

## **SASSA: 26-26-FASS-KZN**

### **INVITATION TO QUOTE**

**SASSA: 26-26-FASS-KZN: INVITATION OF SERVICE PROVIDER(S) TO QUOTE FOR CLEANING, HYGIENE, GARDENING SERVICES, AND CAR WASH SERVICES FOR SASSA KWAZULU NATAL REGION FOR A PERIOD OF TWELVE (12) MONTHS (01 SEPTEMBER 2026 TO 31 AUGUST 2027) – ILEMBE DISTRICT**

**PROPOSALS MUST BE DEPOSITED IN THE BID BOX SITUATED AT:**

: SASSA KwaZulu Natal Regional Office  
Reception Area (Ground Floor)  
No. 1 Bank Street  
Pietermaritzburg  
3201

**PUBLICATION DATE** : 30 June 2026  
**CLOSING DATE** : 16 July 2026  
**TIME** : 11:00am  
**TECHNICAL ENQUIRIES** : Mr. Raj Lutchman  
**CONTACT NUMBER** : 033 846 3317  
**EMAIL ADDRESS** : [RajL@sassa.gov.za](mailto:RajL@sassa.gov.za)

**SUPPLY CHAIN MANAGEMENT ENQUIRIES CAN BE DIRECTED TO:**

**CONTACT PERSON** : Mr LG Shandu  
**CONTACT NUMBER** : 033 846 9532  
**EMAIL ADDRESS** : [LuckyGS@sassa.gov.za](mailto:LuckyGS@sassa.gov.za)

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Call 0800 60 10 11/ 0800 701 701



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at the right time and place. NJALO!* ]

South African Social Security Agency  
KwaZulu-Natal Region

SASSA House • 1 Bank Street  
• Private Bag X9146 • Pietermaritzburg 3300  
Tel: +27 33 846 3300 • Fax: +27 846 9595/8  
[www.sassa.gov.za](http://www.sassa.gov.za)

DESCRIPTION	REQUIRED AT	ADVERT No.	CLOSING DATE
SASSA: 26-26-FASS-KZN: INVITATION OF SERVICE PROVIDER(S) TO QUOTE FOR CLEANING, HYGIENE, GARDENING SERVICES, AND CAR WASH SERVICES FOR SASSA KWAZULU NATAL REGION FOR A PERIOD OF TWELVE (12) MONTHS (01 SEPTEMBER 2026 TO 31 AUGUST 2027) – ILEMBE DISTRICT			
<b>NON-COMPULSORY BRIEFING SESSION</b>		SASSA: 26-26-FASS-KZN	16 JULY 2026
<b>VENUE AND PHYSICAL ADDRESS</b>	<b>DATE AND TIME</b>		
N/A	N/A		

**NB: Documents are to be downloaded from the website: [www.sassa.gov.za](http://www.sassa.gov.za)**

**ENQUIRIES**

Enquiries may be directed to Manager SCM: Mr. Lucky G Shandu at (033 846 9532) and or Manager: Mr. Raj Lutchman (033 846 3317) during office hours (Monday to Friday) 08H00 to 16:00

**QUOTATION SUBMISSION**

Quotation documents must be deposited in the tender Box situated on Ground Floor of SASSA Offices, No 1 Bank Street, Pietermaritzburg, 3201. Quotation documents submitted by electronic mail, facsimile or other similar apparatus will not be accepted for consideration. Bidders should ensure that their quotations are delivered in due date and time. Any quotation documents received after the closing date and time will not be accepted.

**Advert placement date: 30 June 2026**

**PRICING SCHEDULE – FIRM PRICES  
(PURCHASES)**

**NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED**

**IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT**

Name of bidder.....	Bid number: <b>SASSA: 26-26-FASS-KZN</b>
Closing Time: <b>11:00 AM</b>	Date: <b>16 JULY 2026</b>

**OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF QUOTATIONS**

ITEM NO.	QUANTITY	DESCRIPTION	QUOTATION PRICE IN RSA CURRENCY (INCLUDING VAT)
-	Required by:	.....	
-	At:	.....	
-	Brand and model	.....	
-	Country of origin	.....	
-	Does offer comply with specification?		*YES/NO
-	If not to specification, indicate deviation(s)	.....	
-	Period required for delivery	.....	*Delivery: Firm/not firm
-	Delivery basis (all delivery costs must be included in the bid price)	.....	

Note: All delivery costs must be included in the bid price, for delivery at the prescribed destination.

**\*Delete if not applicable**

**PART A  
INVITATION TO BID**

<b>YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)</b>					
BID NUMBER:	SASSA:26-26-FASS-KZN	CLOSING DATE:	16 JULY 2026	CLOSING TIME:	11:00am
<b>SASSA: 26-26-FASS-KZN: INVITATION OF SERVICE PROVIDER(S) TO QUOTE FOR CLEANING, HYGIENE, GARDENING SERVICES, AND CAR WASH SERVICES FOR SASSA KWAZULU NATAL REGION FOR A PERIOD OF TWELVE (12) MONTHS (01 SEPTEMBER 2026 TO 31 AUGUST 2027) – ILEMBE DISTRICT</b>					
<b>BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO</b>			<b>TECHNICAL ENQUIRIES MAY BE DIRECTED TO:</b>		
CONTACT PERSON	Mr Lucky G Shandu		CONTACT PERSON	Mr. Raj Lutchman	
TELEPHONE NUMBER	033 846 9532		TELEPHONE NUMBER	033 846 3317	
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS	LuckyGS@sassa.gov.za		E-MAIL ADDRESS	RaIL@sassa.gov.za	
<b>SUPPLIER INFORMATION</b>					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES &amp; QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]</b>					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER PART B:3 ]	
<b>QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS</b>					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

**PART B  
TERMS AND CONDITIONS FOR BIDDING**

<b>1. BID SUBMISSION:</b>	
1.1.	BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2.	<b>ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.</b>
1.3.	THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4.	<b>THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).</b>
<b>2. TAX COMPLIANCE REQUIREMENTS</b>	
2.1	BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2	BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3	APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4	BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5	IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6	WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7	NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

**NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.**

SIGNATURE OF BIDDER: .....

CAPACITY UNDER WHICH THIS BID IS SIGNED: .....  
(Proof of authority must be submitted e.g. company resolution)

DATE: .....

## STANDARD BIDDING DOCUMENT (SBD) 4

### BIDDER'S DISCLOSURE

#### 1. PURPOSE OF THE FORM

- 1.1 Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.
- 1.2 Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

#### 2. BIDDER'S DECLARATION

- 2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest<sup>1</sup> in the enterprise, employed by the state?           **YES / NO**
- 2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

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<sup>1</sup> the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.



**STANDARD BIDDING DOCUMENT (SBD) 4**

**2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? YES/NO**

**2.2.1 If so, furnish particulars:**

.....  
.....  
.....  
.....  
.....  
.....

