal Information when requested, Sentech may refuse to accept the relevant services from the Bidder, and the Bidder will be notified in this event.

By agreeing to the terms of this Agreement, the Bidder voluntarily authorizes Sentech to process its' personal information (including its' name, credit card & banking details, physical address, telephone numbers, reference letters & any other information it has provided to Sentech) for purposes of Tendering and contracting.

The Bidder consents to the transfer of such personal information to third parties.

This consent is effective immediately and will endure until the relationship between the Bidder and Sentech has been terminated.

The Bidder indemnifies and holds Sentech harmless against any loss, whether direct or indirect, arising out of the failure to process any of its' personal data in accordance with applicable laws.

22. Delay damages

As stipulated in the Special Conditions of Contract.

Sentech's Representative is

Name: Mr. Zunaid Adams

Address: **SENTECH SOC LIMITED**

Sender Technology Park

Octave Road

Radiokop

Honeydew

2040

Johannesburg

Tel No. 0114714400

Sentech's Representative is the Executive: Legal and Regulatory.

Contract Data

Part two - Data provided by the Bidder

Statements given in all contracts

The Bidder is:

Name _____ Address _____

a company / close corporation / partnership duly incorporated in accordance with the laws of the Republic of South Africa.

PART C2: PRICING DATA

Price List

NOTE: All requirements (items and quantities) listed below and included in the price schedule template for completion must be adhered to for costing and evaluation purposes. These quantities are the guidelines and If there is any other information or deviations that you may feel that is relevant and not mentioned in this template, please record on a separate sheet with explanations, clearly labeling the sheet with the cluster number.

1. Equipment

The prices quoted must include quantities given on the same or equivalent equipment and amortised over 36 months.

2. Garden equipment, Cleaning Chemical, Hygiene Equipment, and Consumable

The prices quoted must include chemical and consumables indicative quantities given/ required for the start-up and execution of the contract. Although it is a requirement to use the same quantities for costing purposes for the 36 month period, the quantities may be adjusted to a more realistic level based on usage. Bidders must consider building sizes/ square meters when providing pricing for chemical and consumables.

3. Labour

Wages must conform to the minimum levels set in the Sectoral Determination 1: contract cleaning sector, South Africa, or National Minimum wage requirements. **Bidder to include**

4. Uniform

Gents: 2 sets of uniforms issued per year and 1 set of safety shoes - **12 months.**

Ladies: 2 sets of uniforms issued per year and 1 set of comfortable shoes / safety shoes - 12

5. If there is any other information that you may feel is relevant and not mentioned in this template, please record on a separate sheet with explanations, clearly labelling the sheet with the cluster number.

Toilet paper to be according to the required SANS/SBS standard and to be double-ply

NB: The total number of staff required for the contract is 33. Sentech reserves the right to add or subtract any number of staff and buildings on this tender.

<u>EQP1</u> ESTIMATED EQUIPMENT	Equipment
	Low noise vacuum cleaners
	Heavy-duty industrial wet & dry vacuum cleaner
	Floor buffing machine
	Mops, Buckets, Brooms
	Carpet Extractor
	Wet floor signs
	Janitorial / Mopping / Cleaning trolleys
	Dust clothes, colour coded
	Gardening Tools
	Heavy duty hose pipe and fittings
	Industrial type back pack leaf blowers
	Heavy duty lawnmowers domestic petrol and electrical type required
	Industrial lawn mowers (kudu or similar ride-on)
	Gloves – Cleaning and Gardening
	Industrial edge cutters
<u>CHEM 1</u> ESTIMATED CHEMICAL AND CONSUMABLES (All products are to be non-hazardous, environmentally friendly, with MSDS)	Chemicals
	General Purpose
	Food Grade
	Bio-Degradable
	Furniture Polish
	Liquid / Foam Hand Soap
	Toilet bowl Cleaner
	Limescale Inhibitor
	Polymop
	Carpet & Fabric Shampoo
	Stripper

	Mops, Spray Bottles
	Alcohol Base Liquid hand sanitizers
	Pest Control, Fumigation chemicals

UNIF 1	Gents: Standard 2-piece boiler suit/overall with 1 pair OHS safety shoes (issued per year), gloves, and regulation headgear where applicable
UNIFORM GUIDELINE	Ladies: 2 sets of uniforms and 1 pair of comfortable OHS shoes (SABS standard)- issued per year.
(per annum)	Face mask: when needed as per Covid regulations.

Maintenance of irrigation System	The landscape contractor shall be solely responsible for ensuring that all areas of planting receive the amount and he should quote accordingly, taking into consideration the extent and the type of irrigation present on site. The landscape contractor shall be responsible for monitoring the day-to-day running of the irrigation system and carrying out all necessary adjustments and minor repairs. Pumps in boreholes and /or irrigation dams shall be checked regularly to ensure that they are fully functional.
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SENTECH HEAD OFFICE, SENTECH Tower, and NASREC Requirements			
	SENTECH Head Office	SENTECH Tower	NASREC
Size of cleanable office space	7500m2	2100m2	965m2
Kitchens	15	3	1
Toilets	52	14	5
Basins	57	10	6
Urinals	25	4	2
Showers	6	2	-
Toilet seats Sanitizers	75 - Service only	14 - supply and service	5 - supply and service
Automatic Alcohol-base Hand Sanitizers	75 - supply and service	10 - supply and service	10 - supply and service
Sanitary bins (white colour)/ She bins	25 - Service only	8 - supply and service	4 - supply and service
Seat sprays (Silver colour)	52 - supply and service	14 - supply and service	5 - supply and service
Toilet paper holders TRH3 (Stainless steel finish)	52 - Service only	14 - supply and service	4 - supply and service

