

**DEPARTMENT OF ROADS AND PUBLIC WORKS
CLEANING SPECIFICATIONS OF SPRINGBOK DISTRICT OFFICE, AT SPRINGBOK**

1. Scope

The successful bidder (Contractor's) prime object must be absolute cleanliness of all Departmental offices through correct management, training and discipline of staff to ensure quality cleaning services at all times.

1.1 Scope of Work

1.1.1 Emptying/Cleaning	Frequency
Empty waste paper bins	Daily (Before 10h00 and 15h30)
Empty general waste bins	Daily
Wash waste paper bins	On-going cleaning as often as necessary
1.1.2 Dust Removal, Disinfection	
Tables, Shelves	Daily (3 x daily)
Desks, telephones, lamps	Daily (3 x daily)
Windows, sills, chairs	3 x per week
Conduit (pipes)	Weekly
G	
Skirting boards	Daily
Upholstered furniture	Daily (3 x daily)
Blinds	3 X per week
Handrails, balustrades	Every 2 hours (3 x per day)
1.1.3 Removing of finger marks	
Furniture	3 x per day)
Door handles	Every two (2) hours (3 x per day)
1.1.4 Cleaning and Disinfecting	
Hand basin, mirror, cloakroom tiles	Every two (2) hours (3 x per day)
Toilets, urinal bowl, butt (pipes), sink	Every two (2) hours (3 x per day)
Urine stain removal	Every two (2) hours (3 x per day)
Partitions, wall tiles	Daily
1.1.5 Fill/ Replace	
Soap	Daily
Hand towels	Daily
Toilet rolls	Daily
P-mats	Weekly when as its necessary
Air Fresheners	On lifespan of cartridge
She bins	Recommended 2 X a day or as the need requires
1.1.6 Floor cleaning vinyl/ stone/ ceramic tiles	
Removal of spillages	Daily as often as necessary
Wet mopping passages	Daily
Disinfecting	Daily (3 x per day)
Scrubbing free areas	Weekly
Buffing, spring cleaning	Weekly
Sweep	Daily as the need requires
Vacuum offices	Two (times) X a week
Vacuum traffic areas	Daily
Stain removal	Ongoing cleaning as often as necessary

1.1.7 Washing of dishes (DRPW PROPERTY ONLY)	
Cleaning of mugs, cups and saucers	Daily as the need requires
1.1.8 Windows, Car ports and workshop	
Windows	Fourth-nightly
Sweep car ports and workshop	Daily

1.1.10 HYGENE SUPPLY AND INSTALLATION	
EQUIPMENT	QUANTITY
Waste bins	5
Heavy duty soap dispensers	4
Automatic Aerosol Fragrance Dispensers	13
Shoe bins	4
Heavy duty seat wipe dispensers	8
P-Mats	1
Heavy duty paper towel roll dispensers	5
Heavy duty toilet paper dispensers	8

2. GENERAL

2.1 Electrical Appliances and Equipment

- 2.1.1 The contractor shall ensure that she/he is in a position to acquire all relevant appliances and equipment required for the execution of the contract.
- 2.1.2 All equipment must be suitable for use in a **standard 16amp plug** joint single-phase supply.
- 2.1.3 The contractor shall not store any flammable chemicals on any of the Departmental premises without prior written authority from the Department.
- 2.1.4 No chemicals are to be used on any of the Departmental premises that can result in damage to any surface or office furniture. **Any furniture damaged by the use of abrasive chemicals shall be replaced by the contractor. All chemicals are to be SABS approved.**

2.2 Items to be supplied and used by the contractor.

- 2.2.1 All toilet paper to be used within the Departmental buildings shall be in accordance with **SABS 648 specifications (2ply)**. All paper shall be in white and only non-recycled paper shall be allowed if the Department decides to purchase short supplied toilet paper or any other cleaning material e.g. dish washing liquid, the costs thereof will be deducted from the contractor's monthly payment.
- 2.2.2 It shall be the contractor's responsibility to supply liquid soap, seat wipes in the applicable Departmental

cloakrooms pertaining to this bid. This includes supply and installation of heavy duty liquid soap holders and dispensers in which event the soap holders and dispensers will remain the property of the Department.