**2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? YES/NO**

**2.3.1 If so, furnish particulars:**

.....  
.....  
.....  
.....  
.....

**3. DECLARATION**

I, the undersigned, (name) ..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;



## STANDARD BIDDING DOCUMENT (SBD) 4

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>2</sup> will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for

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<sup>2</sup> Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

**STANDARD BIDDING DOCUMENT (SBD) 4**

investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

**I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.**

**I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.**

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of bidder

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL  
PROCUREMENT REGULATIONS 2022.**

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

**NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022**

**1. GENERAL CONDITIONS**

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**

- a) The applicable preference point system for this tender is the 80/20 preference point system.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and  
(b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
<b>PRICE</b>	<b>80</b>
<b>SPECIFIC GOALS</b>	<b>20</b>
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

## 2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

## 3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

### 3.1. POINTS AWARDED FOR PRICE

#### 3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$Ps = 80 \left( 1 - \frac{Pt - Pmin}{Pmin} \right) \text{ or } Ps = 90 \left( 1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

**3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT**

**3.2.1. POINTS AWARDED FOR PRICE**

A maximum of 80 or 90 points is allocated for price on the following basis:

$$Ps = 80 \left( 1 + \frac{Pt - Pmax}{Pmax} \right) \quad \text{or} \quad Ps = 90 \left( 1 + \frac{Pt - Pmax}{Pmax} \right)$$

Where

- Ps = Points scored for price of tender under consideration  
Pt = Price of tender under consideration  
Pmax = Price of highest acceptable tender

**4. POINTS AWARDED FOR SPECIFIC GOALS**

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

**Table 1: Specific goals for the tender and points claimed are indicated per the table below.**

**(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.**

**Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)**

<b>The specific goals allocated points in terms of this tender</b>	<b>Number of points allocated (90/10 system) (To be completed by the organ of state)</b>	<b>Number of points allocated (80/20 system) (To be completed by the organ of state)</b>	<b>Number of points claimed (90/10 system) (To be completed by the tenderer)</b>	<b>Number of points claimed (80/20 system) (To be completed by the tenderer)</b>
B-BBEE Status Level 1 - 2 contributor with at least 51% black women ownership		20		
B-BBEE Status Level 3 - 4 contributor with at least 51% women ownership		18		
B-BBEE Status Level 1 - 2 contributor with at least 51% black youth or disabled ownership		16		
B-BBEE Status Level 1 - 2 contributor		14		
B-BBEE Status Level 3 - 8 contributor with at least 51% youth or disabled ownership		12		
B-BBEE Status Level 3 - 4 contributor		8		
B-BBEE Status Level 5 - 8 contributor		4		
Others (Non-Compliant)		0		
<b>Note: In the event of a bidder claiming more than one specific goal category, SASSA will allocate points based on specific goal with the highest points.</b>				

<b>Returnable documents to claim points</b>		<b>Please tick below for the attached document</b>
1	B-BBEE Certificate	
2	Sworn Affidavit (EME or QSE)	
3	CSD registration number	

**DECLARATION WITH REGARD TO COMPANY/FIRM**

4.3. Name of company/firm: .....

4.4. Company registration number: .....

4.5. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
  - One-person business/sole propriety
  - Close corporation
  - Public Company
  - Personal Liability Company
  - (Pty) Limited
  - Non-Profit Company
  - State Owned Company
- [TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
  - (a) disqualify the person from the tendering process;
  - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
  - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
  - (d) recommend that the tenderer or contractor, its shareholders and directors; or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
  - (e) forward the matter for criminal prosecution, if deemed necessary.

.....	
<b>SIGNATURE(S) OF TENDERER(S)</b>	
<b>SURNAME AND NAME:</b>	.....
<b>DATE:</b>	.....
<b>ADDRESS:</b>	.....
	.....
	.....
	.....
	.....

**GOVERNMENT PROCUREMENT**

**GENERAL CONDITIONS OF CONTRACT**

**NOTES**

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

## TABLE OF CLAUSES

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## General Conditions of Contract

### 1. Definitions

1. The following terms shall be interpreted as indicated:
  - 1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.
  - 1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
  - 1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
  - 1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
  - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
  - 1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
  - 1.7 "Day" means calendar day.
  - 1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.
  - 1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.
  - 1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
  - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.
  - 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable.

Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 "GCC" means the General Conditions of Contract.
- 1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.
- 1.25 "Written" or "in writing" means handwritten in ink or any form of electronic or mechanical writing.

- 2. Application**
- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.
- 3. General**
- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from [www.treasury.gov.za](http://www.treasury.gov.za)
- 4. Standards**
- 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.
- 5. Use of contract documents and information; inspection.**
- 5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.
- 6. Patent rights**
- 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.
- 7. Performance security**
- 7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.

- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
  - (b) a cashier's or certified cheque
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

**8. Inspections,  
tests and  
analyses**

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with

supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

**9. Packing**

9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.

9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

**10. Delivery and documents**

10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.

10.2 Documents to be submitted by the supplier are specified in SCC.

**11. Insurance**

11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

**12. Transportation**

12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

**13. Incidental services**

13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:

- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
- (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
- (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and

- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

**14. Spare parts**

14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
- (b) in the event of termination of production of the spare parts:
  - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
  - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

**15. Warranty**

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

- 16. Payment**
- 16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.
- 16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.
- 16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.
- 16.4 Payment will be made in Rand unless otherwise stipulated in SCC.
- 17. Prices**
- 17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.
- 18. Contract amendments**
- 18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.
- 19. Assignment**
- 19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.
- 20. Subcontracts**
- 20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.
- 21. Delays in the supplier's performance**
- 21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.
- 21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
- 21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

**22. Penalties**

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

**23. Termination for default**

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the Supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard

the intended penalty as not objected against and may impose it on the supplier.

23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

- (i) the name and address of the supplier and / or person restricted by the purchaser;
- (ii) the date of commencement of the restriction
- (iii) the period of restriction; and
- (iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

**24. Anti-dumping and countervailing duties and rights**

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him

**25. Force Majeure**

25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security.

damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

**26. Termination for insolvency**

26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

**27. Settlement of Disputes**

27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.

27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.

27.5 Notwithstanding any reference to mediation and/or court proceedings herein,

- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
- (b) the purchaser shall pay the supplier any monies due the supplier.

**28. Limitation of liability**

28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;

- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

- (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
- 29. Governing language** 29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.
- 30. Applicable law** 30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
- 31. Notices** 31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice
- 31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.
- 32. Taxes and duties** 32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
- 32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
- 32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.
- 33. National Industrial Participation Programme (NIP)** 33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.