SENTECH HEAD OFFICE, SENTECH Tower, and NASREC Requirements			
Hand Towel Dispenser (Silver colour)	10 - supply and service	12 - supply and service	4 - supply and service
Hand soap dispensers (Stainless steel finish dispenses)	39 - supply and service	9 - supply and service	4 - supply and service
Wall waste bins (Silver colour)	24 - service only	10 - supply and service	4 - supply and service
	SENTECH Head Office	SENTECH Tower	NASREC
Air fragrance dispensers (Stainless steel finish dispenses)	40 - supply and service	10 - supply and service	4 - supply and service
Cleaning chemicals	7 cleaning staff	2 cleaning staff	1 cleaning staff
Cleaning material and equipment	7 cleaning staff	2 cleaning staff	1 cleaning staff
All gardening equipment, hand and power tools	9 Staff members	1 Staff members	1 Staff members
Hygiene equipment (Stainless steel finish dispenses)	✓	✓	✓
Hygiene consumables	✓	✓	✓
Deep cleaning of bathrooms and kitchens	Annual	Annual	Annual
External & Internal window cleaning	Annual	Annual	Annual
Industrial vacuum cleaners (silent – not noisy)	7	2	1
Industrial Wet & Dry vacuum cleaners	1	0	0
Industrial floor buffer	1	0	0
Heavy-duty lawnmower (Kudu or similar Ride-on)	2	0	0
Grass area to be cut with a petrol lawnmower.	16000 m2	1000m2	2000 m2
The grass area is to be cut with an electric lawnmower.	15000 m2	1600m2	1800 m2
Collection of municipal bags at Nasrec	Every Friday	Every Friday	Every Frida
Servicing of irrigation system	monthly	Monthly	Monthly
Maintenance of the irrigation system	Monthly	Monthly	Monthly

SENTECH HEAD OFFICE, SENTECH Tower, and NASREC Requirements

	SENTECH Head Office	SENTECH Tower	NASREC
Heavy-duty petrol lawn mower	2	1	1
Heavy-duty electric mower	2	1	1
Ride-on	1	n/a	n/a
Heavy-duty bush cutters	2	1	1
Cordless Pole Pruner	2	1	1
Long Handle Cordless Hedge Trimmer	2	1	1
Spade			
Pik		1	1
Garden Fork		1	1
Wheelbarrow		1	1
Garden rake – plastic (replaceable)			
Garden rake - steel			
Industrial Blowers			
Hygiene equipment (Stainless steel dispensers).	✓	-	-
Cleaning material and equipment	✓	✓	✓
Hygiene consumables including toilet paper and hand towels for dispensers	✓	✓	✓
Cleaning material and equipment	7 Cleaning staff	2 Cleaning staff	1 Cleaning staff
Hygiene consumables including toilet paper and hand towel for dispensers	✓	✓	✓
All gardening equipment, hand and power tools	✓	✓	✓
Deep cleaning of bathrooms and kitchens	Annual	Annual	Annual
Carpet cleaning and Upholstered chairs	Bi-annually 4000m2 +400 chairs	Annually 400m2	Annually 200m2
External window cleaning	Annual	Annual	Annual
Pest and rodent control	Quarterly	Quarterly	Quarterly
Canteen Pest and Rodent control	Monthly	N/A	N/A
(STAFF) Office cleaning	7	2	1
(STAFF) Site Cleaning supervisor	1	-	-
(STAFF) Gardening / general worker (TWO tractor operators)	9	1	1
(STAFF) Stores Assistant	1	-	-
(STAFF) Mailroom messengers	-	-	-
(STAFF) Driver code 08 (Sentech to provide vehicle and fuel)	1	-	-

SENTECH HEAD OFFICE, SENTECH Tower, and NASREC Requirements

(STAFF) Painter	1	-	-
(STAFF) Handyman	2	-	-
Irrigation Specialist/supervisor (certificate in irrigation)	1	-	-
Horticulturist (N. Diploma in Horticulture)			

The site manager:

- Must be on-site a minimum of three (3) days a week,
- Must provide inspection reports indicating the progress and remedial actions,
- Must be visible in all 3 sites STP, Nasrec, and Sentech Tower

ITEM	BASIC SALARY	CLEANER	SUPERVISOR	MESSENGER	DRIVER	GENERAL WORKER	PAINTER	STORES ASSISTANT	HANDYMAN
1	Hourly Rate	R	R	R	R	R	R	R	R
2	Daily Rate (8 hours per day)	R	R	R	R	R	R	R	R
3	Weekly Wage (5 days per week)	R	R	R	R	R	R	R	R
4	Basic Monthly Wage (4.333 weeks per month)	R	R	R	R	R	R	R	R
5	ADDITIONAL COST	R	R	R	R	R	R	R	R
6	Monthly provision for annual leave at a rate of 1.25-day p/m	R	R	R	R	R	R	R	R
7	Monthly provision for sick leave at a rate of 1-day p/m	R	R	R	R	R	R	R	R
8	Provision for family responsibility leave at a rate of 0.82% (3/365) p/m	R	R	R	R	R	R	R	R
9	Monthly contribution for Provident fund (5.25% of Basic Monthly Wage)	R	R	R	R	R	R	R	R
10	Bonus (provision at a rate of basic monthly wage divided by 12)	R	R	R	R	R	R	R	R
11	UIF (1% of basic monthly wage)	R	R	R	R	R	R	R	R
12	Skills Development Levy (1% of basic monthly wage)	R	R	R	R	R	R	R	R
ITEM	BASIC SALARY	CLEANER	SUPERVISOR	MESSENGER	DRIVER	GENERAL WORKER	PAINTER	STORES ASSISTANT	HANDYMAN

13	Personal Protective Clothing (Uniform, etc.) - monthly rate.	R	R	R	R	R	R	R	R
14	Other Provisions at a monthly rate (e.g., COIDA, Maternity, etc...)	R	R	R	R	R	R	R	R
15	TABLE A: Total Monthly Wage (SUM OF ITEM 1 TO 10)	R	R	R	R	R	R	R	R
16	Total Year 1	R	R	R	R	R	R	R	R
17	Total Year 2 (Escalation included)	R	R	R	R	R	R	R	R
18	Total Year 3 (Escalation included)	R	R	R	R	R	R	R	R

PRODUCT LIST AND PRICE

Product / services	CLEANING, GARDENING AND HYGIENE SERVICES PRICE BREAKDOWN								
	SENTECH Head Office			SENTECH Tower			NASREC		
	Year 1	Year 2	Year 3	Year 1	Year 2	Year 3	Year 1	Year 2	Year 3
Cleaning equipment and all consumables.	R	R	R	R	R	R	R	R	R
Hygiene equipment and all consumables.	R	R	R	R	R	R	R	R	R
Gardening equipment and all consumables.	R	R	R	R	R	R	R	R	R