- 2.2.3 Contractor shall supply dish washing liquid and dishcloths for daily washing of dishes, cups and saucers used by officials.
- 2.2.4 Furniture and floor polish shall be provided by the contractor.
- 2.2.5 **The contractor is to supply and install wall mounted air freshener's dispensers in all toilets, passage areas and replace urinal P-Mats (No duo blocks) in all male restrooms.**
- 2.2.6 She-Bins must be supplied to ladies toilets and shall remain the property of the contractor. Appropriate plastic bags for wrapping sanitary towels shall be provided as well.
- 2.2.7 Contractor shall supply hand towels and toilet rolls in all cloak rooms. This includes supply and Installation of heavy duty hand towel and toilet roll holders in which event the holders will remain the property of the Department.
- 2.2.8 The contractor shall supply standard refuse bags for cleaning of waste bins.
- 2.2.9 Contractor shall supply and maintain her/his own equipment and materials required to fulfil the contract and indemnify the Department against any loss or damage thereof.
- 2.2.10 Contractor shall clean under all car ports and parking areas.

2.3 Conditions of Contract as per treasury requirements

- 2.3.1 The contract shall commence on the date indicated in the successful bidder's letter of acceptance cleaning services shall be rendered by the successful bidder (contractor) with effect from said date.

2.4 Personnel/Employees

- 2.4.1 Bidders must base their prices on the Department of Labour's latest published minimum employee's wages, annual wages, annual bonuses, leave and sick leave at the date of bidding and detailed particulars of the latest Government Gazette and Government Notice used to calculate the employees' wages must be attached to this documents. **See attached schedule.**
- 2.4.2 It is encouraged for locally based labour force to be used for the convenience of the service provider to fulfil the contractual obligation. If volunteers were rendering cleaning services at the Departmental offices such volunteers would be preferred for employment by the contractor. Same applies to cleaning personnel employed by a previous contractor.
- 2.4.3 The number of personnel to be employed in order to render efficient cleaning services are indicated as per bill quantity. Bidders shall also make provision in their price structure for relief staff.
- 2.4.5 Details about personnel's designations e.g. cleaners, supervisors are required.
- 2.4.6 The contractor shall note that it is a specific condition of this contract that all staff members to be employed or to be replaced will undergo a police clearance and should not have been detained for theft, fraud etc. before being allowed on any of the departmental sites. This security classification shall be at no additional costs to the department, as all such relevant costs shall be borne by the contractor.

2.4.7 The contractor is obliged to register all personnel/ employees for UIF and COIDA at the Department of Labour.

2.4.8 Working hours shall be from 07:15 to 16:00 Mondays to Fridays – excluding public holidays.

2.4.9 Preferred bidder is to ensure adequate supervision of her / his employees at all times.

2.4.10 Contractor shall assign a supervisor responsible for liaison with the Department. The supervisor will attend within 4 hours to all problems that may arise regarding cleaning services.

2.4.11 The contractor shall remain fully and solely responsible for the safety of her/ his employees during the execution of the service and she/he shall be liable for any claims in respect of injury to or death of persons or the loss or damage to any property, however caused and suffered by her/his employees, Departmental officials and / or any third party. The contractor shall indemnify and hold harmless the Northern Cape Provincial administration against any such injury or death to persons or the loss or damage to any property arising from the execution of the work in terms of her/his service. Proof of 3rd party insurance must also be submitted.

2.4.12 The contractor shall render all specified services and provide the labour for the due execution of the contract.

2.4.13 Contractor shall provide her/his employees with suitable identifiable and protective clothing.

2.5 Statutory Compliance with all applicable legislation

2.5.1 Contractor's shall comply with all the statutes of Parliament and the ordinances and regulations of the provincial and local authority that may be applicable to the service and shall inform any such authority in all instances where notification is required pay all fees that may be payable in respect of the service and exempt the Department from all losses, costs damage or expense that may arise as a result of failure to comply with such laws ordinances and regulations.

2.5.2 Occupational Health and Safety Act 85 of 2014 as amended and its regulations: Should the contractor fail to take adequate precautions in terms of applicable legislation and should she/he not respond appropriately when requested to remedy an unsafe situation the Department shall reserve the right to issue an instruction to an outside contractor in order to rectify the situation.

2.5.3 All appliances and equipment to be used on Departmental premises shall comply at all times with the act on Machinery and Safety 6 of 1983 as amended. Under no circumstances shall any appliances and or equipment be allowed on any of the Departmental premises that exceeds 66 db measured one (1) metre away from the piece of equipment being tested.