**sassa**

SOUTH AFRICAN SOCIAL SECURITY AGENCY

## **TERMS OF REFERENCE:**

**TERMS OF REFERENCE FOR INVITATION OF SERVICE PROVIDERS TO BID FOR CLEANING, HYGIENE, GARDENING SERVICES, AND CAR WASH SERVICES FOR SASSA KWAZULU NATAL REGION FOR A PERIOD OF TWELVE (12) MONTHS (01 SEPTEMBER 2026 to 31 AUGUST 2027) – ILEMBE DISTRICT**

## **ACRONYMS**

SASSA	:	South African Social Security Agency
GCC	:	General Conditions of Contract
SCC	:	Special Conditions of Contract
KZN	:	KwaZulu Natal
SBD	:	Standard Bidding Documents
B-BBEE	:	Broad Based Black Economic Empowerment
CIPC	:	Companies and Intellectual Property Commission
CIPRO	:	Companies and Intellectual Property Registration Office
UIF	:	Unemployment Insurance Fund
PAYE	:	Pay as you earn
VAT	:	Value Added Tax
COIDA	:	Compensation for Occupational Injuries and Disease Act
OHS	:	Occupational Health and Safety
NCCA	:	National Contract Cleaners Association
SANAS	:	South African National Accreditation System
SABS	:	South African Bureau of Standards
SANS	:	South African National Standards
CPI	:	Consumer Price Index
STATSSA	:	Statistics South Africa
SDL	:	Skills Development Levy
BCCCI	:	Bargaining Council for the Contract Cleaning Services Industry
NCCA	:	National Contract Cleaners Association
SMME	:	Small Micro Medium Enterprise
EME	:	Emerging Micro Enterprise

## **1. OBJECTIVE**

- 1.1. The main objective is to procure the cleaning, hygiene, gardening services, and car wash services for SASSA KZN Region for a period of twelve (12) months (01 September 2026 to 31 August 2027).

## **2. BACKGROUND**

- 2.1. SASSA was established in terms of the South African Social Security Agency Act (Act no. 9 of 2004) to administer social security grants in terms of the Social Assistance Act (Act no. 13 of 2004). The Agency is mandated to ensure effective and efficient delivery of service of high quality with regard to the management and administration of social grants, such that the entire payment process and system from application to receipt of social grants by a beneficiary is done in a manner that is sensitive, caring, and restores the dignity of the beneficiaries as well the integrity of the whole system.
- 2.2. According to Section 8 (1) of the Occupational Health and Safety Act, Act (Act no. 85 of 1993), as amended, the Agency is required to provide, as far as reasonably practicable, a working environment that is safe and without risk to the health of its employees.

## **3. SCOPE OF WORK ON CLEANING HYGIENE, GARDENING, AND CAR WASH SERVICES.**

- 3.1. The appointed service provider(s) will be required to provide:
  - 3.1.1. Cleaning, hygiene, gardening services, and car wash services to SASSA KZN Offices (this includes park homes already existing, staff, and public toilets).
  - 3.1.2. Car wash service to all pool vehicles located at SASSA KZN Offices, including the mobile units (NB: The service must be provided in a secured car wash facility closest to SASSA KZN Office Premises – within a 5 km radius).
- 3.2. The service provider(s) are expected to provide cleaning, hygiene, gardening services, and car wash services as described on:

**PART A – Office Cleaning Services Requirements**

**PART B – Sanitary Consumables Requirements**

**PART C – Car Wash Services**

**PART D – Gardening Services**

**PART E – Fumigation / Pest control Services**

**4. RESPONSIBILITIES**

The Service Provider shall:

- 4.1. Conduct business in a courteous and professional manner.
- 4.2. Provide the necessary documentation as requested prior to the awarding of the contract.
- 4.3. Comply with all relevant employment legislation and applicable bargaining council agreement, including UIF, PAYE, etc. SASSA shall monitor compliance for the duration of the contract and implement penalties for non-compliance, e.g. payment of cleaners in line with the relevant Sectorial Determination including payment for overtime work.
- 4.4. Manage the internal disputes among his/her staff such that SASSA is not affected by those disputes.
- 4.5. Ensure that all staff working under this contract are in good health and pose no risk to any SASSA employees.
- 4.6. Comply with SASSA security and emergency policies, procedures and regulations.
- 4.7. Not make use of fire hose reels or other fire extinguishers in offices for the purpose of executing project activities.
- 4.8. Not to make use of equipment, utensils or chemicals that may damage fittings, vehicle body painting, persons or any other contents in offices. SASSA has a right to reject any such equipment, utensils or chemicals that are detrimental to its property and staff.
- 4.9. Not to make use of any poisonous or highly flammable substances without the written consent of SASSA.

- 4.10.** Ensure that all work performed, and all equipment used on site are in compliance with the Occupational Health and Safety Act, 1993 (Act no. 85 of 1993) and any regulations promulgated in terms of this Act and the standard instructions of SASSA;
- 4.11.** Maintain cleaning equipment in good order so as to comply with the SASSA's Occupational Health and Safety Standards (a copy will be available on request).
- 4.12.** Re-fill soap dispenser, clean machines and equipment only at such places as indicated/designated.
- 4.13.** Ensure that all staff working under this contract are adequately trained prior to the commencement of the contract. Even the relievers must be fully trained before they are deployed to SASSA. The service provider shall be penalized for the poor performance of his/her staff. SASSA reserves the right to order the immediate removal of a staff member who is poorly performing.
- 4.14.** Provide all staff working under this contract with uniforms, which state the name of the service provider and that can be clearly distinguished from other service providers, SASSA staff, etc. SASSA reserves the right to order the immediate removal of a staff member that does not adhere to any requirement of the tender specifications.
- 4.15.** Ensure that SASSA is informed of any removal and replacement of staff. For security reasons, SASSA reserves the right to vet all persons working under this contract.
- 4.16.** Sanitary waste must be removed and not to be kept within the agency's premises. Disposal bins must be replaced with clean disinfected bins together with the inner plastic bags and must have self-closing tight fitting lids, with trap doors and with non-touch opening / closing mechanism. One (1) bin per female cubicle.
- 4.17.** Ensure and enforce that all their staff working at the Regional, Districts, and Local Offices should work a minimum of eight (8) hours per day.
- 4.18.** Ensure day-to-day management of the water coolers.

**4.19.** Ensure grass cutting, trees are pruned, shrubs must be cut and removed from the Agency premises. The service provider must maintain gardens and flower beds.

**4.20. The onus is upon service providers to familiarize themselves with the project sites for accurate information.**

**5.** SASSA shall:

**5.1.** Manage the contract in a professional manner.

**5.2.** Provide appropriate information as and when required and only in situations where it is required by the service provider to fulfill their duties.

**5.3.** Require the service provider to warrant that the remuneration (cost of labour) structure on its financial proposal for its employees is the actual remuneration that it will pay to its employees during the subsistence of the services subject to the necessary and other applicable annual adjustments.

**5.4.** Not accept any responsibility for any damage suffered by the service provider or their staff for the duration of the contract.

**5.5.** Not tolerate any unfair labour practices between service provider and his/her staff) that happen during the execution of the project activities.