Guano Boost or similar approved 100% organic lawn fertilizer	R	R	R	R	R	R	R	R	R
Maintenance and servicing of irrigation system	R	R	R	R	R	R	R	R	R
Once-off planting of "All Seasoned Evergreen GrassM²	R	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Product / services	OFFICE PEST CONTROL PRICE BREAKDOWN								
	SENTECH Head Office			SENTECH Tower			NASREC		
	Year 1	Year 2	Year 3 Year 3	Year 1	Year 2	Year 3	Year 1	Year 2	Year 3
Bait stations	R	R	R	R	R	R	R	R	R
Spray and gel for cockroaches, ants, bees, & all other flying insects, poison for mice & rats (rodents)	R	R	R	R	R	R	R	R	R
Insect sprays	R	R	R	R	R	R	R	R	R
Weed control chemicals	R	R	R	R	R	R	R	R	R

Product/services	IRRIGATION MAINTENANCE								
	SENTECH Head Office	SENTECH Head Office	SENTECH Head Office	SENTECH Tower	SENTECH Tower	SENTECH Tower	NASREC	NASREC	NASREC
	Year 1	Year 2	Year 3	Year 1	Year 2	Year 3	Year 1	Year 2	Year 3
Monthly Service of the automated irrigation system	R	R	R	R	R	R	R	R	R
Replacement of pop-up spray	R	R	R	R	R	R	R	R	R
	R	R	R	R	R	R	R	R	R
	R	R	R	R	R	R	R	R	R
Product / services									
	SENTECH Head Office	SENTECH Head Office	SENTECH Head Office	SENTECH Tower	SENTECH Tower	SENTECH Tower	NASREC	NASREC	NASREC
	Year 1	Year 2	Year 3	Year 1	Year 2	Year 3	Year 1	Year 2	Year 3
Cleaners	R	R	R	R	R	R	R	R	R
Gardeners/General worker	R	R	R	R	R	R	R	R	R
Supervisors	R	R	R	N/A	N/A	N/A	N/A	N/A	N/A
Driver	R	R	R	N/A	N/A	N/A	N/A	N/A	N/A
Mail messengers	R	R	R	N/A	N/A	N/A	N/A	N/A	N/A
Stores assistant	R	R	R	N/A	N/A	N/A	N/A	N/A	N/A
Handyman	R	R	R	N/A	N/A	N/A	N/A	N/A	N/A
Painter	R	R	R	N/A	N/A	N/A	N/A	N/A	N/A
Cleaning services, equipment and all consumables.	R	R	R	R	R	R	R	R	R
Hygiene services, equipment and all consumables.	R	R	R	R	R	R	R	R	R

Gardening services, equipment and all consumables.	R	R	R	R	R	R	R	R	R
Pest Controll	R	R	R	R	R	R	R	R	R
SUB-TOTAL	R	R	R	R	R	R	R	R	R
VAT @ 15%	R	R	R	R	R	R	R	R	R
TOTAL	R	R	R	R	R	R	R	R	R
TOTAL per site for 3 years	R			R			R		

AD HOC SERVICES							
Description	Unit	QNTY	Rate/pa	Year 1	Year 2	Year 3	
Window cleaning (Adhoc)	m ²	2500		R	R	R	
Landscape improvement (upgrade)	m ²	1000		R	R	R	
Removal of bees	Beehive	15		R	R	R	
Hiring of Portable VIP toilets (with running water) Male/Female	7 Units	3		R	R	R	
Material for the replacement of broken items aligned to the irrigation system	Each	150		R	R	R	
SUB-TOTAL carry to the final summary				R	R	R	
VAT 15%							
TOTAL AD HOC PRICE TO BE ADDED TO CONTRACT VALUE							

Optional Rates –

For ad-hoc requests; Sentech would like to get prices for the use of the following services on an ad-hoc basis during the term of this contract.

PART C3: SCOPE OF WORK

SENTECH'S GOODS INFORMATION

XXXXX

1. TECHNICAL REQUIREMENTS

1.1. Glossary of Terms

Abbreviations	Descriptions

2. INTRODUCTION

SENTECH, is considering appointing a Service Provider to provide Cleaning and Gardening services, for 3 (three) years at the Honeydew Head office, Sentech Tower (Brixton), and Nasrec offices as per buildings schedule provided.

GENERAL

The specifications and frequency schedules below, serve as a general concept for all areas and as a guideline to minimum requirements, but may be adjusted in accordance with Sentech requests, mutual arrangements or to ensure a better service. Areas with a higher traffic should be serviced more frequent in order to ensure an **“always neat”** appearance. Furthermore, it must be noted that the minimum requirement will be at least the highest standard set for the cleaning industry. In general, it is accepted, as far as corporate images are concerned, that the Service Provider will take just as much pride in the neat appearance of the buildings, as Sentech does.

Where in these instructions reference is made to “daily” this generally means a 5 (five)-day week – Saturday, Sunday and public holidays excluded. It could be expected from the Service Provider to provide services during special occasions, after hours, over weekends and public holidays. When service is required on Saturdays and/or Sundays, it will be pointed out to the Service Provider.

1. SCOPE OF WORK

The specifications/frequency schedules / attached appendixes/sections provide an indication of the areas and buildings to be serviced for cleaning purposes as well as a guideline to minimum requirements and may be adjusted to ensure better service delivery and end user’s requests. Notwithstanding the foregoing, all areas with higher traffic will be expected to be serviced more frequently in order to meet minimum standards. The minimum standard will be considered to be at least the highest standard set for the cleaning industry.

The Service Provider will provide a scheduled and reactive (for specific functions) cleaning and Cartage service to all areas of the Facility in accordance with the negotiated access times to specific areas and with the provision of this specification and the Service Standards, which shall include but not limited to;

- Routine Cleaning Services;
- Specialists cleaning services;
- Waste removal; including sorting for recyclable materials and removal to a central point on site;
- Window cleaning to an accessible-height;
- Control of consumables including toilet paper and hand towels;
- Provision and control of all cleaning staff, cleaning materials, and cleaning equipment

These are not certified to be fully comprehensive and are only guidelines. The Service Provider must acquaint him/herself as to the exact situation, boundaries, and areas, as well as the diversity of the various groups and buildings.