2.6 Termination of Contract

2.6.1 The Department shall reserve the right at any given time to terminate this contract or part thereof, with one calendar month's written notice.

2.6.2 Should any amendment occurred a section of the office building(s) becomes unoccupied at any given time or additional offices are occupied, such amendment shall result in an adjustment to the monthly contract amount payable.

2.6.3 A further termination of the contract shall apply if the contractor is not co-operating with the Department or the delegated officials not operating in accordance with the terms and conditions of the bid and contract.

2.6.4 Contractor shall be in default if she/he

- Fails to commence with the service as prescribed herein

- Fails to proceed with the service with due diligence.
- Stops, abandons or suspends the service before termination of the contract and
- Refuses or neglects to comply strictly with any of the conditions of her/his contract or any specifications given in terms of this contract.

2.6.5 Should the contractor be in default in terms of this contract, then the Head of Department shall have the right to cancel the contract with one (1) month's written notice, instruct the contractor in writing to discontinue the service on a date stated; to withdraw from the service on Departmental premises of any lease or a right of retention or on the premises of any rights whatsoever.

2.7 Interruption of service

2.7.1 Should the contractor experience any form of labour problems, disputes etc. during the duration of this contract, she/he will be expected to ensure that the cleaning service continues per bid specifications. Payments will be affected for days on which cleaning services were not rendered.

2.8 Damage to Departmental Property

2.8.1 The Contractor shall note, that should any damage be caused to any Departmental property, either by any of her/his personnel/employees or any faulty equipment of her/him, it shall be made good to complete satisfaction of the Department at no cost to the Department.

2.9 Warning Signs

2.9.1 The contractor shall be responsible for displaying warning signs in all areas of operation. All such warning shall be placed in areas where people could be injured such as wet floors.

2.9.2 The warning signs must be noticeable from a distance of ± 1 metre. The size should be 500mm x 500mm.

2.10 Disturbance

2.10.1 Cleaning staff shall communicate quietly with each other. No undue noise shall be tolerated.

2.10.2 The contractor shall inform cleaning staff whilst cleaning an office they are to be silent and switch off all equipment in use.

2.10.3 Cleaning staff may not answer official telephones and should leave the office if an official requires confidentiality in handling and official telephone call.

2.10.4 The contractor's employees may not use departmental telephones and/or fax machines.

2.11 Contractor's Duties and Obligations

2.11.1 The contractor shall present an original invoice for services rendered before or on the 15th of each calendar month.

2.11.2 The contractor's business name and contact details must be clearly indicated on the original invoice. The invoice must be dated and fully signed. The name of the building and the amount payable in respect of wages and number of employees must be stated on the invoice. Time sheet, UIF and frequency of schedule to be attached.

2.11.3 Value added tax (VAT) may only charge by contractors that have VAT registration number

issued by the South African Revenue Service (SARS).

2.12 Department's Duties and Obligations

- 2.12.1 The Department shall pay a monthly amount within 30 Days of receipt of the contractor's original invoice provided the contractor's service has been satisfactorily carried out in terms of the conditions of the contract.
- 2.12.2 The department reserves the right to retain monthly service fee in its entirety or in such part as may be deemed fair and reasonable in respect of the obligations not fulfilled by the contractor in terms of the contract.
- 2.12.3 The department shall appoint a contact person to liaise between the department and the contractor.

3 General Conditions of the Bid

- 3.1 The contract shall commence of the date indicated in the letter of acceptance to the contractor and shall be for a period not less or more than **3 (Three) years**.
- 3.2 The contractor shall be held responsible for any loss or damage to state property caused by the actions of her/his employees and shall repair and make good and such loss or damage to the department.
- 3.3 The bidders must visit all sites before submitting her/his bid so as to satisfy her/him in respect of appearance and layout, access to the site areas suitable or available for storage of material and equipment and any other circumstances which could affect her/his service, as no claims resulting from such factors will be considered afterwards.
- 3.4 Compulsory site meeting will held at the said premises

SITES WHERE DAILY CLEANING SERVICES ARE REQUIRED:

 KIMBERLEY: SPRINGBOK DISTRICT OFFICE

- 3.5 Any clause in the specifications and conditions shall be amended by mutual agreement - prior to implementation of amendment - between the Department and the preferred bidder (service provider).