**5.6.** Not accept any responsibility for accounts/expenses incurred by the service provider that was not agreed upon by the contracting parties.

**5.7.** Provide a storage facility for equipment and materials where possible.

**5.8.** If necessary, request the withdrawal of a staff member/cleaner if he/she poses a threat in any form to SASSA employees and clients.

## **6. GENERAL CONDITION OF THE QUOTE**

### **SCOPE REDUCTION**

- 6.1.** There may be a reduction of scope of work during the running of the contract, necessitated by operational requirements, for example, the Region may close certain offices. The service provider will be given two months' written notice in the event of a reduction of offices without SASSA being liable for damages of whatsoever nature.
- 6.2.** This contract may be terminated by either party with three months' notice.

## **7. BID CONDITIONS OF CONTRACT**

- 7.1.** This is twelve (12) months contract on a month to month basis but SASSA reserves the right to terminate/cancel it any time before its expiry date, by giving the other Party a three (3) months written notice, and without SASSA being held liable for damages, of whatsoever nature, that the other Party may incur as a result of the termination/cancellation of the contract.
- 7.2.** The short-listed bidders shall be subjected to the security clearance process. Only bidder(s) who are cleared during the security clearance process shall be considered for appointment.
- 7.3.** The contract shall be concluded between SASSA and the successful service provider(s).
- 7.4.** SASSA reserves the right to award the bid to one or more service providers.
- 7.5.** SASSA reserves the right to award the bid in whole or only partial.
- 7.6.** Site inspections may be conducted by service providers.
- 7.7.** Bidders shall be disqualified if found to have misrepresented information in their bid proposals.
- 7.8.** Implementation of Penalties will be implemented in line with the General Conditions of Contract.
- 7.9.** There will be **No** briefing session.

## **8. SPECIAL CONDITIONS OF CONTRACT**

**Failure to meet the following special conditions will result in the disqualification of the bid.**

- 8.1.** Bidders must submit their quote proposals in line with the quote specifications and quote for all offices in the attached **Annexures and pricing schedule**.
- 8.2.** Bidders are required to attach proof of registration with the Bargaining Council for Contract Cleaning Services Industry (BCCCI) or National Contract Cleaners Association (NCCA) Certificate.
- 8.3.** Bidder's price for cleaners must be in line with Sectorial Determination 1 as promulgated by Department of Labour and enforced by Bargaining Council for Contract Cleaning Services Industry (BCCCI) or National Contract Cleaners Association (NCCA).
- 8.4.** Bidders must submit reference letter/s supported by purchase orders / award letters (a letter written and issued by bidder's client confirming the cleaning services) with the minimum monetary value of R500 000.00 per purchase order / award letter. The service performed should be within a 5-year period from the closing date of this bid. Reference letters not supported by purchase orders / award letters will not be considered.
- 8.5.** Reference letter must be in the company/organisation's (Bidders client) letterhead with the following information:
  - 8.5.1 The name of the company/organization serviced,
  - 8.5.2 Name and surname of the contact person
  - 8.5.3 Contact details of the contact person (Telephone numbers and email address)
  - 8.5.4 Start and end date of service
  - 8.5.5 Monetary value for each service provided.
  - 8.5.6 Must be signed off by the bidder's client
  - 8.5.7 The letter must stipulate the level of service delivered

## **9. BID EVALUATION CRITERIA**

**Bid documents will be evaluated according to the following stages:**

### **Stage one**

Phase 1: Special Conditions

Phase 2: Functionality Criteria

Phase 3: Administrative compliance

### **Stage Two**

Phase 1: Price and preference points system (80/20)

## **9.1. Stage one for Bid Evaluation**

### **9.1.1. Phase 1: Special Conditions**

**Failure to meet the following special conditions will result in the disqualification of the bid.**

- 9.1.1.1.** Bidders must submit their quote proposals in line with the quote specifications and quote for all offices in the attached **Annexures** and **pricing schedule**.
- 9.1.1.2.** Bidders are required to attach proof of registration with the Bargaining Council for Contract Cleaning Services Industry (BCCCI) or National Contract Cleaners Association (NCCA) Certificate.
- 9.1.1.3.** Bidder's price for cleaners must be in line with Sectorial Determination 1 as promulgated by Department of Labour and enforced by Bargaining Council for Contract Cleaning Services Industry (BCCCI) or National Contract Cleaners Association (NCCA).
- 9.1.1.4.** Bidders must submit reference letter/s supported by purchase orders / award letters (a letter written and issued by the bidder's client confirming the cleaning services) with the minimum monetary value of R500 000.00 per purchase order / award letter. The service performed should be within a 5-

from the closing date of this bid. Reference letters not supported by purchase orders/award letters will not be considered.

**9.1.1.5.** Reference letter must be in the company/organisation's (Bidders client) letterhead with the following information:

- The name of the company/organization serviced,
- Name and surname of the contact person
- Contact details of the contact person (Telephone numbers and email address)
- Start and end date of service
- Monetary value for each service provided.
- Must be signed off by the bidder's client
- The letter must stipulate the level of service delivered

**Failure to provide a reference letter with all minimum information as requested above, your reference letter will not be considered.**

**9.1.2. Phase 2: Functionality Criteria**

**Bidders must score a minimum of 70 points on functionality criteria evaluation. Bidders who score less than 70 points for functionality shall be disqualified and shall not be subjected to further evaluation.**

The functionality evaluation will be conducted using the weighted average method. The table below contains details of the evaluation criterion and the weights of each Functional Requirements component. Criteria below will be evaluated according to the following values:

**1=Poor      2=Average      3=Good      4=Very Good      5=Excellent**

NO	Functionality Criteria	WEIGHTING
1	<b>Experience</b> <b>Track record of having completed a single project in cleaning services with monetary value as outlined below:</b> All bidders must provide reference letter/s supported by the purchase	60

	<p>orders/award letters for cleaning services with the minimum monetary value of R500 000.00 per purchase order/award letter. The service performed should be within a 5-year period from the closing date of this bid. Reference letters not supported by purchase orders/award letters will not be considered.</p> <ul style="list-style-type: none"> <li>• 1 completed project with R500 000.00 or above = 1 point</li> <li>• 2 completed projects with R500 000.00 or above = 2 points</li> <li>• 3 completed projects with R500 000.00 or above = 3 points</li> <li>• 4 completed projects with R500 000.00 or above = 4 points</li> <li>• 5 or more completed projects with R500 000.00 or above = 5 points</li> </ul> <p><b>NB: Reference letter must contain the following required information:</b></p> <p>Reference letter must be in the company/organisation's (Bidders client) letterhead with the following information: -</p> <ul style="list-style-type: none"> <li>• The name of the company/organisation serviced,</li> <li>• Name and surname of the contact person</li> <li>• Contact details of the contact person (Telephone numbers and email address)</li> <li>• Start and end date of service</li> <li>• Monetary value for each service provided.</li> <li>• Must be signed off by the bidder's client</li> <li>• The letter must stipulate the level of service delivered</li> </ul> <p><b>Failure to provide a reference letter with all the minimum information as requested above, your reference letter will not be considered.</b></p> <p>The South African Social Security Agency reserves the right to contact the bidder's client to validate accuracy and authenticity of the reference letters.</p>	
2	<p><b>Project Execution plan</b></p> <ul style="list-style-type: none"> <li>• Bidders must provide a detailed plan of how the project will be</li> </ul>	40

	executed to include but not limited to deployment plan, contingency plan, Occupational Health and Safety plan, training plan, etc.	
--	--	--