2. SPECIFICATIONS AND FREQUENCIES

The specifications and frequency schedules below serve as a guideline to minimum requirements but may be adjusted in accordance with Sentech's concerning requests, mutual arrangements or to ensure a better service. Furthermore, it must be noted that the minimum requirement will be at least the highest standard set for the cleaning industry. In general, it is accepted, as far as corporate images are concerned, that the Service Provider will take just as much pride in the neat appearance of the buildings, as Sentech does.

3. WORKING HOURS

Normal working hours for Sentech for weekdays excluding public holidays and weekends are from **07:00 to 17:00**

However, cleaning services will be required from **07:00 to 16:00 on** weekdays subject to change due to change in business requirements.

In order to provide for the requirements, working hours shall be determined by the Service Provider in consultation with Sentech Facilities Manager and may be adjusted from time to time.

Service could be required during weekends and/or public holidays and the Service Provider must make provision for workers to perform additional service as and when required.

4. ROUTINE CLEANING SERVICES

Service Provider's Responsibilities

The Service Provider shall provide a scheduled and reactive Cleaning Service on a day to day basis in all areas of Sentech in accordance with this section of this Specification.

Routine cleaning service refers to:

General vacuuming, dusting and wiping of all surfaces;

Collection of general waste (recyclable and non-recyclable) and removal to the site skip;

Cleaning of accessible internal and external windows and glass doors windows up to ALL floor level.

The Service Provider shall ensure that routine and Sentech processes and all business areas are not adversely affected by the cleaning services

- The Service Provider shall comply with the standards laid down by Sentech and / or the Facilities team;
- Individual Staff are consistently allocated to work on a specific floor in a specific building or with a specific department with minimal changes, save to the extent reasonably required to maintain the Service Standards. With the exception to staff at Honeydew office of a 6 monthly staff rotation of existing staff to familiarise themselves to other workstations.
- The Service Provider shall ensure safe working practices are followed in public areas, laboratories, corridors, equipment rooms, stairwells and at heights;
- Appropriate signage is used for warnings of wet floors, etc;
- The Service Provider shall ensure that meeting rooms are cleaned as necessary and all waste promptly removed, efficiently and in any event prior to the commencement of the next meeting;
- The cleaning staff/supervisor shall liaise frequently with the meeting venue organiser to confirm access times to the meeting rooms and notice of meetings ending;
- All equipment complies with the relevant SABS Specifications and code of practice;
- Cleaning procedures and schedules are in place and up to date;
- Discard procedures are in place and applied in respect of disposable cleaning equipment;
- Cleaning equipment is clearly defined for specific usage.
- Cleaning equipment is clean and correctly stored;
- All cleaning material as may at any time be necessary for the provision of the Cleaning
- Services are supplied and issued to Staff;
- Cleaning materials used in a safe and proper manner, in compliance with Health and safety

Regulations;

- Cleaning materials are selected and used so as not to cause any damage to surfaces;
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- Hard floors are free from dust, debris, removable soil, stains, and build-up, and have a uniform light-reflective, finish.
- Soft floors are free from debris, removable soil, stains, and odours;
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- Furniture, fixtures, and fittings are free from dust, removable soil, smears, spots, and spillages;
- Paintwork, walls, and doors are free from dust, removable stains, grease, smears, spots, and spillages;
- Sanitary ware is free of dust, removable soil, and stains on inside and outside surfaces. Taps, overflows, outlets, chains, and plugs are free from grease, scum, debris, and deposits;
- High and low-level surfaces are free from dust, cobwebs, removable soil, grease, spots, and splashes. All types of refuse holders are free from, soils, grease, spots, and spillages on both inside and outside surfaces;
- Windows, internal glass, panels, and partitions are free from dust, grease streaks, smears, spots, splashes, marks, and sticky deposits to their full height.;
- Venetian/vertical and roller blinds are free from dust, grease, streaks, smears, spots, and splashes.
- Lift, lift doors, and runner are free from dust, grease, streaks, smears, spots and splashes and debris;
- Telephones are free from dust, grease, smears, and streaks and are disinfected on a daily basis.

5. CLEANING SERVICE REQUIRED, AREAS AND FREQUENCY

Colour coded cleaning cloths to be used in accordance with HACCP

Daily refers to a minimum of once per day

Weekly refers to a **minimum of once per week** (Monday – Friday)

Monthly refers to a minimum of once or twice per month.

STANDARD SERVICE REQUIRED AND FREQUENCY

The following table outlines the minimum requirements in terms of cleaning service and the frequency and can be adapted to accommodate changes in circumstances. This information will be used in the development of the Service Level Agreement.

The cleaning frequency schedule below, serves as guidelines to minimum requirements, but may be adjusted in accordance with the Facilities manager's requests, mutual arrangements or to ensure a better service. Where in these instructions reference is made to "daily", this means a (Five) day week.

1. SCOPE FOR WATERING AND IRRIGATION SYSTEM AT SENTECH

1.1 GENERAL RESPONSIBILITY

- 1.1.1 The landscape contractor shall be solely responsible for ensuring that all areas of planting receive the amount and he should quote accordingly, taking into consideration the extent and the type of irrigation present on site.

No exception will be tolerated for his failure to comply with this requirement

1.2 IRRIGATION MAINTENANCE

- 1.2.1 The landscape contractor shall be responsible for monitoring the day-to-day running of the irrigation system and carrying out all necessary adjustments and minor repairs.
Pumps in boreholes and /or irrigation dams shall be checked regularly to ensure that they are fully functional.

- 1.2.2 Should a major malfunction occur outside the control of the contractor this is to be reported immediately to the Sentech Project Manager / Client in writing (email) in order that the costs can be approved, and repairs speedily implemented. Should the contractor fail to report such a malfunction and plants die as a result, the replacement cost shall be for his account.

- 1.2.3 It is required that a monthly service of the irrigation system be carried out the cost of which will be borne by the maintenance contractor and costed within the Bill of Quantities.

All, the day-to-day repairs and adjustment costs including labour shall be allowed for by the maintenance contractor.

- 1.2.4 The landscape contractor must appoint a TIA accredited irrigation contractor to carry out all the necessary servicing and repairs to the irrigation system in accordance with items listed below.

Controllers

- All controllers are to be checked. The time accuracy, battery back-up wiring, cleanliness, situation (is the controller easily accessible, waterproof, etc) display visible and readable, controller lockable etc
- Recommendations are required should work become necessary to upgrade the controller.
- The electrical impulse to each valve must be checked and re-adjusted if necessary.
- Each controller must be supplied with a written sequence of operation (e.g. Station 1 – front entrance) which must be attached to the inside of the lid
- All electrical wiring must be properly trunked where it is above ground all trunking must be secured to the built structures.
- The 220v supply must be checked for accessibility and security. The supply must be checked for continuity.