4. ANNUAL PRICE ESCALATION

- 4.1 A fixed price increase of 6% per annum is applicable to this bid. This increase shall cover all aspects of the bid e.g. Increase in salaries, cleaning material, transport and administration cost.

5. Price Data

- 5.1 This section of the specification must be completed by all bidders as failure to comply shall lead to disqualification.
- 5.2 All Bidders shall indicate the following in terms of bid offers:
- 5.3 All offers shall include VAT, if applicable
- 5.4 All prices shall be in South African Currency (Rand).

5.5 Total square of building = 520m²

5.6 Total square parking area = 320m²

5.7 Calculation of salaries

5.7.1 Minimum Government gazette and Government Notice used to calculate the employee's wages

5.7.2 When calculated the monthly labour cost per worker taking in consideration the following

5.7.2.1 Working hours minimum 8 hours per day

5.7.2.2 Leave days/cost implication

5.7.2.3 Sick days /cost

5.7.2.4 Relief staff

5.7.2.5 Family responsible days/cost

5.7.2.6 Statuary annual Bonuses

5.7.2.7 UIF

5.7.2.8 Health and safety

5.7.2.9 Uniform cost

6. Pricing for cleaning services at Kimberley: SPRINGBOK DISTRICT OFFICE

No	Description	Unit	Quantity	Rate	PRICE PER MONTH
6.1	Supervisor	Item	1	R	R.....
6.2	Domestic worker	Item	3	R	R.....
6.3	Waist bin	Item	5	R	R.....
6.4	Waist bin liners		as per cleaning frequency	R	R.....
6.5	Heavy duty soap dispenser	Item	4	R	R.....
6.6	Soap dispenser refills	Item	as per cleaning frequency	R	R.....
6.7	Automatic Aerosol Fragrance Dispensers	Item	13	R	R.....
6.8	Aerosol refill	Item	as per cleaning frequency	R	R.....
6.9	She bins	Item	4	R	R.....

6.10	She bins liners	Item	as per cleaning frequency	R	R.....
6.11	Heavy duty seat wipe dispenser	Item	8	R	R.....
6.12	Seat wipe refills	Item	as per cleaning frequency	R	R.....
6.13	P-mats	Item	1	R	R.....
6.14	Heavy duty hand towel dispenser	Item	5	R	R.....
6.15	Towel rolls refill	Item	as per cleaning frequency	R	R.....
6.16	Heavy duty toilet paper dispenser	Item	8	R	R.....
6.17	Toilet paper refills	Item	as per cleaning frequency	R	R.....
6.18	Other operational cost. – transport, public liability, telephone expenses and etc	Item	1	R	R.....
6.19	Management cost/profit	Item	1	R	R.....
	Subtotal				R.....
	15% VAT				R.....
	Total/ Month				R.....

TOTAL COST 1st YEAR

R.....

TOTAL COST 2nd YEAR

R.....

TOTAL COST 3rd YEAR

R.....

**The total cost for the 3(Three) year must be carried forward to the Tender Form. (NCP1)
Escalation of 6% from second year until the last year of contract**

7. Additional cleaning and prices

7.1 All additional cleaning such as washing of carpets, strip and seal of vinyl floors does not form part of this bid.
Price quotations will be invited for additional cleaning.

8. Equipment details:

8.1 To be listed in company profile

9. References

List three (3) references/ contact persons and their telephone numbers

Company	Contact person	Phone number

10. LIST OF RETURNABLES DOCUMENT

Returnable documents required for bid evaluation purposes:

- CSD Registration Certificate.
- Company/business profile (NB. Profile must include list of cleaning equipment and material, previous work experience indicating the employer, numbers of years, contacts of your references and contract amount, also indicate health and safety plan to be applied for this bid/tender)
- Fully completed NCP1, NCP4,NCP6,NCP8, NCP9
- Original or certified copy of B-BBEE Status level of Contribution Certificate

11. PRE - QUALIFICATION CRITERIA

- Bids from EME or QSE companies which are 51% or above black woman owned within the District of this bid will be allowed.
- Bids that are none compliant with the pre-qualification criteria will render non responsive.
- CSD will be used to verify company's information for pre-qualification criteria.
- Bidders are also encouraged to provide proof of e.g. Municipal rates account, BBBEE certificate etc.

END OF CLEANING SERVICES SPECIFICATION