**9.1.3. Phase 3: Administrative compliance**

**NB: Failure to submit and adhere to the following requirements with the proposal may disqualify the bidder’s proposal.**

<b>ADMINISTRATIVE COMPLIANCE</b>
<ul style="list-style-type: none"> <li>• Valid Tax Clearance Certificate / Tax verification Pin</li> <li>• Proof of CSD registration from National Treasury.</li> <li>• Copies of CIPC (Previously known as CIPRO) registration.</li> <li>• Certified ID Copies for all Company Directors (within 6 months).</li> <li>• Attach valid Compensation for Occupational Injuries and Disease Act certificate or Letter for tender purposes obtainable from the Department of Labour (COIDA).</li> <li>• Fully completed and signed Standard Bidding Document Forms (SBDs): <ul style="list-style-type: none"> <li>SBD 1,</li> <li>SBD 3.1</li> <li>SBD 4 and</li> <li>SBD 6.1.</li> </ul> </li> </ul>

**9.2. Stage Two for Bid Evaluation**

**PRICE AND PREFERENCE POINTS EVALUATION**

**In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender, the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:**

The quotation will be evaluated on 80/20 system as per the RFQ requirements.

<b>PRICE</b>	<b>80</b>
<b>SPECIFIC GOALS</b>	<b>20</b>
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

**Table 1: Specific goals for the tender and points claimed are indicated per the table below.**

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.

<b>The specific goals allocated points in terms of this tender</b>	<b>Number of points allocated (80/20 system)</b>	<b>Number of points claimed (80/20 system) (To be completed by the tenderer)</b>
B-BBEE Status Level 1-2 contributor with at least 51% black women ownership	20	
B-BBEE Status Level 3-4 contributor with at least 51% women ownership	18	
B-BBEE Status Level 1-2 contributor with at least 51% black youth or disable ownership	16	
B-BBEE Status Level 1-2 contributor	14	
B-BBEE Status Level 3-8 contributor with at least 51% youth or disable ownership	12	
B-BBEE Status Level 3-4 contributor	8	
B-BBEE Status Level 5-8 contributor	4	
Others (non-compliant)	0	

<b>Returnable documents to claim points</b>		<b>Please tick below for the attached document</b>
<b>1</b>	<b>B-BBEE Certificate</b>	
<b>2</b>	<b>Sworn Affidavit (EME or QSE)</b>	
<b>3</b>	<b>CSD registration number</b>	

## **10. CONTRACT ADMINISTRATION**

**10.1.** Successful bidders must advise the Supply Chain Management Unit and Project Manager immediately when unforeseeable circumstances will adversely affect the execution of the contract.

**10.2.** Full particulars of such circumstances as well as the period of delay must be furnished.

**10.3.** The administration of the quote and contract i.e. evaluation, award, distribution of contract circulars, contract price adjustments etc., shall be the sole responsibility of the Supply Chain Management Unit.

## **11. GENERAL CLEANING EQUIPMENT REQUIRED**

**11.1.** Industrial Heavy duty carpet cleaner (wet and dry);

**11.2.** Industrial vacuum cleaners (less noise)

**NB: The number of vacuum machines allocated must enable cleaners to vacuum in line with the requirements in PART A – Office Cleaning Services Requirements. THERE MUST BE NO SHORTAGE OF VACUUM CLEANERS** and must always be functional where applicable.

**11.3.** Disc (floor) striping machine.

**11.4.** Heavy duty wet and dry vacuum cleaner.

**11.5.** Mop trolleys.

**11.6.** And all the other necessary equipment.

## **12. EVERY WORKER MUST HAVE THE FOLLOWING:**

- Broom.
- Toilet Brushes
- Ladders
- Dishwashing liquid
- Multi-surface cleaner
- Bleach
- Dishwashing cloths
- Scourers
- Refuse bags (heavy duty)
- Bin liners
- Mop trolleys
- Scrubbing brushes.
- Buckets.
- Steel wool.
- Buffing machine.
- Furniture polish.
- Multipurpose cleaner.
- Toilet cleaner.
- Disinfectant soap.

- Heavy duty rubber gloves.
- Dusters (feather/cloth).
- Hand sanitizer.
- And all the other necessary cleaning materials.
- Signage relating to cleaning (example wet floors).
- Every worker must be clothed in full uniform, depicting the name of the company and name tag, each worker should be provided with two (2) sets of uniforms as prescribed by the BCCCI / NCCA.

### **13. MEETINGS**

**13.1.** The project manager of the appointed cleaning company must attend the following meetings organized by SASSA:

- Occupational Health and Safety (OHS) meetings.
- Ad-hoc meetings organized as and when necessary.
- Progress review meetings to be held on a quarterly basis.

**13.2.** The supervisor must draw up timetables and work schedules daily.

**13.3.** Disaster Management: In the event of flooding or any other incident, which may occur, emergency cleaning must be undertaken by the service provider at additional cost subject to SCM processes.

### **14. PRICE**

**14.1.** All prices charged should be inclusive of VAT, where applicable. The quote proposal must clearly indicate the total price for twelve (12) months.

### **15. PROJECT CO-ORDINATION ARRANGEMENTS**

**15.1.** The Facilities Management and Auxiliary Support Services Unit, based at SASSA KZN Regional Office, shall be responsible for the coordination of this project.

**15.2.** Quotations should be submitted/deposited at the tender box situated at the following address:

**SASSA**

**KZN Regional Office**

**Reception area (Ground Floor)**

**1 Bank Street**

**Pietermaritzburg**

**3201**

## **16. PROJECT PERIOD**

The project will commence on the 1<sup>st</sup> of September 2026, notwithstanding the signing of the contract. The service provider will be expected to provide cleaning, hygiene, gardening services, and car wash services for a period of twelve (12) months (01 September 2026 to 31 August 2027).