Valves

- All valves must be checked for the electrical impulse response from the controller.
- All wiring and connections must be checked for water tightness, free of abrasions and breaks in wire coatings.

- The water supply to all valves should be controlled by gate valves to allow access during operation. Where no gate valves exist, cost must be given for the installation of these. Existing gate valves must be checked for accessibility and operation.
- The valves must visibly be checked for leaking etc
- The valves box must be cleaned to allow free access to the valve and surroundings.
- All soil etc., must be cleared from the valve boxes at each visit. Lids must be replaced should these be missing.
- The water quality must be checked to ensure that no sediment is carried into the valves. If sediment is evident, the water supply will have to be filtered – costs to be submitted.

Sprinkler lines

- All sprinklers must be checked during operation to ensure their proper operation. The arc settings must be checked and corrected.
- Nozzles must be cleaned regularly and replaced where necessary.
- The sprinkler must all be routinely stripped and flushed. The filters must be cleared of any sediment etc., which might be present. The wiper seals must be replaced where leaking occurs. All PU sprinklers must be checked to ensure they retract normally. Repairs where necessary.
- All standpipes must be straightened and realigned where necessary.
- Standpipes must be raised to lowered as required to always ensure proper cover.

Pumps, tanks and borehole

- All pumps must be checked to ensure they are fully operational. The following items must be checked and monitored for their correct performance:
 - The rotation of the pump
 - The fan housing must be cleared of any obstruction.
 - The electrical connections must be tightened.
 - The pressure switch gear
 - The pressure vessel
 - The supply lines must be monitored for correct operating pressure and water flow.
 - The level controls must all be operational.
 - The borehole must be checked for yields. The operation of the pump must be checked to ensure sufficient flow. All pipe connections must be checked for water tightness and leaks.
 - The tank must be checked for water tightness and corrosion.

Mainline/water supply.

- The main line must be checked at each visit.
- Valve and turf valve connections must be watertight. Where turf valves are present these should be installed

Should a major malfunction occur outside the control of the contractor this is to be reported immediately to the Sentech Project Manager in writing in order that the costs can be approved and repairs speedy implemented. Should the contractor fail to report such a malfunction and plants die as a result, the replacement cost shall be for his account.

Responsibilities to the contractor:

- Any damage caused by the contractor's employees will be replaced .
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IRRIGATION REPAIRS AND REPLACEMENT

- The service provider shall be responsible for maintaining and repairing the irrigation system (Sprinkler heads, connectors, pop-up sprinklers etc)
- It is the requirement of the contractor, that the irrigation system be serviced at regular intervals, the cost of which will be borne by the service provider and to be included in the costing.
- Should an irrigation system be damaged due to the negligence of the contractor. The Contractor will be held liable and cost for the repairs will be done at the expense of the contractor.
- Should a Major malfunction occur outside the control of the Contractor this is to be reported immediately to the Sentech in writing in order that the costs can be approved, and repairs speedily implemented. Should the contractor fail to report such malfunction and plants die as a result, the replacement cost will be on his account.

Sentech Head offices

1. Cleaning

NB: the below will be done following the health and safety guidelines, as regular cleaning and disinfection is required from time to time.

	Frequency (As per covid guidelines)
General cleaning	
General cleaning of all areas, including main reception areas, office, passages etc	As per Covid guidelines
Report any faults to the Facilities department and Supervisor.	Daily
Reception Areas	
Reception area and front desk cleaned, vacuumed and mop.	Daily
Clean front foyer, tables and chairs.	Daily
Office cleaning	
Clean offices, lounge and pause area. Telephone instrument, Computer screens and keyboard clean with alcohol wipes or similar.	Daily
Wipe down all desktops.	Daily
Empty and replace all bins at each office and desk stations and replace liner.	Daily
Vacuum or mop offices.	Daily
Empty waste paper bins at Photocopiers and shredders.	Daily
Kitchen and Canteen areas	
Wash dry dishes and repack in cupboards.	Daily
Keep sink, fridge, microwave, cupboard, bin and kitchen clean at all times.	Daily
Check and refill coffee, sugar, tea and milk.	Daily
Toilets	
Clean toilets, basins, vanity, mirrors, tiles and floors daily.	Daily
Do hourly checks to clean and refill soap dispensers, hand towels and toilet paper	Hourly

Ladies Sanitary bins are kept clean externally and serviced every 14 days.	14 Days
Windows	
Clean all front and all internal office windows.	Monthly
Boardroom / Meeting rooms	
Clean before and after meetings	Daily
Assist with setting up coffee, tea, refreshments and meals	Daily

2. Additional services

Carpet cleaning of all offices and passages.	On need basis
Supply of portable toilets as and when required (emergency water outage situations)	On need basis
External window cleaning of all offices.	On need basis

3. Landscaping, Gardening Services & General workers

Gardening services with own equipment	
Providing ad-hoc assistance to Sentech staff with maintenance to the premises.	As and when needed
Clearing of leaves from all gutters and water gullies	Ongoing
Planting of annual colour plants	Seasonal
Comprehensive garden maintenance	Daily
Landscape construction and installation	Ongoing
Road and hard surfaces sweeping	Daily
Supply and spreading of compost and topdressing	Seasonal
Tree care and arborist services	Seasonal
Certified application of pesticides and herbicides	As and when needed
Application of fertilizers	Seasonal
The irrigation specialist/supervisor to inspect and maintain the irrigation system	weekly
The Horticulturist to visit the site twice a month to check on the garden and provide gardening improvement	Twice a week

4. Pest control

Insect monitoring and control	Scheduled
Fumigation	Scheduled
Bee removal	As and when needed
Bird control	As and when needed
Treatment for rodents (rats, mice and crawling insects) The pesticides must be odourless and SABS approved and not harmful to humans.	Quarterly

5. Additional Staff

1x Driver with code 10 drivers' licence	
2 x Mail room messenger staff members	
1x Stores assistant with Code 8 and Forklift driver's license	
1x Painter	
1x Assistant general building Maintenance person (Handyman)	

6. Hygiene

Hygiene services include dispensers and consumables:	Daily
Toilet Roll Dispensers in all toilets that holds 3 rolls (Lockable)	Daily
Hand Towel dispensers, 1 each for ladies, gents and disabled toilets	Daily
Soap dispensers, 1 each for ladies and gents and disabled toilets	Daily
Sanitary / she bins 1 per toilet for ladies and disabled toilets	Daily
Seat wipes 1 in each toilet – ladies, gents and disabled toilets	Daily
Wall waste bins (1 each for ladies, gents and disabled bathroom + 1 security room	Daily
Double ply toilet paper and hand towel paper	Daily
Automatic slow release air freshener	Daily
Kitchen towels	Daily
Automatic slow-release alcohol base sanitizers	Periodically

Sentech Tower (Brixton)

1. Cleaning

General cleaning	
General cleaning of all areas, including main reception areas, office, passages etc.	Daily
Report any faults to the Facilities department and Supervisor.	Daily
Reception Areas	
Reception area and front desk cleaned, vacuumed and mop.	Daily
Clean front foyer, tables and chairs.	Daily
Office and training centre cleaning	
Clean offices, lounge and pause area. Telephone instrument, Computer screens and keyboard clean with alcohol wipes or similar.	Daily
Wipe down all desktops.	Daily
Empty and replace all bins at each office and desk stations and replace liner.	Daily
Vacuum or mop offices.	Daily
Empty waste paper bins at Photo copiers and shredders.	Daily

Kitchen areas	
Wash dry dishes and repack in cupboards.	Daily
Keep sink, fridge, microwave, cupboard, bin and kitchen clean at all times.	Daily
Check and refill coffee, sugar, tea and milk.	Daily
Toilets	
Clean toilets, basins, vanity, mirrors, tiles and floors daily.	Daily
Do hourly checks to clean and refill soap dispensers, hand towel and toilet paper.	Hourly
Ladies Sanitary bins are kept clean externally and serviced every 14 days.	14 Days
Transmitter halls and equipment rooms	
Strip, buff and polish floors where vinyl tiles are used on the 2 nd floor, 1 st floor, steps of the tower, and also the TV building ground floor, steps and 1st floor area.	Quarterly
Boardroom and training centre	
Clean before and after meetings and training	Daily
Assist with setting up coffee, tea, refreshments and meals	Daily

2. Landscaping, Gardening services & General workers

Gardening services with own equipment	
Providing ad-hoc assistance to Sentech staff with maintenance to the premises.	As and when needed
Clearing of leaves from all gutters and water gullies	Ongoing
Planting of annual colour plants	Seasonal
Comprehensive garden maintenance	Daily
Landscape construction and installation	Ongoing
Road and hard surfaces sweeping	Daily
Supply and spreading of compost and topdressing	Seasonal
Tree care and arborist services	Seasonal
Certified application of pesticides and herbicides	As and when needed
Application of fertilizers	Seasonal
The irrigation specialist/supervisor to inspect and maintain the irrigation system	weekly
The Horticulturist to visit the site twice a month to check on the garden and provide gardening improvement	Twice a week

3. Additional services

Annual carpet cleaning of offices and passages.	Annually
Annual deep cleaning of all toilets and kitchens	Annually

External window cleaning of all offices quarterly.	Quarterly
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4. Pest control

Insect monitoring and control	On going
Humane and environmentally friendly products and processors	
Fumigation	
Bee removal	As and when needed
Bird control	As and when needed
Treatment for rodents (rats, mice and crawling insects) The pesticides must be odourless and SABS approved and not harmful to humans.	Quarterly

5. Hygiene

Hygiene services include dispensers and consumables:	Daily
Toilet Roll Dispensers in all toilets that holds 3 rolls (Lockable)	Daily
Hand Towel dispensers, 1 each for ladies, gents and disabled toilets	Daily
Soap dispensers, 1 each for ladies and gents and disabled toilets	Daily
Sanitary / she bins 1 per toilet for ladies and disabled toilets	Daily
Seat wipes 1 in each toilet – ladies, gents and disabled toilets	Daily
Wall waste bins (1 each for ladies, gents, and disabled bathroom + 1 security room	Daily
Double-ply toilet paper and hand towel paper	Daily
Automatic slow release air freshener	Daily
Automatic slow-release alcohol base sanitizers	Periodically
Kitchen towels	Daily

Sentech Nasrec Office

1. Cleaning

General cleaning	
General cleaning of all areas, including main reception areas, office, passages, etc.	Daily
Report any faults to the Facilities department and cleaning Supervisor.	Daily
Reception Areas	
The reception area and front desk cleaned, vacuumed, and mop.	Daily
Clean front foyer, tables, and chairs.	Daily
Office cleaning	
Clean offices, lounge, and pause areas.	Daily

Telephone instrument, Computer screens, and keyboard clean with alcohol wipes or similar.	Daily
Empty and replace all bins at each office and desk station and replace the liner.	Daily
Vacuum or mop floors.	Daily
Empty waste paper bins at Photocopiers and shredders.	Daily
Clean window blinds	Monthly
Kitchen areas	
Wash, dry and repack dishes in cupboards.	Daily
Keep sink, fridge, microwave, cupboard, bin and kitchen clean at all times.	Daily
Check and refill coffee, sugar, tea and milk.	Daily
Toilets	
Clean toilets, basins, vanity, mirrors, tiles and floors daily.	Daily
Do hourly checks to clean and refill soap dispensers, hand towel and toilet paper.	Daily
Ladies Sanitary bins are kept clean externally and serviced every 14 days.	14 Days
Windows	
Clean all front windows and all internal office windows.	Bi-Monthly
Boardroom / Meeting rooms	
Clean before and after meetings	Daily
Assist with setting up coffee, tea, refreshments and meals	Daily

2. Landscaping, Gardening services and General workers

Gardening services with own equipment	
Providing ad-hoc assistance to Sentech staff with maintenance to the premises.	As and when needed
Clearing of leaves from all gutters and water gullies	Ongoing
Planting of annual colour plants	Seasonal
Comprehensive garden maintenance	Daily
Landscape construction and installation	Ongoing
Road and hard surfaces sweeping	Daily
Supply and spreading of compost and topdressing	Seasonal
Tree care and arborist services	Seasonal
Certified application of pesticides and herbicides	As and when needed
Application of fertilizers	Seasonal
The irrigation specialist/supervisor to inspect and maintain the irrigation system	weekly
The Horticulturist to visit the site twice a month to check on the garden and provide gardening improvement	Twice a week