## **PART A – OFFICE CLEANING SERVICES REQUIREMENTS**

### **STANDARD CLEANING ACTIVITIES**

#### **FLOOR MAINTENANCE:**

##### **Resilient Floors:**

- Sweep or damp mop. Daily and when required
- Machine burnish. Monthly if applicable

##### **Stone Floors (ceramic tiles):**

- Sweep. Daily and when required
- Damp Mop. Daily and when required
- Machine Buff. Monthly
- Machine scrub. Monthly

##### **Rugs and Carpeting:**

- Vacuum clean thoroughly:
- Heavy traffic areas. Daily and when required
- Medium traffic areas. Alternative Days
- Light traffic areas. Twice per week

##### **DUSTING:**

- Dust all surface (low level). Daily and when required
- Dust all high ledges and fittings. Weekly
- Dust all surfaces (wall, cabinet, blinds and

- |   |                         |
|---|-------------------------|
| Air-conditioning vents etc.)              | Weekly                  |
| ○ Dust all window ledges.                 | Daily and when required |
| ○ Dust telephones and Computer equipment. | Daily and when required |
| ○ Clean and disinfect telephones.         | Weekly                  |

**WASTE DISPOSAL:**

- |  |                         |
|--|-------------------------|
| ○ Provide refuse bags for the bins       | Daily                   |
| ○ Empty and clean all waste receptacles. | Daily and when required |
| ○ Remove all waste to specified areas.   | Daily and when required |
| ○ Remove all waste papers.               | Daily and when required |

**WALLS AND PAINTWORK:**

- |   |                         |
|---|-------------------------|
| ○ Spot clean all low surface, i.e. glass, walls,<br>Doors and light switches. | Daily and when required |
|---|-------------------------|

**GLASS AND METAL WORK:**

- |                           |                         |
|---------------------------|-------------------------|
| ○ Spot clean glass doors. | Daily and when required |
|---------------------------|-------------------------|

**ENTRANCE AND RECEPTION:**

- |                                      |                         |
|--------------------------------------|-------------------------|
| ○ Sweep entrance steps and entrance. | Daily and when required |
| ○ Clean doormats and wells.          | Daily and when required |
| ○ Wash entry points and steps.       | Daily and when required |

## **TOILETS AND REST ROOMS:**

### **Normal usage toilets and rest rooms**

- |   |                            |
|---|----------------------------|
| ○ Provide toilet brushes for all toilets  | Once off and when required |
| ○ Maintain floors according to types.   | Daily and when required    |
| ○ Deep clean normal usage toilets   | Quarterly                  |
| ○ Damp mop floors with disinfectant.  | Daily and when required    |
| ○ Empty and clean all waste receptacles.  | Daily and when required    |
| ○ Empty and clean sanitary bins.  | Weekly/Bi-weekly           |
| ○ Clean and sanitise all bowel basins, urinals, Showers and baths (where applicable). | Daily and when required    |
| ○ Clean all mirrors.  | Daily and when required    |
| ○ Clean all metal fittings.   | Daily and when required    |
| ○ Spot clean walls, doors, partitions and Lockers where applicable.                   | Daily and when required    |
| ○ Replenish consumables i.e. toilets papers, Soap and towel cabinets.                 | Daily and when required    |

### **High usage (public) toilets and rest rooms**

- |  |                                     |
|--|-------------------------------------|
| ○ Provide toilet brushes for all toilets | Once off and when required          |
| ○ Maintain floors according to types.    | 4 Times Daily required              |
| ○ Deep clean normal usage toilets        | Monthly                             |
| ○ Damp mop floors with disinfectant.     | Twice Daily or as and When required |

- Empty and clean all waste receptacles Twice Daily
- Empty and clean sanitary bins. Weekly/Bi-weekly
- Clean and sanitise all bowel basins, urinals,  
Showers and baths (where applicable). Daily and when required
- Clean all mirrors. Daily and when required
- Clean all metal fittings Daily and when required
- Spot clean walls, doors, partitions and  
Lockers where applicable Daily and when required
- Replenish consumables Daily and when required  
i.e. toilet papers, soap and towel cabinets

#### **LIFTS AND LIFT FOYERS:**

- Completely clean interior of all lifts including  
Indicator boards. Daily and when required
- Clean lift door tracks. Daily and when required

#### **STAIRCASES:**

- Dust and sanitize handrails and fittings. Daily and when required
- Maintain landings, treads and risers according  
to finish. Daily and when required
- Clean fire escape. Weekly

### **WINDOW CLEANING:**

- Clean interior and exterior faces of all Accessible windows. Quarterly (only on weekends)
- Clean partition glass. Weekly

### **BLINDS:**

- Dust. Twice a week
- Ensure that blinds are in place. Daily and when required

**NB: The service provider shall be held accountable for the blinds damaged by the cleaners**

### **PARKING:**

- Pick up litter and remove to agreed area. Daily and when required
- Sweep. Weekly

### **STOREROOMS:**

- Scrub the floor. Twice a month and when required
- Dust all areas Twice a month and when required
- Remove all unwanted papers and other items. Twice a month and when required

### **WALKWAY / BUILDING SURROUNDINGS:**

- Pick up litter and remove to agreed area. Daily and when required
- Sweep. Weekly

### **REFUSE AREA:**

- Operate compactor. When required (If applicable)
- Maintain compactor / refuse area in a clean and Hygienic condition. When required (If applicable)
- Sweep and keep the refuse area tidy (Maintain refuse area in a clean hygienic condition) Daily and when required

### **DINNING ROOMS:**

- Maintain and clean floors according to type. Daily and when required
- Dust all vertical and horizontal surfaces to a height of 2.5m. Daily and when required
- Damp wipe furniture. Daily and when required
- Empty and clean receptacles. Twice a day
- Collect dirty dishes and wash them in the kitchen. when required

### **KITCHEN:**

- Maintain and clean floors (inside and outside). Daily and when required
- Wash the dishes in the kitchen. Four times a day and when

- Clean the fridges. required  
Fortnightly and when required
- Clean the microwaves Daily
- Clean and re-fill water boilers Daily

### **BOARDROOMS:**

- Maintain and clean floors. Daily and when required
- Dust all boardroom tables and chairs. Daily and when required
- Collect dirty dishes and wash them in the kitchen As and when required

### **OFFICES**

#### **In addition to the standard cleaning activities for offices**

- Collect dirty dishes and wash them in the kitchen As and when required
- Wash water jugs and glasses and re-fill water jugs Daily and when required

### **WATER COOLERS:**

- Clean and re-fill water coolers Daily

### **SERVICE TIMES:**

- Day cleaning - Monday to Friday from 06h30 to 15h00 or as practical in the environment, but subject to 8 hours a day.
- Night cleaning is not allowed unless a need arises.

## MISCELLANEOUS:

- Polish desk and office furniture. Fortnightly
- Wash vinyl covered furniture. Monthly
- Vacuum cloth covered furniture. Monthly
- Removal of empty boxes When required

## QUARTERLY CLEANING EXERCISES

- Carpet cleaning (deep cleaning) Quarterly (only on weekends)
- Deep cleaning of floors/tiles Quarterly (only on weekends)
- Clean interior part of windows Quarterly (only on weekends)
- Deep Cleaning of Couches Six monthly(only on Weekends)  
(Number may increase or decrease)
- Deep cleaning/Disinfect (COVID): As required  
-After confirmation of a positive case  
Surface sanitizer with a minimum of **75%**  
alcohol content  
Germ guard
- Deep cleaning of chairs Six monthly (only on Weekends)  
(Number may increase or  
decrease)

## DAILY CLEANING DISINFECTING CHEMICALS

- Sanitizing and disinfecting objects surfaces and workstations using the basic minimum requirement
- Gem guard
- Disinfectant containing 0.5% sodium hypochloride

## **EXCLUDED AREAS:**

- Electrical and mechanical plant rooms.