3. Pest control

Insect monitoring and control	Ongoing
Humane and environmentally friendly products and processes	
Fumigation	
Bee removal	As and when needed
Bird control	As and when needed
Treatment for rodents (rats, mice and crawling insects) The pesticides must be odorless and SABS approved and not harmful to humans.	Quarterly

4. Additional services

Carpet cleaning of offices and passages.	Annually
Annual deep cleaning of all toilets and kitchens	Annually
External window cleaning of all offices quarterly.	Quarterly

5. Hygiene

Hygiene services include dispensers and consumables:	Daily
Toilet Roll Dispensers in all toilets that holds 3 rolls (Lockable)	Daily
Hand Towel dispensers, 1 each for ladies, gents, and disabled toilets	Daily
Soap dispensers, 1 each for ladies and gents and disabled toilets	Daily
Sanitary / she bins 1 per toilet for ladies and disabled toilets	Daily
Seat wipes 1 in each toilet – ladies, gents, and disabled toilets	Daily
Wall waste bins (1 each for ladies, gents, and disabled bathroom	Daily
Double-ply toilet paper and hand towel paper	Daily
Automatic slow-release air freshener	Daily
Kitchen towels	Daily
Automatic slow-release alcohol base sanitizers	periodically

Outcomes and deliverables

- All materials and cleaning and Gardening equipment should be provided by the service provider. Sentech reserves the right to approve cleaning materials, pesticides, and chemicals prior to the use thereof.
- The successful service provider must ensure that enough backup cleaning material specifically toilet papers, hand soap, and hand paper towels are kept on-site in case of a sudden shortage thereof.
- Cleaning and hygiene services will be rendered during working hours from Monday to Friday excluding after hours, weekends and public holidays unless where otherwise specified from 07:00 am – 16:00.

Duties:

- Dust all furniture, windowsills, and equipment
- All dustbins must be emptied and cleaned, once a day.

- Papers, glass, and plastic must be separated from the general garbage for recycling purposes.
- The cleaning of toilets must receive preference followed by reception, offices, rooms, passages, kitchens, entrance halls, and lifts
- Clean the crockery and cutlery three times a day.
- All toilets, basins, and mirrors must be cleaned and disinfected three times a day (7h00am, 11h30am,, and 2h00pm)
- All toilets must be inspected hourly and register kept.
- Replenish consumables in toilets three times a day (7h00am, 11h30am,, and 2h00pm)
- Sweep, scrub and polish floors of the lift and clean glass and cart doors.
- Carpet tile spillage and spot removals
- All skirting, windowsills and doors must be cleaned.
- An air freshener must be slowly released in all toilets, conference rooms,, and waiting areas.
- Treating of rodents (rats, mice,, and crawling insects) as and when required. The pesticides must be odorless and SABS approved and not harmful to humans.
- And any other duties as may be directed by the facility owner.

REQUIRED CLEANING & GARDENING EQUIPMENT

- Low noise Industrial vacuum cleaners.
- Industrial wet & dry vacuum.
- Floor buffing machine.
- Mops.
- Buckets.
- Brooms.
- Dust clothes, colour coded.
- Gloves – Cleaning and Gardening
- Cleaning consumables.
- Industrial lawn mowers (kudu or similar ride-on) x2.
- Heavy-duty domestic type petrol and electrical type required.
- Industrial edge cutters.
- Yard brooms.
- Spade.
- Forks.
- Picks.
- Pruning shears.
- Scissors.
- Rakes.
- Leave vacuum blowers.
- Heavy duty hose pipe and fittings

SPECIAL CONDITIONS

1) PUBLIC LIABILITY

The successful bidder shall at its own cost maintain public liability insurance against accidents, injury, or death. Proof of which must be submitted with a bid before closing time.

2) CODE OF CONDUCT

Provider shall amend these Specifications in writing to reflect such amendment. The Service Provider and his/her employees agree not to give any gifts, gift vouchers, or any advantages to Sentech employees either directly or indirectly. This includes “kick-backs” and “spotter fees”. The Service Provider further agrees not to grant any loans, money or otherwise, to Sentech employees, and vice versa. Contravention of this clause may result in the immediate cancellation of the contract.

- i) The Service Provider is not allowed to hold any social functions on Sentech premises unless permission for it is obtained beforehand from Facilities Management.
- ii) Social interaction between the Service Provider and Sentech employees during working hours is prohibited.
- iii) No labour union meetings, either in-house or with Sentech union officials, on Sentech premises, will be permitted.
- iv) The Service Provider shall not use Sentech address or Logo internally or externally for his or her own correspondences.
- v) Service Providers staff shall not hold unauthorised meetings, involved in industrial action within Sentech premises, incite or participate in industrial action on Sentech premises.
- vi) In addition to the cleaning and services, the Service Provider shall provide all such other services as may be ancillary to or reasonably necessary to meet the specifications and service standards. This includes setting up of venues and conference rooms and cartage of furniture & equipment.
- vii) The Output Specifications shall take precedence over any other specifications provided by the Service Provider. To the extent that the specifications are not adequate to ensure compliance with the Output Specifications, the Service Provider shall be required, subject to the approval of the Cleaning Manager, to amend the said specifications. In such cases Sentech and the Service
- viii) No photographs or selfies are permitted by cleaning staff in the KU Band or any other room to avoid exposing the Sentech services. Any staff member found violating this rule will be removed from the site immediately.
- ix) No cleaning staff member is allowed to have or manage a spaza shop at Sentech premises.
- x) Cleaning or gardening staff is not allowed to wear clothing or caps on Sentech premises with **SENTECH LOGO or Branding.**

- xi) Site manager to be available on-site to attend to HR-related staff queries, inspections, training etc on each visit no less than 3 days a week and a minimum of 4 hours per visit.

3) INDEMNITY

The service provider indemnifies, holds harmless and keeps the Sentech, its officers, agents, employees, contractors, clients and sub-contractors fully indemnified from and against all liabilities, claims, actions, proceedings, damages, loss of earnings suffered or incurred by Sentech, its officers, agents, employees, contractors, clients and sub-contractors or paid by Sentech in consequence of or arising out of action or omission of all or any.