## **PART B – Sanitary Consumables Requirements**

**NB: The service provider must install and maintain the following sanitary consumable required:**

- Toilet Paper Holders and Refills;
- Toilet Paper Quality must comply with SANS 1887 Part 2
- Sensor Operated Hand Towel (Paper) Dispensers and Refills;
- Hand Towel Quality must comply with SANS 1887 Part 8
- Foam Seat Spray Dispensers (Foam) and Refills;
- Sanitizer Drip Master for Urinals;
- Pee mats
- Sensor operated Sanitary Waste Bins and Removal Service (Weekly/Bi-weekly);
- Sensor Operated Hand Soap Dispenser (Foam) and Refills;
- Hand Towel Waste Bins.
- Air Fresheners (Digital) and Refills.

**N.B: The service provider/SASSA officials shall be expected to properly monitor the usage of the abovementioned and ensure that THERE IS NO SHORTAGE AT ALL TIMES.**

## **PART C – CAR WASH SERVICES**

**N.B:** Each Pool vehicle must be washed weekly. The car wash service must be provided in a secure and safe car wash facility closest to SASSA KZN within a 5 km radius where applicable.

- Provide a complete car wash service which includes the following (weekly):
- Wash the exterior part of the vehicle, including windows.
- Polish dashboards.
- Vacuum the driver and passenger seats.
- Vacuum the floor mats in the driver and passengers' seats.

- Wash and polish car tyres.
- Polish pool vehicles on a six-month basis,
- Car mini valet service on a six-month basis,
- Cleaning/vacuum of car boots/bakkie bins.

#### **PART D– GARDEN SERVICES REQUIREMENT**

- Cutting and removing of grass once a month from April to September and twice a month from October to March.
- Pruning of trees and shrubs as and when required.
- Tilling of soil/ flower beds as and when required.
- Tree felling as and when required.

Garden services to be offered as follows:

- Taking out the weeds;
- Clearing the yard;
- Cutting the grass;
- Cutting the trees;
- Trimming of flowers/shrubs;
- Sweeping surroundings;
- Watering the grass/garden

The Service Provider must make sure that all the rubble and waste are removed from the yard after the service has been rendered.

The service provider will provide their own equipment viz.

- Spade;
- Iron rake;
- Hosepipe;
- Spit fork;
- Wheel barrow;
- Grass cutter;
- Lawnmower

#### **PART E – FUMIGATION/PEST CONTROL SERVICES**

**(Quarterly -only on weekends)**

- Pest Control (fumigation/gel application)
- Baiting station for rodents  
(Service provider to provide the site with the Pest control certificate)

**ONLY PRICE PROPOSALS SUBMITTED IN LINE WITH THIS TEMPLATE SHALL BE ACCEPTED**

This price structure must be completed in full by the service provider.

**SASSA KZN REGION PRICE STRUCTURE TEMPLATE - ILEMBE DISTRICT**

<b>All Total prices must include VAT, if the bidder is a registered VAT Vendor.</b>		
<b>LABOUR COSTS</b>		
<b>Area Manager (indicate whether full time or part time)</b>		<b>Total monthly cost for the Area Manager</b>
Basic Salary		
Provident Fund		R-----
Sick Leave		
SDL		
Leave		
COIDA		
UIF		
NCCA		<b>Twelve months cost for the Area Manager</b>
Any Other Allowances		R-----

<p>Cleaner (indicate number of full time cleaners as per <b>annexure A</b>)</p> <p>Basic Salary</p> <p>Provident Fund</p> <p>Sick Leave</p> <p>SDL</p> <p>Leave</p> <p>COIDA</p> <p>UIF</p> <p>NCCA</p> <p>Any Other Allowances</p>		<p><b>Total monthly cost per Cleaner</b></p> <p>R .....</p> <p>Total monthly cost for number of Cleaners per month as per <b>annexure A</b></p> <p>R .....</p> <p><b>Twelve months cost for cleaners as per annexure A</b></p> <p>R.....</p>
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**OVERTIME COSTS**

**Area Manager**

**TOTAL COST FOR AREA MANAGER'S OVERTIME WORK (ALIGNED TO THE TENDER SPECIFICATION)**

Saturday

Number of sessions (4 per annum) for overtime.

Each session being 8 hours payable as per BCCCI rates at time and half.

**Overtime rate** R-----

**Quarterly overtime cost** R-----

**Twelve months cost overtime cost** R-----

**Overtime costs for cleaners**

Saturday

Number of sessions (4 per annum) for overtime

Each session being 8 hours payable as per BCCCI rates at time and half.

**Overtime rate per cleaner**

R-----

**Quarterly overtime cost**

R-----

**Twelve months cost overtime cost**

R-----

**TOTAL TWELVE MONTHS COST FOR LABOUR** R-----

# CLEANING MATERIAL AND SANITARY CONSUMABLES AND SANITARY EQUIPMENT - ILEMBE DISTRICT

(REFER TO ANNEXURE B FOR LIST OF ITEMS REQUIRED PER MONTH)

<p>A. Cleaning Consumables ie, Chemicals/Detergents, Paper products and Equipment.</p>	<p>Monthly Cost ( VAT exclusive) R-----</p> <p>Twelve months Cost ( VAT exclusive) R-----</p>
<p>B. Hygiene Services: Sanitary consumables to be used and sanitary equipment to be installed.</p>	<p>Monthly Cost ( VAT exclusive) R-----</p> <p>Twelve months Cost ( VAT exclusive) R-----</p>
<p>C. Other (e.g. Profit, Operational costs, etc.)</p>	<p>Monthly Cost ( VAT exclusive) R-----</p> <p>Twelve months Cost ( VAT exclusive) R-----</p>
<p><b>TOTAL COST PER ANNUM ( exclusive of VAT) - FOR (A,B,C) ABOVE</b></p> <p><b>VAT @ 15%</b></p> <p><b>TOTAL COST PER ANNUM - FOR (A,B,C) ABOVE INCLUSIVE OF VAT (WHERE BIDDER IS A VAT VENDOR)</b></p>	<p>R-----</p> <p>R-----</p> <p>R-----</p>



## GARDENING SERVICES - ILEMBE DISTRICT

REFER TO ANNEXURE C FOR LIST OF OFFICES WHERE GARDENING SERVICE IS REQUIRED AND THE EXTENT THERETO

**N.B The Agency will not pay where gardening service has not been rendered as per specification**

Numbers of offices where gardening services will be rendered.

Total number of square meters

3309m<sup>2</sup> **square meters x 18 services**

Cost per square meter

R-----

**Total Cost per annum = Total number of square meters x cost per square meter x 18 services**

R-----

**VAT @ 15%**

R-----

**TOTAL COST PER ANNUM INCLUSIVE OF VAT (WHERE BIDDER IS A VAT VENDOR)**

R-----

## FUMIGATION/PEST CONTROL SERVICES - ILEMBE DISTRICT

REFER TO ANNEXURE A FOR THE TOTAL OFFICE SPACE TO BE FUMIGATED.

N.B The Agency will not pay where fumigation/pest control has not been rendered as per specification. Service provider to issue each site with a fumigation certificate reflecting chemicals used after fumigation.

<p>Numbers of offices where pest control has to be rendered</p> <ul style="list-style-type: none"> <li>○ Bait station for rodents</li> <li>○ Gel application for crawling insects</li> <li>○ Fumigation for crawling</li> </ul> <p><b>Total cost per quarter</b></p>	<p>Square meter x Rate per quarter ( VAT exclusive)</p> <p><b>1755 m<sup>2</sup> x R -----</b></p> <p>R-----</p>
<p><b>TOTAL COST PER ANNUM ( TOTAL COST PER QUARTER X 4 QUARTERS)</b></p> <p><b>VAT @ 15%</b></p> <p><b>TOTAL COST PER ANNUM INCLUSIVE OF VAT (WHERE BIDDER IS A VAT VENDOR)</b></p>	<p>R-----</p> <p>R-----</p> <p>R-----</p>

## **GRAND TOTAL COST FOR THE BID - ILEMBE DISTRICT**

**N.B with confirmation from the head of the local office where the said service was rendered.**

<b>LABOUR COSTS PER ANNUM</b>	R-----
<b>CLEANING MATERIAL AND SANITARY CONSUMABLES AND SANITARY EQUIPMENT PER ANNUM ( VAT inclusive)</b>	R-----
<b>CAR WASH SERVICES PER ANNUM ( VAT inclusive)</b>	R----- R-----
<b>GARDENING SERVICES PER ANNUM ( VAT inclusive)</b>	R-----
<b>FUMIGATION/PEST CONTROL SERVICES PER ANNUM ( VAT inclusive)</b>	
<b>TOTAL BID PRICE ( The total bid price should be the same as the price on SBD 3.1)</b>	R-----

## 17. ENQUIRIES

The following officials can be contacted in respect of bid enquiries, from the date of advert until two (2) days before the quotation closing date.

### 17.1. Technical enquiries

Name of Region	Contact Number	Contact Person	Email Address
SASSA KwaZulu Natal	033 846 3317	Mr.Raj Lutchman	<a href="mailto:RajL@sassa.gov.za">RajL@sassa.gov.za</a>

### 17.2. Supply Chain Management

Name of Region	Contact Number	Contact Person	Email Address
SASSA KwaZulu Natal	033 846 9532	Mr.LG Shandu.	<a href="mailto:LuckyGS@sassa.gov.za">LuckyGS@sassa.gov.za</a>

## ANNEXURE A

## ILEMBE DISTRICT

No	Local Office	Square Meters	Number Of Cleaners	Number Of Vehicles	Number Of Toilets Male/Female		Number Of Public Toilets Male/Female		Number Of She Bins	Number Of Toilet Roll Dispenser	Number Of Paper Towels Dispensers	Air Freshener Dispenser	Soap Dispenser
					M	F	M	F					
1	Mandini	120m <sup>2</sup>	2	2	2	3	2	2	4	7	3	2	2
2	Maphumulo	459m <sup>2</sup>	1	3	1	1	2	4	5	5	2	2	2
3	Bhamshela	97m <sup>2</sup>	1	2	2	2	1	2	4	3	2	2	3
4	Ndwedwe	488m <sup>2</sup>	3	3	2	4	2	4	6	12	8	4	4
5	Kwa Dukuza	591m <sup>2</sup>	2	3	2	3	4	5	7	14	4	4	4
	<b>TOTAL</b>	<b>1755m<sup>2</sup></b>	<b>9</b>	<b>13</b>	<b>9</b>	<b>13</b>	<b>11</b>	<b>17</b>	<b>26</b>	<b>41</b>	<b>19</b>	<b>14</b>	<b>15</b>

**ANNEXURE B****ILEMBE DISTRICT**

NO	ITEM	MANDINI LOCAL OFFICE	MAPHUMULO LOCAL OFFICE	BHAMSHELA LOCAL OFFICE	NDWEDWE LOCAL OFFICE	KWA DUKUZA LOCAL OFFICE	TOTAL
1	Toilet paper 48s	6	4	4	4	6	24
2	Dishwasher Liquid 5ltr	2	1	1	1	1	6
3	Pinex 5ltr	1	1	1	1	1	5
4	Big Bin bag 20s (760mm x 910mm)	2	2	2	2	2	10
5	Small Bin bags 20s (65mm x 35mm)	2	2	2	2	2	10
6	Mr Min 750ml,	3	3	3	3	4	16
7	Air Fresher 300ml	5	4	2	3	4	18
8	Thick Bleach 5ltr	1	1	1	1	1	5
9	Pine gel 5lt	1	1	1	1	1	5
10	Liquid Floor polish 5lt	1	1	1	1	1	5
11	Deo Blogs 5lt	1	1	1	1	1	5
12	Dish clothes	6	6	6	6	6	30
13	Doom 300ml	3	3	3	3	3	15
14	Handy Andy 5L	1	1	1	1	1	5
15	Gloves in pack	4	4	4	4	4	20
16	Window Cleaner 5L	1	1	1	1	1	5
17	Dish Sponge 9s	3	3	3	3	3	15
18	Steel wool pack	2	2	2	2	2	10
19	Dusting clothes	3	3	3	3	3	15
20	Sweet cherry for toilet,5l	1	1	1	1	1	5

**ANNEXURE C**

**ILEMBE DISTRICT**

No	Local Office	Garden services required Yes/No	Square Meters for Gardening	Comments with regards to scope of work to be done Eg, Grass cutting, tree felling, weeding, pruning of trees
1	MANDINI	YES	120M <sup>2</sup>	GRASS CUTTING, TREE FELLING, WEEDING, PRUNING OF TREES
2	MAPHUMULO	NO	459M <sup>2</sup>	NONE
3	BHAMSHELA	NO	NA	NONE
4	NDWEDWE	YES	1500M <sup>2</sup>	GRASS CUTTING, TREE FELLING, WEEDING, PRUNING OF TREES
5	KWA DUKUZA	YES	1230M <sup>2</sup>	GRASS CUTTING, TREE FELLING, WEEDING, PRUNING OF TREES
	<b>TOTAL</b>		<b>3309M<sup>2</sup></b>	