4) SECURITY

The successful bidder's staff shall be required to conform to the security regulations applicable to Sentech staff. Sentech shall provide details of its security arrangements to the successful bidder on commencement of the contract.

5) RIGHT TO SEARCH

The Service Provider and any person engaged in the contract work may at any time be searched by Sentech security personnel and all packages, bags and other personal possessions must be presented to the access control point for examination prior to being brought onto or taken off the property.

6) HEALTH AND SAFETY

Sentech Honeydew office would need 2 (1 male / 1 female) trained First Aid officers. Service provider to supply a First Aid box for each site as per general safety regulation 3. In the event of any of the successful bidder's employees being injured while on duty at Sentech's premises, Sentech reserves the right to supply any medical attention that may be deemed necessary without the prior consent of the successful bidder. Sentech will under no circumstances and in no way be liable to any claims whatsoever that might stem from such help. Service provider to conduct medical surveillance to the staff twice a year.

7) ACCIDENTS

Any accident or injury shall be reported immediately to Sentech Facilities Manager and if reportable in terms of Section 24 of the OHS Act, it shall also be reported by the Service Provider to the appropriate Inspector. Proof of such report shall be given to Sentech Facilities Manager within 48 hours. In regard to the reporting of accidents, the Service Provider is furthermore specifically referred to Regulation 8 and 9 of the General Administration Regulations issued in terms of the OHS Act.

8) LIQUOR, DRUGS, DANGEROUS WEAPONS, AND FIREARMS

The Service Provider shall ensure that no liquor, drugs, dangerous weapons, or firearms are brought onto Sentech premises.

9) TRAINING

The Service Provider shall ensure that all its staff is adequately trained for the proper fulfilment of their duties in respect of this Cleaning and Gardening Services specification. The Service Provider shall provide an outline of all training and development programmes for staff indicating the following:

Programmes and courses (internal & external)

Number of days planned for training per annum for all staff categories (i.e. managers, supervisors, cleaners, gardeners etc)

10) ACT AND REGULATIONS

Occupational Safety and Health- The bidder must at all times comply with the provisions of the Occupational Safety and Health Act, 1993 with regards to safety equipment and maintenance of equipment used. Unemployment Insurance Fund and Worker's Compensation Fund – The bidder must be registered with the Unemployment Insurance Fund and Workman's Compensation Fund. Minimum wages: It is expected that the bidder shall pay his/her employees at least the minimum monthly basic wage in terms of section 56 of the Basic Conditions of the Employment Act, no 75 of 1997 hereby amend Sectoral determination 1: Contract cleaning sector, South Africa published under Government Gazette no **38384 of 06 January 2015**.etc. It is also expected that the bidder shall register his/her employees in accordance with (CCNPF) Contract Cleaning National Provident Fund which was established and registered with the Financial Services FSB in terms of the Pension Funds Act, no 24 of 1956, as amended. This fund is now regulated by a set registered rule and administered by NBC Holdings (Pty) Ltd (NBC). In terms of the Rules of the fund, read with the Sectoral Determination, no employer who commences business in the industry may establish or belong to a retirement fund other than CCNPF unless such an employer would have applied in writing to and have been granted an Exemption Certificate by the Board of Trustees of the CCNPF.

11) Uniforms

The contractor shall undertake that, at the commencement of the contract, all cleaning staff is deployed in complete full uniform, 2 sets per annum.

12) Obligations of the contractor

The service provider will be responsible for the conduct and acts of his/her staff in all matters that occur on Sentech premises in the performance of the contract. In addition, the service provider will audit cleaning standards regularly with Sentech according to an agreed method and timetable. The service provider shall provide Sentech with well-trained staff that meets all the requirements as stipulated in the service level agreement. The service provider shall provide its employees with all necessary training skills required by Sentech at their expense.

13) Quality of Cleaning Material and Equipment

The service provider will at all times use good quality materials and follow SABS specifications. Any electrical equipment used must comply with SABS, SANS, and CKS specifications/certification requirements. (Compliance certificate (s) from SABS must be submitted).

14) Infrastructure Inspection

Sentech maintains the prerogative to conduct inspection on the services rendered by the service provider, including_Inspect the equipment provided by the contractor._Make records of any shortage on site_Sentech reserves the right to inspect the services rendered by the service provider at any time, this will be done in order to establish whether the service rendered by the contract is satisfactory and comply with the conditions of the contract and the site specification._Sentech reserves the right to require from the service provider that any of his employees be replaced, in which case the employee must leave the site immediately. Sentech would not be held responsible for any damage or claims, which may arise because of this and is indemnified against such claims and legal expenses.

15) Staff rotation only at Honeydew Head Office.

The office cleaning staff will be required to internally rotate cleaning areas on a 6-monthly basis to avoid complacency.

Sentech is seeking the best practical and cost-effective solution to meet its overall needs and has therefore attempted to assist Tenderers by defining a conceptual solution. Should Tenderers feel they have an alternative and better (e.g. standards-based) solutions, they are invited to additionally offer such a solution. Differences and advantages must be clearly indicated.

16) Staff remuneration

The bidder must be registered with the Unemployment Insurance Fund and Workman's Compensation Fund. Minimum wages: It is expected that the bidder shall pay his/her employees at least the minimum monthly basic wage in terms of section 56 of the Basic Conditions of the Employment Act, no 75 of 1997 hereby amend Sectoral determination 1: Contract cleaning sector, South Africa published under Government Gazette no **38384 of 06 January 2015**.etc. It is also expected that the bidder shall register his/her employees in accordance with (CCNPF) Contract Cleaning National Provident Fund which was established and registered with the Financial Services FSB in terms of the Pension Funds Act, no 24 of 1956, as amended. This fund is now regulated by a set registered rule and administered by NBC Holdings (Pty) Ltd (NBC). In terms of the Rules of the fund, read with the Sectoral Determination, no employer who commences business in the industry may establish or belong to a retirement fund other than CCNPF unless such an employer would have applied in writing to and have been granted an Exemption Certificate by the Board of Trustees of the CCNPF.

17) Service Scalability

Sentech may, for any reasons whatsoever, and without any liability of any nature whatsoever, and without any cost to Sentech, advise the Bidder that the Bidder may be required to reduce its' staff complement from time to time should the need arise.